



**Las Palmas
New
Home
Handbook**

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Preparation For Move-In

House Keys & Garage Door Opener(s)

Your house keys and Garage Door Opener(s) may be obtained from your sales representative upon close of escrow.

Mail Boxes

Most of our developments utilize "group" type mail boxes under the direction of the United States Postal Service. Keys for your mail box may be obtained from the main post office. Landmark Development Corporation has no control over or responsibility for the mail boxes.

Utilities

Please contact your local utility companies several days prior to your move-in date to schedule installment of service. See the "Sub-Contractors, Suppliers, Manufacturers & Utilities" section of this handbook for a listing of the local utility companies.

Walk-Through Inspection

Your sales agent has/will direct you in scheduling an appointment for your "walk-through" inspection of your home prior to move-in. You should allow approximately 1½ hours for this inspection with Landmark Development Corporation's Construction Representative.

During this walk-through inspection, it is important that you inspect all details of your home for deficiencies. Problems such as damaged ceramic tile, flawed plumbing fixtures (sinks, tubs, showers, etc.), scratched or broken windows and mirrors, damage to linoleum or carpeting, touchup painting, marred or scratched surfaces of marble, counter tops, cabinet doors, etc., may not be covered under the homeowner's warranty if not noted on the walk-through inspection report.

Landmark Development Corporation will make every effort to correct all needed deficiencies prior to your move-in. Although work orders are issued promptly, if all work cannot be completed prior to your move-in, Landmark Development Corporation will make every "effort" to complete repairs within thirty (30) days. Also, immediately upon move-in, keep a list of your new-found discrepancies on the enclosed "Request For Service" form and, after at least thirty (30) days, mail or fax it to Landmark Development Corporation's Customer Service Department and a response will be forthcoming.

Homeowner's Limited Warranty

This homeowner's limited warranty is provided by Landmark Development Corporation. Your new home is warranted against material failures or defective workmanship and is **not a maintenance warranty**. It is effective for a period of one (1) year from the earlier of: the date you take possession of your home; or, close of escrow.

This warranty is provided as the sole warranty by Landmark Development Corporation in connection with your purchase of this home. This warranty is not transferable; it automatically terminates when the original owner ceases to own or occupy the home, or at the end of one (1) year, whichever comes first. There are no other Landmark Development Corporation warranties for the home either expressed or implied.

Landmark Development Corporation's responsibility for repair is specifically excluded when damage arises from:

- ☞ the process of moving into your home;
- ☞ wear and tear of normal occupancy;
- ☞ intentional or negligent occupancy (which includes lack of "normal" homeowner's maintenance);
- ☞ alterations or changes to the home;
- ☞ alteration of the established drainage system;
- ☞ weathering of the exterior of the home;
- ☞ acts of God.

Minor imperfections are common within a new home and most often can be easily remedied. All needed repairs to your home can be reported to Landmark Development Corporation's Customer Service Department in accordance with the procedures explained herein.

NOTE: All repairs must be reported to Landmark Development Corporation's Customer Service Department in writing in order

for staff to properly document the requested repairs and provide service. No phone calls or verbal reports, please.

Direct Approach To Sub-Contractors

There are certain features in your new home whose warranty is better handled by the manufacturer, supplier or sub-contractor, rather than by Landmark Development Corporation. Experience has proven that the customer often times obtains better warranty service when a third parties involvement, such as that of Landmark Development Corporation, is eliminated. This means that the customer must go directly to the manufacturer, supplier or sub-contractor. In this manner, both the customer and the respondent know what the problem is and when the customer can be at home to admit the repairman. The entrance of the third party only complicates these arrangements. Please note the recommendations throughout this handbook for direct contact of manufacturers, suppliers or sub-contractors and utilize the direct approach when appropriate.

Requesting Service

Please use the following procedures for requesting service if and when it becomes necessary.

Emergency Service

The following conditions are hereby identified as "emergency" situations requiring attention within twenty-four (24) hours from notification:

- ☞ total stoppage of plumbing (if it occurs **within sixty [60] days** from date of move-in);
- ☞ a water leak requiring the water service to be shut off to avoid serious damage to the building or furnishings;
- ☞ complete loss of heat (air conditioning is not an "emergency");
- ☞ complete loss of electrical service (but, you must first check the circuit breakers, etc. in order to avoid being billed for a service call made unnecessarily);
- ☞ roof leaks or window leaks causing damage to the building or furnishings.

Remember, you can often solve an emergency by shutting off water valves or circuit breaker switches until service can be arranged. Please make sure you know the location of these valves and switches. It is your responsibility to protect your home and personal property from possible damage in an emergency.

Emergencies only should be called in to the Landmark Development Corporation office. If an emergency occurs when you cannot reach Landmark Development Corporation's Customer Service Department (nights, weekends or holidays) or the appropriate sub-contractor, supplier or manufacturer listed later in this warranty, consult your local Yellow Pages and contact someone qualified to make the necessary repairs for you, after which you must pay his/her bill. But then, if you are certain that the repair is an emergency which could not possibly have waited until normal working hours and if you are certain that the repair is in warranty, submit the receipted bill to Landmark Development Corporation's Customer Service Department together with an explanation and Landmark Development Corporation will reimburse you if all is in order.

Non-Emergency Service

When repairs to your home become necessary, please follow this procedure:

- ① Please mail or fax the needed repair(s) on one of the "Request For Service" forms provided herein, fully explaining the room or general location of the needed work, and the particular problem. For example: Kitchen: leak from sink faucet.
- ② Fully complete the information requested on the "Request For Service" form regarding the name, address, lot, subdivision, and include a telephone number where you can be reached during normal business hours (both work and home).

- ③ Once you have several items on your list, please mail or fax to:

Landmark Development Corporation
21060 Homestead Road, Suite 209
Cupertino, CA 95014
Attention: Customer Service Department
Fax Number: 408/735-9299

Upon receipt of your "Request For Service" form, Landmark Development Corporation will schedule an appointment for a Customer Service Representative to review the items reported. Following this review, the Customer Service Representative will schedule sub-contractors and/or field personnel to make the actual repairs at a mutually convenient time.

As with any business, Landmark Development Corporation's hours, as well as those of most sub-contractors and suppliers, are generally Monday through Friday from 8:00 a.m. to 4:00 p.m. Thus, appointments for repairs will be made during those hours.

If for any reason it becomes necessary for you to cancel a scheduled appointment, please contact Landmark Development Corporation's office immediately, so we can, in turn cancel the scheduled work.

Although work orders are issued promptly, many sub-contractors, trades and component parts may be involved. Approximately twenty (20) working days should be allowed for completion of the work, depending on the extent and urgency of the repairs.

NOTE: THE SALES STAFF DOES NOT HAVE THE RESPONSIBILITY FOR, NOR ARE THEY QUALIFIED TO MAKE JUDGMENTS REGARDING LIMITED WARRANTY OR CUSTOMER SERVICE. ALL SUCH COMMITMENTS MUST COME FROM THE LANDMARK DEVELOPMENT CORPORATION CUSTOMER SERVICE DEPARTMENT.

Homeowner Maintenance Responsibilities

This portion of the New Home Handbook is provided by Landmark Development Corporation to offer maintenance suggestions. It does not imply any guarantees or warranties other than those specifically contained herein. Please read it and keep it handy for reference when questions or emergencies arise. It can save you money by helping you to keep up with the occasional minor repairs and keeping major ones to a minimum.

There are several thousand component parts in a new home. The information contained herein will assist you when questions arise regarding the maintenance and care of the products used in the construction of your home. As common to many products, proper use and care during the initial "breaking-in" period will assure greater service during your ownership.

A general knowledge of proper maintenance and an understanding of the materials used in the construction of your home is helpful.

The following information provides maintenance suggestions and the extent of Landmark Development Corporation's limited warranty for each product in your home.

Appliances

Frigidare®, G.E.®, Thermador® and Whirlpool® appliances are covered by warranties from the manufacturer and are not serviced by Landmark Development Corporation or its sub-contractors.

Defects in Frigidare® appliances should be directed to the manufacturer's service center at 1-800-444-4944 or per the warranty booklets supplied with each appliance.

Defects in G.E.® appliances should be directed to the manufacturer's service center at 1-800-432-2737 or per the warranty booklets supplied with each appliance.

Defects in Thermador® appliances should be directed to the manufacturer's service center at 1-408-294-2698 or per the warranty booklets supplied with each appliance.

Defects in Whirlpool® appliances should be directed to the manufacturer's service center at 1-800-479-7733 or per the warranty booklets supplied with each appliance.

Appliances manufactured by companies other than Frigidare®, G.E.®, Thermador® or Whirlpool® are warranted by various suppliers or sub-contractors and defects may be reported to Land-

mark Development Corporation or directly to the pertinent sub-contractor and/or manufacturer.

Please refer to the operating manuals supplied with each appliance for proper use and care instructions.

Be sure to mail the warranty cards contained in the manufacturer's booklet to the manufacturer as soon as possible after move-in so the warranties will be registered.

When appliance service is requested, the model and serial numbers of the unit may be needed.

Service calls resulting from other than defective equipment or installation may be chargeable to the homeowner.

Cabinets

You will find a normal variance in the natural wood grain, color, texture and finish of your cabinets. This is a normal characteristic of wood products and is not considered a defect in materials or workmanship.

The standard wood products in your home have been given the same fine finish as furniture and should be treated in the same manner. Use only an appropriate furniture polish to clean wood surfaces. The use of water for cleaning may damage the surface, thus should be avoided.

New cutting boards should be covered with oil prior to use to prevent splintering. Rub the surface (both sides) with a liquid cooking oil and allow it to absorb into the wood before using. If your cutting board should begin to splinter, simply sand the surface and apply cooking oil as directed above.

We suggest that you contact either the cabinet manufacturer or sub-contractor for cleaning instructions for your specific type of cabinet.

Any scratches or mars to the surface of cabinets that are not reported on the walk-through inspection report are not covered under this warranty.

Concrete

Concrete, as used for stucco, foundations, porches, steps, patios, walks and driveways will expand with summer heat and contract with winter cold. Cracks may appear due to temperature changes and the natural shrinkage as the concrete obtains its final set. Cracks occur due to climatic conditions. However, they generally do not affect the structural integrity of the product.

Landmark Development Corporation does not warrant repair or replacement of concrete for hairline cracks. Repair to replacement of concrete due to excessive cracking, as determined by Landmark Development Corporation, may be warranted within the one (1) year warranty upon inspection and at the sole discretion of Landmark Development Corporation.

If concrete replacement is required, Landmark Development Corporation does not warrant that the color of the new material will be the same as the color of the existing concrete. Because color variation is a characteristic of the material, Landmark Development Corporation will not be held responsible for color variations in new and existing material.

Counter Tops & Tiled Floors (Ceramic Tile)

There are two general types of ceramic tile: glazed tile, with a surface like chinaware; and unglazed tile, a rugged tile body in which the color is the same throughout.

Care should be taken when moving furniture and other heavy objects on your tile floors to avoid scratching or damage to the tile. We also suggest covering the floor with a tarp or similar cover during your move-in to prevent damage during the move.

Color grouts used in filling tile joints consist of graded aggregate, portland cement, water dispersing agents, plasticizers and color pigments. It is the nature of portland cement products to cure somewhat irregularly, leaving a variety of product shades from light to dark. For the most part, quarry tile and ceramic grade factory-produced colored grouts cure informally, leaving a consistently colored joint. However, in cases where there is shading or variation in the color of the grout joints because of the characteristic of the product, Landmark Development Corporation will not assume responsibility for the replacement of the grout. Non-sanded colored grouts often shade light and dark when drying. It also will remain darker longer when it gets wet. It can also appear to be a different color. These problems have caused some homebuyers concern and

therefore Landmark Development Corporation hereby makes disclosure of those concerns with non-sanded grouts.

Your tile grout will produce, under most circumstances, a white chalky lime substance. This is known as "effervescence" which is a natural occurrence and a normal characteristic of grout material. It is the lime substance in the grout compound that is more easily seen in colored grout than in white grout. This effervescence may continue for only a short time or for an indefinite period. Because this is a normal characteristic of grout material, Landmark Development Corporation does not warrant against effervescence and the replacement, repair or maintenance of grout as a result of effervescence.

To keep grout looking good, you may want to apply a sealer to the grout. If you chose to seal your grout, you should decide on the appearance you want:

- ① If you like the color of your grout as it is now, you should use a silicone sealer. This will not change the appearance of your grout, but will protect the grout from most stains.
- ② If you would like your grout to look darker, as if you wet the grout with water, then you will want to use a sealer such as "Watco Tile Sealer."

Always follow instructions on sealer to accomplish a good job.

Do not use detergent to clean tile during the initial curing stage (approximately thirty [30] days after installation). During the first month, simply wash tile with a damp cloth for daily upkeep.

Clean with water and a mild liquid soap. Use a soft brush once in a while to clean tile surface and grout joints. DO NOT scrape grout or tile with any metal objects in order to clean.

Glazed ceramic tile floors will respond beautifully to a quick cleaning with a damp cloth, especially if followed by drying with a soft dry cloth.

Unglazed tiles are colorfast and may be waxed if desired, and cleaning may be done with a detergent.

Landmark Development Corporation does not warrant replacement of chipped or nicked ceramic tile that is not reported on the initial walk-through inspection form.

Counter Tops (Cultured Marble)

Cultured marble should be cleaned with a mild detergent and warm water or a foaming cleanser. Do not use any type of abrasive cleaner or scouring pad on cultured marble, as these will dull the glossy finish.

If dullness or small scratches appear, they can easily be removed and the original finish restored with a rubbing or polish compound. After washing the surface, apply the compound to a soft cloth and hand rub the surface with straight and overlapping motions until all traces of dullness or scratches have been removed. Then wipe the surface clean of all rubbing compound and follow with a coat of paste wax.

Landmark Development Corporation does not warrant repair for scratches or surface damage to cultured marble that is not reported on the initial walk-through inspection form.

Doors

Cracks may appear in door joints during dry seasons. You may use putty or filler in the joints prior to repainting.

Do not slam doors, as this will cause them to stick, sag and jam. Teach children not to hang or swing on the doors, as this will also cause the door to sag and the hardware will become loose.

Drainage

The grading and drainage of your home site has been certified to be in accordance with local grading ordinances specifically designed to provide proper drainage and water control.

Failure to maintain proper drainage may cause serious structural failures to your home, water damage to interiors, or even financial liability to neighboring properties. Any alteration of the established drainage will be made at your own risk and will void any warranty pertaining to drainage by Landmark Development Corporation.

It is important in the process of landscaping to maintain proper drainage flow. Many of the warranties on your home may be void if water is allowed to stand against your home's foundation.

You may also be liable if water is diverted off your property and onto that of your neighbors'.

In many situations, a common drainage swale between two properties has been constructed to efficiently handle drainage of abutting properties. In some lots a system of drainage has been established allowing water to drain from the rear yard, the side yard and on to the curb or sidewalk.

Disruption or modification of this swale with improvements such as fencing, walls and landscaping will require provision for acceptable drainage alternatives.

A professional landscaper is usually aware of drainage requirements and should take them into consideration when designing a landscape plan.

Driveways

Please see the "Concrete" section of this handbook for information on the characteristics of concrete and Landmark Development Corporation's warranty for the driveway of your home.

Oil spots on concrete driveways and garage floors can be removed with special cleansers prepared for this purpose and which are available at hardware stores.

Electrical

The electrical wiring in your new home represents the latest in materials and workmanship techniques to insure you the greatest convenience and safety. Landmark Development Corporation warrants that the electrical wiring within your home has been installed in compliance with and in some cases exceeds all current City and/or State codes. Landmark Development Corporation warrants the electrical wiring and installation for a period of one (1) year. This warranty shall be voided by alteration or improper operation by the homeowner or his/her appointees. Never allow anyone other than a licensed electrician to repair or alter the wiring in your home. Electricity can be dangerous if not properly installed and used.

Circuit Breakers: A panel of circuit breaking switches can be found in your home or garage. This panel is pointed out to you during your walk-through inspection.

If you overload a circuit by plugging in too many appliances (or too powerful appliances) at the same time, the circuit breaker switch will automatically kick to the "OFF" position. To reset a circuit breaker switch, simply move the switch to the extreme "OFF" position, then push it all the way to the "ON" position.

Outlets: One-half of one outlet in some rooms are operated by a wall switch, with the exception of rooms that have a ceiling light, in which cases there generally will not be a switch operated outlet. For easy identification, most of the room outlets operated by the wall switch are installed upside down.

If an outlet does not have power, check the switch that controls the outlets to see that it is in the "ON" position.

If appliances, such as your garbage disposal and dishwasher, do not operate, check to see that they are plugged in.

Ground Fault Interrupter [GFI] Breaker: The plug receptacles in the kitchen, bathrooms, garage and all outside locations are on a special GFI circuit to minimize the possibility of electrical shock. Faulty appliances will "trip" this circuit. Most common are unsafe hair dryers, shavers, BBQ motors, etc. When any of these plug outlets do not work, simply reset the red button on the special GFI plug found in the garage or bathroom outlet. You reset the circuit by pushing the red button and holding it for a few seconds.

Note that the GFI outlet located in the garage is not intended for and will not accommodate a refrigerator or freezer. If any appliance continues to trip the GFI, the appliance may be hazardous and it might be best to have it repaired or replaced.

Smoke Alarms: Also called "Smoke Detectors", they are located in the hall and all bedroom ceilings. At least once a year, these devices should be blown out to avoid a false alarm. After cleaning, push the green button and the alarm should sound. For your safety, it is important that the devices are kept clean and in proper working condition.

Faucets

Special finishes on faucets and plumbing fixtures, such as antique or polished brass, do not have as hard a finish as does chrome. Only a mild solution of soap and water should be used to

clean antique or polished brass and other finishes, and the same care should be used for chrome to maintain its finish. You may want to contact the pertinent manufacturer or sub-contractor for information on how best to care for brass fixtures.

Do not use abrasive cleaners, brushes, chemicals or aerosol cleaners on these fixtures, as they may cause the finish to discolor or peel. Some aerosol cleaners may also cause plastic handles to crack due to chemical reaction, and thus should be avoided.

Replacement of faucets and plumbing fixtures due to discoloration is subject to inspection by Landmark Development Corporation and/or the manufacturer for determination if the discoloration is a result of a material flaw. If it is determined that discoloration is a result of improper maintenance and/or other than a material defect, Landmark Development Corporation will not warrant replacement.

NOTE: Brass fixtures carry no warranty.

For dripping faucets, please refer to the "Plumbing" section of this handbook.

Fireplaces

Pre-manufactured fireplace units are warranted by the manufacturer for a period of one (1) year, as per the warranty manual supplied with your unit. To facilitate service, if required, please report any deficiencies of your fireplace to Landmark Development Corporation's Customer Service Department.

Check to be sure that the damper and combustible air inlet in your fireplace are open before each use to avoid possible smoke damage, if applicable to your type of fireplace.

All fireplaces are equipped with built-in glass doors, as per City and/or County building codes. To maintain a properly burning fire, the glass doors should be either completely opened or completely closed while the fireplace is in use.

For additional information regarding proper use and maintenance of your fireplace, please refer to the manufacturer's manual supplied with your unit. Specifically, if your home is equipped with a Heatilator, please refer to the manufacturer's manual which came with the unit.

Floor Coverings

Landmark Development Corporation does not warrant floor covering materials; warranties are provided by the respective manufacturers. Copies of the manufacturer's warranty are available through the material supplier upon request.

Carpet and linoleum defects are subject to inspection by the manufacturer and a Certified Textile Inspector (as per the manufacturer's policy) prior to repair and/or replacement.

Carpet: No matter how well your carpets are cleaned and cared for, they will surely absorb a certain amount of soil. As the dust and grit that are carried onto the carpet by foot traffic and airborne soil accumulate on the carpet, there will naturally be a slight change in appearance. This will be noticed earliest with light colored carpets and where foot traffic is heaviest.

Matting and packing are regular occurrences and will be found in high traffic and pivot points. This cannot be avoided, but can be minimized by regular vacuuming to bring the pile back to its original position.

Carpets should be protected from direct sunlight. Even the most colorfast dyes may fade under continuous exposure to the direct rays of the sun.

An apparent change of color will take place on cut pile carpet. When light is reflected from the sides of crushed or bent fibers, the area will appear lighter in color. If viewed from another direction, the area will appear darker. This characteristic is called shading and is not a defect.

Your carpet needs minimal care to prolong its useful life. The following instructions will help you keep them looking fresh and clean; however, situations may arise in which you will want to contact your retailer or a professional cleaner for advice.

Carpet Vacuuming: Your entire carpet should be given a thorough vacuuming at least once a week. It is recommended that the vacuum cleaner have a strong suction and be equipped with a revolving brush or beater bar, which is properly adjusted for the height and type of carpet.

Vacuuming will remove loose fibers from the carpet. It may also lift an occasional tuft (sprout) above the surface. When this

occurs, the tuft should be snipped with scissors to the length of the other tufts. Do not pull the tuft out.

Carpet Cleaning: When the appearance of your carpet becomes dull due to soil, cleaning is recommended. Consult your carpet retailer or a reliable carpet cleaning establishment for advice. Cleaning companies are listed in the Yellow Pages® of the telephone directory.

Carpet Spot And Stain Removal: When accidents or spills occur, immediate action usually will prevent permanent staining. Spot removal kits with instructions can be purchased in many stores or you can mix your own solutions. Many foods, beverages, medicines and other items found in the home contain dyes. These may actually dye the carpet. Dropped cigarettes, or embers from a fireplace, may char small areas of the pile. Consult your carpet retailer or a professional cleaner if you have any questions or when a difficulty is experienced.

Linoleum: Because of the potential danger of damaging your new resilient floor when moving heavy or sharp objects such as appliances over resilient flooring installations, place a piece of underlayment board under the object. Without moving the board, slide or roll the object over it. Follow with additional pieces of board as needed. This prevents the possibility of scratches, tears or buckling of the flooring material.

Legs of tables and chairs should be equipped with floor protectors to minimize scratches and indentations.

You will want to keep your vinyl floor as beautiful tomorrow as it is today and with proper care and maintenance you can expect outstanding performance for many years to come.

Linoleum should be cleaned at least once a month, and may be damp mopped between cleanings using care not to put excessive water on the floor.

To clean linoleum, use a diluted detergent mixture, following the manufacturer's recommendations. Use only enough cleaning action to remove the soil, then wipe up the cleaning mixture, rinse and allow to dry. Commercial clean-and-wax products are effective when care is taken to rinse the mop or sponge periodically in clean water.

For best cleaning and maintenance results, refer to the manufacturer's recommendations.

Garage Door Opener(s)

For information regarding proper use and maintenance of your garage door opener(s), please refer to the manufacturer's manual supplied with your unit.

Garbage Disposal

The manufacturer warrants the garbage disposal for a period of one (1) year. If repairs are needed (after following the steps below), they may be reported directly to the manufacturer or to Landmark Development Corporation's Customer Service Department.

Service calls resulting from other than defective equipment or installation (such as, an object stuck in the disposal by the homeowner) may be chargeable to the homeowner.

Garbage disposals are permanently lubricated and are self-cleaning. Use a steady flow of cold water and allow the unit to run long enough to do a thorough job of pulverizing the waste and flushing it through.

Fibrous materials such as corn husks, artichoke leaves, etc., should not be put into the disposal. Large pieces of food waste such as melon and citrus rinds will be more quickly pulverized if you cut them up before placing them into the disposal.

Never allow metal, glass or other such items to enter your disposal, and never put lye or drain cleaning chemicals into the unit. If your disposal ceases to operate:

- ① Turn the wall switch to the "OFF" position.
- ② Insert a crank key and turn until the obstruction is freed and remove the obstruction.
- ③ Press the "RESET" button located on the bottom of the unit.
- ④ Turn the wall switch to the "ON" position while the water is running.

Heating (And Air Conditioning, if applicable)

Landmark Development Corporation warrants that the heating/air conditioning system has been installed in accordance with City and/or County standards and is of the proper size for your home in accordance with energy conservation measures dictated by the California Energy Commission's residential requirements included in the Title 24 construction methods.

Warranties on the system and component parts will be provided by the manufacturer through the supplier, as per the manufacturer's warranty provided with the unit(s). To expedite repairs if they should become necessary during the one (1) year warranty period, please contact Landmark Development Corporation's Customer Service Department or the pertinent sub-contractor/supplier to schedule service.

In case of sudden failure of your system, please first check the circuit breaker and fuses before contacting the Customer Service Department or sub-contractor/supplier. If you do not know the location of the circuit breaker or fuses, contact the Landmark Development Corporation Customer Service Department and they will advise you its location.

Your forced air unit contains a filter which requires periodic cleaning or replacement. As a dirty filter impairs the efficiency of the unit, we recommended replacement every six (6) months. Should you need further assistance regarding a replacement filter, please refer to the manufacturer's booklet.

Please refer to the manufacturer's booklet for proper use and maintenance instructions.

Insects

From time to time, upon move in, you may find that various insects (spiders, etc.) are present. This is an act of nature, as insects also like to find the most convenient shelter. As such, insect control is a homeowner maintenance responsibility and is not the responsibility of the builder, nor is it covered by your limited warranty.

Interior Walls

The interior walls of your home are constructed with wood (or metal) frames and drywall. Wood shrinkage and settlement, cracks, nail pops and/or seams can appear during the drying out and settlement process of your home. This is normal.

Walls do not like moisture. Keep bathroom and kitchen windows open slightly and open a window in every room at least once each day.

Landmark Development Corporation warrants touch-up painting only when noted on the walk-through inspection and when required following completion of other customer work inside your home by one of Landmark Development Corporation's workmen. Further painting is considered homeowner maintenance.

Landscaping

When Landmark Development Corporation installs front and/or back yard landscaping, the extent of the warranty relating thereto is as follows:

☞ Landmark Development Corporation warrants all perishable materials (e.g. sod, shrubs, trees and plants including tree poles and ties) for a period of thirty (30) days from the date of move-in.

☞ Landmark Development Corporation warrants the irrigation system for a period of one (1) year from the date of move-in. This one (1) year warranty does not include replacement of broken sprinkler heads and risers.

Changes (additions, deletions and/or modifications) to landscaping installed by Landmark Development Corporation, and maintained by the Homeowner's Association, must be approved in writing by the Homeowner's Association.

Lighting Fixtures

Lighting fixtures are warranted by the manufacturer and any questions regarding the fixtures can be directed to the lighting supplier.

If a fixture fails to operate, check the light bulb(s) to be sure it has not burned out, is not loose in the socket, and is of the recommended wattage for the fixture.

Your light fixtures are installed with bulbs of the recommended wattage. Replacement bulbs should be of the same or lesser wattage only.

Exterior light fixtures are not warranted against normal weathering.

Luminous Lighting

The translucent panels used in your kitchen are made of high impact plastic.

When cleaning is required, remove the panels by pushing them slightly above the grid, then tilt and lower.

The panes can be washed in a solution of mild dish washing liquid and water.

Marble And/Or Granite

Marble is a natural, polished stone that will accept stain from food, liquid and especially alcohol. The finish may etch when the surface comes into contact with food or body acids.

Being a natural stone, no two pieces of marble are alike, either in veining or shading. When marble is extracted from the source (a mountain of rock), the shading and the color will vary from the most outer part of the rock to the middle. The further inside the mountain, the more color will change. A marble setter will try to mix the various shading and veining to give each project a random look. The filler used on marble may not match or polish out the same luster as the balance of the piece fabricated. The surface of marble or granite installed on counters or floors will scratch with normal foot traffic or furniture movement.

The following items are known to discolor or damage the surface of natural stone: lime-away, any glass cleaner or ammonia, citrus fruits or juices, abrasive liquids or powders (Comet®, Ajax®, Soft Scrub®, etc.), tap water (which contains salts and minerals which may be harmful to the marble surface), vinegar, muriatic acid, sulfuric acid and phosphoric acid.

REMEMBER: Anything that says harmful if swallowed or eye irritant is too strong to use on stone surfaces.

Marble is very porous and is a soft stone. The luster of marble is created by a series of sandings. No waxes or sealers are applied to the stone. The natural finish may appear different from each batch due to the mineral makeup of the stone.

Each tile in a box may vary in size 1/32" to 1/16" smaller or larger than the 12" X 12" size, and may vary slightly in thickness. Therefore, when grout is applied, there may be a joint of 1/8" to 1/4" wide between each individual marble or granite tile.

Mirrors

Landmark Development Corporation warrants the mirrors against defects for a period of one (1) year. This warranty does not include broken and/or scratched mirrors that are not reported on the walk-through inspection report.

Many reliable glass cleaners and polishes are available to clean mirrors. Avoid splashing water in the channels that hold the mirrors, as moisture will cause the silvering on the back side of the mirror to deteriorate.

Plumbing (General)

All plumbing fixtures (toilets, lavatories, tubs, sinks) should be checked carefully at the time of your walk-through inspection. Chips which appear in fixtures after move-in that are not reported on the walk-through inspection report are subject to inspection by the manufacturer and/or Landmark Development Corporation to determine if damage is a result of material flaw prior to replacement.

Landmark Development Corporation warrants the plumbing system to be free from defective materials and workmanship for a period of one (1) year, with the exception of the following conditions which are covered under this warranty for a period of sixty (60) days from the date of move-in:

Dripping Faucets: Dripping faucets will be serviced when reported during the first sixty (60) days after move-in. Servicing beyond that time will be considered normal homeowner maintenance.

Plumbing Stoppage: Drain stoppage in toilets, sinks, tubs or showers will be serviced under this warranty when reported during the first sixty (60) days after move-in. Servicing beyond that time will be considered normal homeowner maintenance.

Clogged Toilet Trap: Clogged traps will be serviced under this warranty when reported during the first sixty (60) days after move-in. Servicing beyond that time will be considered normal homeowner maintenance. Clogged traps are usually cleared easily with a "plumber's helper" (a rubber suction cup). Commercial caustic products for this purpose are also effective. If strong caustic is used, be sure to protect your hands and clothing, and wash off any that may be spilled.

The one (1) year and sixty (60) day limited warranties may be voided if the plumbing equipment or any part thereof has been subjected to accident, alteration or abuse.

Plumbing (Emergencies)

In case of a plumbing emergency, the first step is to shut off the water supply. Familiarize yourself with the locations of the water shut-off valves to avoid damage if and when an emergency arises. The shut-off valves are pointed out during your walk-through inspection.

In case of plumbing leaks, shut off the appropriate water supply valve to prevent damage to any part of the house while awaiting repair.

In the event of a water heater leak, and as an emergency measure, the valve on top of the water heater as well as the energy source should be turned off.

Plumbing (Maintenance And Care)

All drain lines in your home are cleaned and tested before passing inspection. Even though all your plumbing has been flushed out to remove dirt and foreign matter, a small amount of pipe sealant compound may come out of the faucets for the first few days of regular use. This condition is normal with new plumbing and will correct itself quickly. We recommend that you take caution to flush water lines prior to final hook-up of ice-makers and washing machines.

A decreased volume of water through the faucet is usually caused by a gritty sediment on the aerator screen. Simply unscrew the aerator and rinse thoroughly whenever the water stream is impaired.

Sink drains are subject to clogging by grease, hair, lint or soap. To prevent stoppage in the kitchen sink, run a steady flow of hot water through the drain for about fifteen (15) minutes at least twice each month.

The water closet (toilets) installed in your home are a water-saving type in compliance with rulings by the State of California. Unfortunately, the water-saver toilets do not flush as thoroughly as the older, standard types. This is not a defect, but a characteristic of the product.

Do not use any type of automatic toilet bowl dispenser-type cleaning products in your toilets as they may contain chemicals that will damage the rubber parts of the flushing system causing continuous running.

To stop continual running water in your toilet, check the shut-off float in the tank of the water closet. The ball float probably is not lifted high enough in the tank by the water level to shut off the valve completely. Gently bend the float ball rod down until the float stops the water at the proper level. Be sure the float is free and not rubbing on the sides of the tank or other parts. If the water continues to run, shut off the water at the angle stop located behind the toilet on the wall and call for a plumber.

Do not use abrasive cleaners on shower pans, sinks or bathtubs. To clean, simply use warm water and liquid detergent. In areas where the water is particularly hard, a heavy duty liquid laundry detergent may work better. Powdered detergents (such as Bon

Ami®) may also be used for stubborn stains. Avoid using scouring pads as they may scratch or dull the finish.

Smoke Detector(s)

Your home is equipped with smoke detectors as per City and/or County building codes. Landmark Development Corporation does not warrant or represent that the smoke detection devices will provide the protection for which they are installed or intended.

Your smoke detectors are electrically operated and have 9-volt battery back-ups which should be changed at least once a year. The manufacturer recommends testing the units on a weekly basis and after extended absences.

Please read the manufacturer's manuals included with your smoke detectors for proper use and care information.

Utilities

You will find utility companies who provide service to your home listed at the end of this handbook.

Water Heater

The manufacturer warrants the water heater for a period of one (1) year from the date of move-in. To facilitate service if it should become needed, please contact the plumbing sub-contractor or Landmark Development Corporation's Customer Service Department.

In the event of a water heater leak and as an emergency measure the valve on top of the water heater and the energy source should be turned off immediately.

Please refer to the manufacturer's booklet supplied with the water heater for important use and care information.

Windows And Glass Doors

Landmark Development Corporation does not warrant broken or scratched glass nor torn or damaged screens that are not reported on the walk-through inspection report.

In maintaining the condition of your windows, keep all sills, channels and drain holes free from dirt and particles for proper operation.

Metal window frames can be easily cleaned with warm clear water. Do not use powdered cleansers as the abrasives may scratch or mar the frame's finish.

Conclusion

Please keep in mind that Landmark Development Corporation warrants the construction of your home and is neither a property management nor a maintenance company. It is the homeowner's responsibility to properly maintain his/her home, as well as it is the homeowner's obligation to inform Landmark Development Corporation's Customer Service Department of any emergency or urgent matters that require attention. Landmark Development Corporation does not warrant items that result from the failure to maintain on the homeowner's part.

Be reminded that this warranty can protect you only if Landmark Development Corporation's Customer Service Department is notified early, and in writing. It must be remembered that the later we are notified, the more difficult it becomes to determine responsibility. This warranty protects you against defective materials and workmanship, but in no case does it extend beyond any product warranty or a manufacturer's warranty.

We wish you many happy comfortable years in your new home.

Sincerely,
Landmark Property,
dba Landmark Development Corporation (LDC)

Sub-Contractors, Suppliers & Manufacturers

Reaco Heating & Air-Conditioning (Heating, Air Conditioning & Sheetmetal).....	408/578-6145
Amberwood Products (Cabinets).....	408/938-1600
Thomas Lighting (Lighting Fixtures).....	650/508-0306
Daves Appliances (Appliances).....	650/366-5728
Eden Landscape (Landscaping).....	408/858-9085
Coast Building Products (Fireplaces).....	408/882-0411
EZ Electric (Electrical).....	916/218-3800
Garage Doors, Inc. (Garage Doors & Openers).....	408/293-7443
General Hardware (Finish Hardware).....	650/368-2885
Accent Windows (Windows).....	408/227-7777
Knight Roofing.....	510/438-9077
S. Ledon Drywall (Drywall).....	408/623-2123
Pacific Door Craft (Doors).....	408/977-1846
Pratt Security (Security Systems).....	408/745-7290
Stones & Traditions (Limestone & Marble).....	650/504-2331
Warehouse Direct (Carpet & Hardwood).....	831/425-7018
Dutch Master Painting.....	408/472-7739
Mid-Peninsula Plastering/Masonry (Stucco/Masonry).....	209/858-9766

Utilities

Electric.....	Pacific Gas & Electric Company.....	800/743-5000
Gas.....	Pacific Gas & Electric Company.....	800/743-5000
Water.....	California Water Company.....	650/367-6800
Garbage.....	Los Altos Garbage.....	650/961-8040
Telephone.....	AT & T.....	800/310-2355

Paint Colors

Standard Interior (Enamel & Flat):

Kitchen, Baths, Ceilings and Trim: _____

Walls: _____

Custom Colors:

Homeowners Association

Stelling Palms Owners' Association

408/739-5446