



# HOMEOWNER MAINTENANCE GUIDE



Your complete guide to home ownership, warranties, and preventive maintenance.

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**Notice:** This Guide is written based on commonly accepted industry standards for building component maintenance, and assumes normal use in average environmental and weather conditions. It is the responsibility of the homeowner to read the manufacturer's documentation and warranty information that came with the products installed in their home. In the event of a conflict between the guidelines in this Guide and those provided by the manufacturer of any component in a home, the manufacturer's guidelines prevail. All of the products mentioned in this Guide may not be installed in every home; conversely, all products and components in a home may not be addressed in this Guide. It is the Homeowner's responsibility to become familiar with the actual products and components installed in their home.



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

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# Introduction

Dear Homeowner:

Welcome to your new home at One Mission Bay! Buying a home is a major decision and we know that you had a number of alternatives to choose from. We take pride in our Community and will continue to make every effort to demonstrate that you have made a good decision. We are pleased that you have chosen us, and wish you many years of enjoyment and satisfaction.

We want you to know that we stand for quality and for providing you with excellent customer service. We provide this Homeowner Maintenance Guide to assist you in maintaining and caring for your home. It also outlines the process for requesting customer service, should you need it.

We hope that you find this Guide useful as you become acquainted with your home and seek to understand its maintenance requirements. We also hope that this tool will be an asset in helping us establish a positive, ongoing customer service relationship.

Very truly yours,

One Mission Bay

# Getting Started

This Guide has been prepared specifically with you in mind. It is an important tool for understanding the purchasing and construction processes, as well as in establishing a comprehensive preventive maintenance program that ensures your home stays in outstanding condition.



This Guide contains descriptions and example photographs of the major components and materials that may be found in and around your home. It also provides preventive maintenance tasks and frequencies necessary for a successful maintenance program.

## HOW TO USE THIS GUIDE

The maintenance program provided in this Guide will only be as effective as its implementation. Without a clear plan for implementing the maintenance, diligent adherence to that system, and conscientious follow-up to ensure all maintenance items are completed on schedule, proper maintenance of your home and property will not be achieved.

### **To ensure effective implementation of this Guide we ask that you:**

#### **1. Make maintenance a priority.**

The keys to cost-effective maintenance are attending to immediate maintenance needs and implementing a comprehensive preventive maintenance program. Preventive maintenance is important for extending the life of, and maintaining the appearance of, your home. This is essential in maintaining your property value.

#### **2. Use the Home Maintenance Summary.**

The Home Maintenance Summary contains maintenance recommendations for your home, organized by frequency (monthly, twice per year, etc.). Refer to this table as a reminder of how often various components in your home need to be maintained.

#### **3. Perform regular inspections and adjust your maintenance plan accordingly.**

Regularly assess the condition of each component on your property and adjust your maintenance plan as your home's needs change. One of the benefits of regularly scheduled maintenance inspections is that a clearer picture of the maintenance needs results over time. As these evolve and become more distinct, adjust your plan to incorporate your home's changing maintenance requirements.

#### **4. Use professionals.**

For maintenance tasks outside your expertise or ability, it is always best to hire licensed professionals. When selecting a vendor to work on your home, keep in mind that hiring vendors without proper licenses, bonding, and insurance is risky.

## ICON KEY

Icons draw attention to especially important information:



**Note:** The *Note* icon indicates important points of interest related to the current subject.



**Caution:** The *Caution* icon brings your attention to conditions and maintenance steps that, if not properly followed, could result in damage to your home.



**Warning:** The *Warning* icon alerts you to conditions that could be hazardous to you, your family, or your guests.

## INTENT AND LIMITATIONS

The intent of this Guide is to identify the major physical components found on your property, to describe the ordinary maintenance recommendations for these components, and to facilitate a long and healthy relationship with our customer service department.

The expert advice, preventive maintenance recommendations, and inspection program included in this Guide will assist you in monitoring the condition and needs of your property. They will also allow maintenance practices to be adjusted to obtain the best results that can be reasonably expected, given the conditions which exist at your property.

**Maintenance Needs.** This Guide was written based on normal use in average environmental and weather conditions. The maintenance needs of your property, however, are never fully predictable. Your home and property are subject to all types of unusual weather conditions, normal and abusive use, vandalism, and unexpected occurrences. The time frames within this Guide are based on industry standards and the information currently available. However, adjustments may need to be made to compensate for either adverse or exceptional conditions. Over time, the maintenance requirements of your home will undoubtedly change. Physical components may change as replacements are made. This is another reason to adjust your maintenance plan.

**CALGreen.** The State of California passed a new, greener building code effective January 1, 2011. The code, referred to as CALGreen, requires that homeowners be provided with an operation and maintenance Guide for their homes. This Guide is to remain with the building throughout the life cycle of your home. When you move from your home, it is important that you pass this Homeowner Maintenance Guide to the next owner or occupant. (2016 California Green Building Standards Code, Section 4.410.1.1.)

**Limitations.** Since it is not possible to foresee every potential maintenance need that might arise, this Guide is not all encompassing and should not be considered as the sole source of information about maintenance requirements for your home. However, used in conjunction with other industry information and expert advice available, it will provide a good basis for strategic planning of your home maintenance.

**Building Standards.** Your home was designed to meet current building codes and industry standards. Most of your home's primary finishes and its supporting structure are an assembly of naturally occurring materials, selected and assembled to meet current building standards. Because they are subject to a range of local environmental conditions unique to your site and Community, variations in appearance and performance will normally occur.

**Manufacturer Documentation.** Familiarize yourself with the Owner's Manuals that came with the products installed in your home. In the event of a conflict between the guidelines in this Guide and those provided by the manufacturer of any component in your home, the manufacturer's guidelines prevail.

**Illustrative Photographs.** The photographs in this Guide are for illustrative purposes only and are not intended to specifically represent any actual component or material in your home. The photographs provide general examples of what industry-standard components or materials may look like, and are intended only to aid you in recognizing the components in your home.

**Homeowner's Association.** Since you live in a Community with a Homeowner's Association, also known as a common interest development, become familiar with the restrictions and regulations associated with your CC&Rs and Association Property Community (common area). Know who your Association point of contact is and the Property Manager who has been appointed to care for your Community.

## BENEFITS OF USING THIS GUIDE

There are several great reasons to follow the recommendations found in this Guide:

- They collectively serve as an excellent management tool in helping inspect your home and property and schedule maintenance.
- California Law (Civil Code Section 895 et seq.) and conditions of OMB's Seller's Warranty require you to properly maintain your home in order to retain any rights you may have under Seller's Warranty and/or California law.
- Preventive maintenance saves you money, time, and helps prevent potential injury.
- Property values may be higher with proper maintenance.

Implementation of the preventive maintenance program in this Guide will maximize the beauty of your home and help ensure that the life expectancy of each component in your home is reached. By using these time-tested checks and balances, you will also greatly reduce the inconvenience when an element fails or is no longer aesthetically pleasing.

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# Contact Information

This section contains information that we at One Mission Bay consider important and useful for you.

## **One Mission Bay Owners Association (HOA) Action Property Management**

The onsite address will be:

HOA Management Office  
110 Channel Street  
San Francisco, CA 94158  
**Tower Lobby Ambassador:** (415) 437-1936  
**Park Lobby Ambassador:** (415) 437-1934  
**Email:** [OMBDesk@actionlife.com](mailto:OMBDesk@actionlife.com)

To schedule move ins/outs, booking amenities, package delivery questions, cleanliness issues/items needing janitorial attention or local vendor reference please contact the 24 Hour Front Desk at: [OMBDesk@actionlife.com](mailto:OMBDesk@actionlife.com).

### **Cable/Internet/Electric**

PG&E: (800) 743-5000 or [www.pge.com](http://www.pge.com)  
WebPass: (415) 613-2419 or [www.webpass.net](http://www.webpass.net)  
AT&T: (888) 564-4604 or [www.att.com](http://www.att.com)  
Comcast: (800) 934-6489 or [www.xfinity.com](http://www.xfinity.com)  
Direct TV: (888) 777-2454 or [www.directtv.com](http://www.directtv.com)

### **Customer Service**

After Close of Escrow Warranty Service and Inquiries  
Professional Home Warranty Service (PHWS): (800) 523-7246 or  
[customercare@phwsinc.com](mailto:customercare@phwsinc.com).

# One Mission Bay's Warranty

## What is Covered

For a period of (1) one year from Close of Escrow, you are covered by One Mission Bay's express written warranty covering the fit and finish of certain components of your home (such as cabinets, mirrors, flooring, interior and exterior walls, countertops, and paint finishes and trim) and are subject to the terms and exclusions of that warranty, which is referred to in the Purchase Agreement as "Seller's Warranty "

As described more fully in the Seller's Warranty, One Mission Bay will repair defects or failures of warranted items. Scratches or damages caused by you or others after the move in are your responsibility.

Nothing in this document is intended to imply that One Mission Bay is offering an enhanced protection agreement of any sort.



# How to Request Service

## NON-EMERGENCY

You may submit a service request by emailing Professional Home Warranty Service (PHWS, Inc.) at: [customercare@phwsinc.com](mailto:customercare@phwsinc.com) or by calling: (800) 523-7246. You may also request service with PHWS through a link on your dwellingLIVE account: <https://login.dwellinglive.com> or scan the QR code to the right.



### Service Request Procedures:

You can help PHWS, Inc. serve you better by providing complete information when submitting a service request. When submitting a request, please include information such as:

- Name, address and telephone numbers where you can be reached during business hours.
- A complete description of the problem, for example, “guest bath-cold water line leaks under sink,” rather than “plumbing problem.”

When PHWS, Inc. receives a service request, they will contact you to schedule an inspection. PHWS, Inc. inspects items listed in your request to confirm coverage under the Seller's Warranty and determine appropriate action.

If the item is home maintenance, either PHWS, Inc. or your HOA will review the maintenance steps with you and offer whatever informational assistance they can. **Home maintenance is not provided as part of your warranty. You are responsible for maintaining your home.**

## EMERGENCY SERVICE

In case of an emergency you should always take steps to protect yourself, family, and other occupants of the home from harm. **If the situation is life threatening you should dial 911.**

If the situation is not life threatening and safety will not be jeopardized, take steps to minimize the effects of the emergency situation and contact the Lobby Ambassador at: **(415) 437-1934.**

**Examples of Emergency Issues:**

- Loss of heat/air conditioning during extreme weather conditions.
- Loss of power.
- Water leak that requires the water supply to your home to be complete shut off.
- Major roof or window leaks.

***Do not delay in reporting an emergency. Subsequent damage caused by a delay in reporting an emergency will not be the responsibility of One Mission Bay or the HOA and is not covered by the Limited Warranty. Report any home or building damage immediately to the HOA at: [OMBDesk@actionlife.com](mailto:OMBDesk@actionlife.com) or call: (415) 437-1934.***

# Community at a Glance

Living in this high-rise condominium Community will be unlike living in other types of communities. The Community has complex systems, unique material finishes, and homeowners living in close proximity to one another.

Be aware of the impact you as a homeowner can have on the Association Property, as well as neighboring property. Homes in high-rise buildings share common walls, floors, and ceilings, and each of those contain the building's plumbing, electrical, and ventilation system components. Make sure that you not only properly use and maintain the areas you are responsible for, but exercise care in using all parts of the building.

## Important Information

- **CC&Rs.** This term refers to the Covenants, Conditions, and Restrictions of One Mission Bay that govern your Community.
- **Architectural Review Committee.** Your Association has an Architectural Committee that is responsible for preserving the architectural integrity of the Community's design. Architectural Guidelines may be established by the Association to achieve this goal. The intent of these standards is not to stifle the imaginative or creative wishes of the residents of the Community, but to provide protective restrictions which will help to maintain both the appearance and the value of the Community. These Guidelines may apply to changes inside your home. Read your CC&Rs and Community Handbook to identify what information must be submitted to the Architectural Committee and for more details on the submission process. Contact your Property Manager for more information regarding the approval processes in place for your Community.
- **Noise Transmission.** Part of living in a condominium Community is respecting your neighbors. Many of the items associated with this are addressed in the CC&Rs, including the penetration of common walls, floors, and ceilings. Most CC&Rs forbid the penetration of the common walls or ceilings for the installation and attachment of noise generating devices such as televisions and speaker systems. In addition, check with the Architectural Committee prior to making any changes to your unit, such as new flooring. Certain components in your unit have been chosen specifically to reduce noise transmission between units.

- **Areas of Responsibility.** It is essential to be aware of the areas of maintenance responsibility within the Community. The CC&Rs and the Community Handbook are the best resources for determining who is responsible for maintaining each part of the Community. The Association is typically responsible to maintain the Association Property and Exclusive Use Areas (such as patios), from both a fiscal and management perspective. The homeowner generally maintains and repairs the components within their unit only, and should not attempt to maintain or repair components outside of that unit unless expressly required by the CC&Rs. There are instances where components that are used exclusively by the homeowner, such as Exclusive Use Patios, fall within Association responsibility or are a shared responsibility. Please refer to your CC&Rs to make this determination. These components are integrally related to the building structure and may require specialized maintenance.
- **Fire Sprinklers.** Exercise extreme caution with activities, such as moving furniture, that may impact the fire sprinkler heads in the common areas and units. The sprinkler heads are under constant pressure, and physical impact would result in a high-pressure flow of water and potentially serious water damage to the building.
- **Inspections, Maintenance, and Repairs.** Do not attempt to perform inspections, maintenance, or repairs on components that are outside your expertise or responsibility. Always hire qualified professionals to inspect, maintain, and repair those components and systems. Repairs are often a part of conscientious maintenance. Failing to inspect and neglecting repairs when they are necessary may result in further damage not only to the component itself, but associated components and materials. Neglected repairs may also compromise the long-term maintenance and performance of the component. Never attempt maintenance or repairs on Association Property.
- **Report Problems and Mitigate Damage.** Be observant and report problems immediately—those inside and outside of your individual unit. Water leakage is an example of a problem that, if left unrepaired, can result in major damage to the finishes, structure, and associated systems and components. Immediately report water damage events (such as flooding) in individual units to the Association, even when you are responsible for repairing the problem. Take immediate measures to mitigate damage, including emergency water removal and sanitation. Water damaged areas that are left unrepaired, even for a short time, can cause further damage and the possibility of mold or other resultant problems. Water damage should always be evaluated to determine if areas outside of the individual unit (the units below or beside, for example) have been affected and need attention.

- **Resources.** There are several resources that will help you determine areas of maintenance responsibility, adhere to a conscientious maintenance program, and use your unit and Community in a way that preserves the design and integrity of the Community.
- CC&Rs and Community Handbook
- Association Maintenance Guide
- Homeowner Maintenance Guide
- Product Manufacturer Documentation
- Online Product Information
- Knowledgeable Professionals
- Independent Reading of High-Quality Maintenance Publications

# Preventive Maintenance

We want you to enjoy your new home and get the most out of your time in it. Familiarity with the basic practices needed for good home management and maintenance is essential. Minutes spent on minor care, repairs, and adjustments can eliminate many future problems. For easy reference, we have assembled helpful tips and information that you need to know to keep the interior of your new home functioning smoothly.



Manufactured products are items built entirely off-site. These include your appliances, plumbing fixtures, lighting, etc. The maintenance requirements for these are found in the manufacturer's documentation that came with your new home, and are available on the [dwellingLIVE](#) website. Always refer to the manufacturer's information and if there is a conflict with this Guide, follow the manufacturer's recommendations.

# Appliances

Before operating any of the appliances in your new home, be sure to read the manufacturer's documentation for proper operating instructions and maintenance tips. When cleaning any appliance, be careful not to use abrasive, caustic or other strong cleaners that may harm the stainless or enamel finishes and wear away the surface lettering on controls. Inspect appliances that use water for leaks quarterly, as described below. Make repairs immediately.



**Note:** Refer to the manufacturer's documentation and warranty that is available on your personal account for more detailed maintenance and use information. Always refer to the manufacturer's information and if there is a conflict with this Guide, follow the manufacturer's recommendations.

## COOKTOP AND VENT HOOD

Your cooktop and vent hood require cleaning and maintenance to keep them in top condition. Your cooktops come with an exhaust fan that is located under the vent hood. Proper use of the exhaust fan will help reduce excess indoor humidity that can result from cooking. Proper care and cleaning of the exhaust fan will help keep your kitchen cleaner and can help control indoor humidity. They have removable filters and fan blades that require periodic cleaning. Become familiar with the manufacturer's documentation for operation, troubleshooting, and maintenance.



**Gaggenau Cooktop**

### Important Information

- **Stainless Steel.** Portions of the cooktop's stainless steel may discolor overtime from heat development. Do not scrape away the discoloration, which will damage the surface. The manufacturer recommends the use of a stainless steel cleaning agent to treat the discolored surface.
- **Oxidation of Cooktop Burner Parts.** Overtime the burners, head covers, burner rings and burner heads will become darker through natural oxidation. This can be removed using equal parts of white vinegar and warm water. *Note:* If the solution is too concentrated it could cause damage to the burner parts. Be sure to use vinegar with a maximum 8% acidity (i.e. household vinegar) and do not allow the burner parts to soak in the solution for longer than 10 minutes. Once complete, the burner parts must be rinsed thoroughly in clean water and dried completely before use.

## Cleaning Tips

### Cooktop

When cleaning the cooktop, avoid the use of scouring cleaning agents, abrasive sponges or objects, nitro polishing agents, concentrated vinegar, oven cleaner spray and any cleaners containing chloride.

For regular cleaning, mild soap and a damp cloth can be used to clean the surfaces and cooking areas. Wipe down with a clean damp cloth to remove soap residue and dry thoroughly. For heavier soiling, the cooktop can be cleaned using detergent and a damp cloth. Additionally, stainless steel cleaner can be purchased from the manufacturer for heavier stains. The pot grid can be removed for cleaning and soaked in the sink with detergent to remove heavy soiling. This should only be done occasionally to prevent marring of the enamel surface



**Caution:** The cooktop should be completely cooled before cleaning to avoid the risk of burns and injury.



**Note:** Use caution when cleaning the cooktop, ensuring that no water enters the burner base. Only use a damp cloth when cleaning to minimize the amount of water on the appliance. Additionally, the cooktop should only be operated when all parts are dry following regular cleaning.

### Vent Hood

The non-ducted recirculation filter, grease filter, and the entire unit can be cleaned using a warm detergent solution followed by rinsing with clean water and drying thoroughly with a soft, clean cloth.



**Warning:** The power should be turned off when cleaning the vent hood. The vent hood is equipped with a thermostat, which could turn the blower on automatically during cleaning. To avoid the risk of injury, always switch power off at the service panel. **The thermostat can still trigger the blower to power on even if the hood is turned OFF.**



**Caution:** To reduce the risk of grease fire, regular cleaning of the vent hood should be carried out.

| Recommended Maintenance  | Frequency            |
|--|----------------------|
| Replace the range hood light bulb with a 40-Watt light bulb.   | As needed            |
| Clean the grease filter using detergent and warm water. The grease filter may also be cleaned in the dishwasher. | Monthly or as needed |

| <b>Recommended Maintenance</b>  | <b>Frequency</b>          |
|---|---------------------------|
| Use mild soap to clean the cooktop surfaces and cooking areas, as well as the vent hood.  | Regularly, after each use |
| The non-ducted recirculation filter should be cleaned every six months using warm water and mild detergent. Rinse with clean water and dry thoroughly using a soft clean cloth. | Twice Per Year            |
| Have the hood exhaust duct professionally inspected and cleaned.  | Annually                  |

### **Effects of Deferred Maintenance**

Failure to clean your cooktop and vent hood will lead to a buildup of residue that becomes increasingly difficult to remove, as well as decreased ventilation and humidity control.

## DISHWASHER

Refer to your dishwasher owner's manual for instructions on the proper placement of dishes and the recommended water temperature for optimal cleaning. Use only detergents made specifically for use in automatic dishwashers. Never use any soap product or foaming detergents for commercial dishwashers as they may damage your machine. Water conditions vary widely from area to area, so you may need to experiment with different detergents until you find the one that works best for you. Use one brand for at least a week to allow it to "condition" your dishes.



**Note:** Hand dishwashing products should not be used in the dishwasher, which could cause damage to the appliance.

### Important Information

- **Protect Your Cabinets from Steam.** Do not open the dishwasher while it is still steaming. Over time, this can damage the finish on your cabinets.
- **Ensure the Garbage Disposal is Empty.** Your dishwasher and garbage disposal use the same drain. Always empty the garbage disposal before operating the dishwasher to prevent overflowing the kitchen sink.
- **Water Softening System.** Your dishwasher is equipped with a water softening system and requires dishwasher water softener salt. The level of water hardness will impact your dishwasher's performance. To determine the water hardness can be determined by using the water hardness strip included with the manufacturer's documentation or purchased from a local hardware store. Follow the manufacturer's instructions for testing your water and adjusting the water softener settings for your dishwasher.
- **Stainless Steel.** The dishwasher tub is made of stainless steel. Do not use sponge or chlorine based cleaners or wipes. Do not use abrasives or steel wool as it will damage the surface. To prevent water spots, ensure the rinse agent is full and functioning properly.

| Recommended Maintenance                                       | Frequency  |
|---|--|
| Inspect dishwasher for water leaks. Make repairs immediately. | Quarterly  |
| Clean the filter system.                                      | Twice per year or per manufacturer's recommendations |

### **Effects of Deferred Maintenance**

Failure to regularly inspect the dishwasher may result in water damage if leaks go undetected.

## GARBAGE DISPOSAL

Garbage disposals are permanently lubricated and 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.

### Important Information

- **Use Cold Water.** Do not use hot water to flush waste, especially grease, down the garbage disposal. Hot water melts the grease, which later cools and solidifies, coating your drainpipe with grease.
- **Inspect for Leaks.** Regularly look under the sink for leaks or dampness. If there is a leak, use a pan to catch water drips until it can be repaired. Make repairs as soon as possible to prevent water damage.
- **Hand-Tighten Pipes.** Hand-tighten pipes only—do not use tools.

### Quick Tip: Restarting a Stopped Disposal

1. Turn the disposal off and unplug the unit.
2. Remove all accessible waste from the disposal using a flashlight and a pair of needle-nosed pliers. Pull out any remnants, discarding in the trash.
3. Wait one minute before pushing the red reset button located on or near the bottom of the disposal. Refer to the manufacturer's documentation for location of the reset button.
4. Check the circuit breaker and reset, if necessary.
5. Plug the unit back in and turn the disposal switch to ON. If you hear a humming noise but the blades are not turning, turn off the switch and unplug the unit.
6. Use the hex key that came with the garbage disposal to free the blades from obstructions. The key fits into a slot in the bottom center of the disposal. Insert the key in the slot and turn it back and forth.
7. Plug the unit back in. Turn on the disposal switch. If the disposal fails to operate, call a qualified plumber for service. A jammed disposal is not covered under your Seller's Warranty.

| Recommended Maintenance   | Frequency |
|---|-----------|
| Inspect garbage disposal for water leaks. Make repairs immediately. | Quarterly |

### **Effects of Deferred Maintenance**

Failure to regularly inspect the garbage disposal may result in water damage if leaks go undetected.

## OVEN

Your built-in convection oven uses a fan to distribute heat evenly throughout the oven, and heats food more evenly and at a lower temperature. Equipped with a self-cleaning system, the oven can be easily cared for by becoming familiar with the manufacturer's instructions for cleaning. Below are some recommendations to keep the oven looking and operating its best.



**Caution:** The unit will become very hot during the self-cleaning cycle. The front of the appliance should be kept clear and children should be kept away.



**Caution:** Always allow your oven to cool before cleaning! Also, please note that the self-cleaning process heats the oven to very high temperatures to burn off all food and oil residues, and this can cause the oven to emit noxious fumes. It is best to open windows for ventilation and to stay out of the kitchen during and immediately after using the self-cleaning feature.

### Important Information

- **Stainless Steel.** Always clean stainless steel in the direction of the grain to avoid damaging the surface and use a manufacturer approved cleaner
- **Self-Cleaning Feature.** The self-cleaning cycle takes three hours. For your safety, the door of the oven will remain locked until the cycle has ended and the temperature has dropped below 390°. Prior to running the cycle, excessive spillage should be wiped up and food residue removed from the oven. Loose parts should be removed from the cooking compartment. Trays and forms with a non-stick coating should also be removed from the oven during the cleaning cycle.
- **Vents.** Do not block the vents on your oven, as they are important for proper combustion and operation.

### Cleaning Tips

The manufacturer recommends the use of a microfiber cloth when cleaning sensitive areas such as glass, glass ceramic, stainless steel or aluminum surfaces. **Do not use of abrasive cleaning agents, sharp objects and scouring pads on the appliance and parts.**

Clean the inside of the oven using a hot soapy water, followed by a clean dish cloth. Dry thoroughly. For heavier soiling, cleaning gel spray purchased from the manufacturer may be used. *Note:* the cleaning gel spray is only intended for the oven compartment and should only be applied when the oven has cooled. The cleaning gel should not be allowed to come into contact with the door seal. Rinse thoroughly after application and follow the manufacturer's instruction for additional use information.

The slide-in racks may be removed and cleaned in the dishwasher. Glass cleaner and a soft cloth can be applied to the door panel. When cleaning the display, do not use a wet cloth. Wipe down with a microfiber cloth or a slightly damp cloth, making sure that the display is thoroughly dried. The remainder of the exterior components can be cleaned using warm soapy water. Wipe with a clean cloth and dry to prevent water spots.

| Recommended Maintenance   | Frequency                 |
|---|---------------------------|
| Use soap and water to clean the oven surfaces. Include the interior and exterior surfaces in your routine cleaning, as well as the control panel. | Regularly, after each use |
| Replace the oven lamps with halogen bulbs only per the manufacturer's instructions.   | As needed                 |

### Effects of Deferred Maintenance

Failure to clean your oven will lead to a buildup of residue that becomes increasingly difficult to remove.

## REFRIGERATOR

Keep your refrigerator and freezer clean to help reduce odors. Follow the manufacturer's instructions for the model installed in your home; different types of finishes may have different recommended cleaning techniques. Also, if your refrigerator has an ice maker or dispenser, make sure to familiarize yourself with the manufacturer's recommendations for care and use.



Refrigerator

### Cleaning Tips

Unplug the refrigerator before major cleaning. Clean regularly for best results. Wipe up spills immediately and deep clean at least twice per year. Never use abrasive cleansers or pads, such as metallic scouring pads or brushes. Do not use chloride to clean stainless steel. *Refer to the manufacturer's documentation for more detailed cleaning and care methods and recommendations.*

#### Interior

Clean the interior, door liner, gaskets, drawers, bins, shelves, and exterior with soap and water. For tougher build-up, use glass cleaner on glass shelves, and a solution of baking soda and water on the interior surfaces.

#### Exterior

Vacuum dust from the front of the toe grille and the backside of the unit. Wipe with a sudsy cloth or sponge, rinse, and dry. Do not use commercial cleaners, ammonia, or alcohol to clean handles. Stainless steel models, however, *can* be safely cleaned with ammonia or stainless steel cleaners.



**Note:** When moving the refrigerator, do not move the unit from side to side, as this may damage the flooring. Pull straight out. When replacing the unit to its original position, ensure that sufficient clearance is maintained according to manufacturer recommendations.

| <b>Recommended Maintenance</b>  | <b>Frequency</b>                 |
|---|----------------------------------|
| Clean the interior and exterior surfaces.   | Regularly, with routine cleaning |
| Inspect water lines to the ice maker and water dispenser for leaks. Make repairs immediately. | Quarterly                        |
| Deep clean the interior and exterior, including the toe grille.                               | Twice per year                   |
| Vacuum the condenser coils.   | Annually                         |

### **Effects of Deferred Maintenance**

Failure to maintain the refrigerator and freezer may result in an odor causing a build-up of dirt and grime that is increasingly difficult to remove.

# Cabinets

Cabinets are installed in your kitchen and bath areas. Like the fine furniture in your home, cabinets require cleaning as well as periodic adjustment of door hinges and drawer assemblies.



Laminate Cabinets

## Important Information

- **Adjust Cabinet Hardware.** Adjust the cabinet hardware to help prevent damage to the cabinets from misalignment or degradation from loose fasteners. Tighten loose screws, and keep hinges or drawer guides clean and lubricated. Certain hinge types and drawer guides incorporate adjustment screws that may need tightening or repositioning over time. Lubricate cabinet hinges with an oil-based lubricant when there is squeaking or the door does not move freely. Remove excess oil with a dry paper towel.
- **Protect from Moisture and Heat.** Do not leave damp cloths, sponges, or wet containers on surfaces or shelves. Avoid placing heat and steam-producing appliances in locations where they affect nearby cabinet surfaces. Do not open the dishwasher when still steaming. Do not use electric coffee makers and teapots directly under upper cabinets. Moisture will cause permanent damage to the cabinets, which could result in peeling and discoloration of the finish.
- **Protect from Direct Sunlight.** Protect the cabinet finish from direct exposure from sunlight, which will cause varnished surfaces to fade overtime. Use window drapes or blinds as necessary.

- **Do Not Overload Shelves.** Be careful not to overload upper cabinet shelves. They have been designed to hold a reasonable number of dishes, but should not be loaded to the top. Per the manufacturer, the wall cabinet suspension can withstand a load capacity of up to 220 lbs.

## Cleaning Tips

Do not use a dish cloth to wipe the cabinet exterior, since it may contain remnants of grease or detergents which may damage the finish. Clean spills immediately. Give special attention to areas around the sink and dishwasher. Avoid draping damp or wet dish towels over the door of the sink base cabinet. Over time, this moisture can cause permanent water damage to the door.

### Laminate

Laminate cabinets feature a durable thermofused laminate on all exposed surfaces. While highly durable, they should be protected from prolonged exposure to water and steam, as this may result in delamination of the surface. Use a clean cloth dampened with clear water when cleaning normal household spills. After wiping thoroughly, immediately dry the surface with a lint-free cotton cloth. Never use abrasive cleaners, scouring pads, detergents or powdered cleansers. In the case of grime build-up, a soft cloth and mild soapy warm water may be used on the laminate surfaces if immediately rinsed and dried thoroughly. Before using a commercial cleaning product, read the label to ensure it is safe for plastics. Test in an inconspicuous area.

| Recommended Maintenance                                      | Frequency                   |
|--|-----------------------------|
| Dust and clean cabinet surfaces.                             | Regularly                   |
| Tighten hardware, adjust drawer guides, and check alignment. | Twice per year or as needed |

## Effects of Deferred Maintenance

Failure to properly maintain cabinets may result in shortened life and a loss of appeal.

# Caulking

Caulking refers to the materials used to seal gaps, holes, and joints between surfaces, trim, and fixtures inside your home. They will deteriorate over time from exposure, use and movement, so regular inspection and restoration of the caulking is important to maintain water- and air-tightness.

Cracks in the caulking joints between tile and tub, in the shower stall corners, and at the floor, are caused by the high degree of moisture present in every bathroom, as well as from the normal shrinkage of caulking material. Separation between the tub and wall tile is caused by home settlement and by the weight of the water-filled tub.

Maintaining caulked areas is extremely important to the proper maintenance of your home. Over time, and especially in hot or humid weather, caulking will dry and shrink, no longer providing a good seal against moisture and air. Caulking and sealant are addressed here and elsewhere in your Guide as they protect several important parts of your home. They are specifically covered in the pages that cover tubs, showers, and fixtures. The maintenance of windows, doors, trim, and siding on the exterior are also covered in this Guide.

## Types of Caulking

*Silicone* sealant is best for joints between smooth, nonporous materials such as tile, glass, stainless steel, and enameled fixtures.

*Latex or Butyl* sealant is less expensive and a lower grade (often referred to as “painter’s caulk”), and is more appropriate for interior and exterior non-critical “hole-filling” before painting.

These sealants are available in different colors to help match adjoining finishes. Follow the sealant manufacturers’ recommendations on the package, remembering that cleaning and preparing joints and adjoining surfaces per the instructions is critical for an effective caulk joint.

## Important Information

- **When to Replace Caulking.** Caulking should not be cracked, split, or incompletely adhered. If any of these conditions are identified, remove and replace the caulking.
- **Follow Instructions.** Always read and follow the manufacturer’s instructions on the caulking package for proper use and storage. Use the appropriate caulking for the application.

- **What Not to Caulk.** Do not caulk window sill drains as these are intended to remain clear for drainage. Take note of what was or was not caulked as part of the original construction. Areas typically sealed include: interior joints formed by dissimilar materials such as sheetrock to wood trim, tile or plastic laminate, or the interior edge of window frames or door frames. Also seal between fixtures or electrical devices and walls, counters, or floors.
- **Proper Preparation.** As with repainting, caulking is only as effective as its preparation. Existing caulking should be removed completely and the surface cleaned per the manufacturer's recommendations.

| Recommended Maintenance   | Frequency |
|---|-----------|
| Inspect the caulk joints around fixtures, tub and shower areas, ceramic tile, and doors or windows on the interior where caulking was installed. Remove and replace as needed when it is split or coming off. | Monthly   |

### Effects of Deferred Maintenance

The consequences of faulty caulking depend on the location of the caulking. Faulty water seals may result in damage to surrounding materials, structural damage, discoloration, and mold/fungus growth.

# Countertops and Backsplash: Overview

Countertops and backsplash have been incorporated into your kitchen or baths to provide durable and attractive surfaces for your cooking, bathing, and other activities. All of the materials used in counters and backsplashes share certain use and care recommendations, as well as additional cautions that are described in the material-specific sections of this Guide.

## General Guidelines

- **Follow Manufacturer's Recommendations**

Review the manufacturer's specific care and use guidance for countertops that are manufactured products, such as synthetic solid surfaces or laminates. There may be specific information on harmful household substances beyond those mentioned here that should be avoided.

- **Caulking Maintenance is Important**

Maintain caulking at backs, ends, or other joints with the appropriate caulking as discussed in the "Caulking" section of this Guide. Generally, these joints are best sealed with a mildew-resistant silicone caulk.

- **Protect Your Counters from Hot Items**

Do not set hot pans or items directly on counters. Use trivets or other protection.

- **Clean Surfaces Regularly**

Quickly clean-up liquids or other substances from countertop surfaces. Clean with a damp, nonabrasive cloth; use other cleansers only as appropriate to the surface and as required for more stubborn cleaning. If you have a stain that will not come up simply with water, consult with a home improvement expert about products that will work on the stain.

- **Don't Sit on Counters!**

Do not sit on the countertops; excessive weight can cause countertops to warp or pull away from the wall.

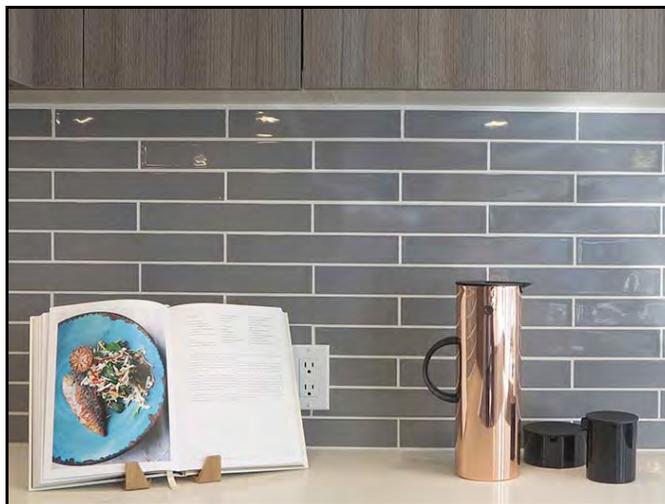
- **Use Cutting Boards—Don't Cut on Surfaces**

Avoid cutting and chopping directly on the surface; use a cutting board.

## GLASS TILE BACKSPLASH

The glass tile backsplash is a beautiful addition to your kitchen. Glass tile is a low-maintenance product, however gentle cleaning will yield the best results and help you to avoid damaging the surface.

***Follow the general countertop recommendations listed in the “Countertops: Overview” section of this Guide. In addition, observe the expert advice in this section for glass tile.***



**Glass Tile Backsplash**

### Cleaning Tips

Grout is typically not sealed as part of the construction process. It needs approximately a month to cure before it is sealed. Reapply sealant to ceramic tile joints after any aggressive cleaning.

Clean regularly. Remove dirt daily to prevent build-up and potential staining. Neutral pH cleaners (available at tile supply stores) are recommended. Do not use harsh or abrasive cleaners, metal scrubbers, acids, or acid-based cleaners, as these can deteriorate the grout and finish. In most cases, glass cleaner will clean it well enough. Exercise caution if using a stiff bristle brush to clean the grout, taking caution not to scratch or damage the surface.



**Caution:** Test and cleaning product on a hidden area to be sure it will not discolor the grout. Cleansers containing bleach can damage colored grout.

| <b>Recommended Maintenance</b>  | <b>Frequency</b>           |
|---|----------------------------|
| Clean the tile with a damp cloth or sponge using a mild <i>nonabrasive</i> detergent or glass cleaner. Rinse and dry with a soft cloth.                                     | Regularly                  |
| Inspect and, if necessary, regrout tile joints when normal shrinkage causes separation. Inspect the countertop backsplash and recaulk as needed (if cracked or discolored). | Annually                   |
| Clean the grout between tiles using a nylon brush or pad with mild detergent or a neutral pH cleanser.  | As needed, when discolored |
| Seal tile joints with commercial sealant.   | Every 3–5 years            |

### Effects of Deferred Maintenance

Improper or neglected maintenance and care of your backsplash may result in premature deterioration, loss of visual appeal, higher replacement or repair costs, water intrusion, and possible voiding of your Seller's Warranty.

## QUARTZ SURFACING COUNTERTOPS

Quartz surfacing countertops (such as Caesarstone, Silestone, Qortstone, and Viatera) are made from 93% natural quartz bound together with polyester resins, and they are engineered to be durable and stain-resistant. Unlike a granite or a marble surface, a quartz surfacing countertop is nonporous and never needs regular sealing.



Quartz Surfacing

### Important Information

- **Protect from Hot Items.** Do not place pans directly from the oven or burner on the countertops. Thermal shock from extreme heat may crack the surface.
- **Clean Gently.** Although quartz surfacing countertops are durable and nonporous, they can be damaged from harsh chemicals, abrasive cleaners, and scrubbing pads. To avoid scratching or dulling the finish, clean these countertops with non-bleach, non-abrasive liquid household detergents and non-abrasive scrub pads.

| Recommended Maintenance | Frequency |
|-------------------------|-----------|
| Clean the surface.      | Regularly |

### Effects of Deferred Maintenance

Improper or neglected maintenance and care of the countertop may result in premature deterioration, loss of visual appeal, higher replacement or repair costs, and possible voiding of your Seller's Warranty.

## SOLID SURFACE COUNTERTOPS

Solid surface countertops such as DuPont's Corian and Samsung's Staron are manufactured with high-performance synthetic resins, and they are available in three types of finishes: high-gloss, semi-gloss, and matte/satin.

### Important Information

- **Protect Surface From Scratches.** Although it may be possible to repair minor scratches and abrasions by light sanding and buffing, it is still advised to avoid cutting directly on the countertop.
- **Avoid Using Harsh Chemicals.** Do not allow strong chemicals such as oven cleaners and drain cleaners to come into contact with the countertop. If such chemicals come into contact with the countertop, immediately flush the surface with water.

### Cleaning Tips

Blot up spills immediately. Clean regularly with soapy water, an ammonia-based cleaner, or a diluted bleach and water solution. Thoroughly rinse and completely dry the surface.

| Recommended Maintenance | Frequency |
|-------------------------|-----------|
| Clean the surface.      | Regularly |

### Effects of Deferred Maintenance

Improper or neglected maintenance and care of your countertop may result in premature deterioration, loss of visual appeal, higher replacement or repair costs, water intrusion, and possible voiding of your Seller's Warranty.

## Electrical Systems and Safety: Overview

Your home has a master control panel to protect the wiring and electrical equipment in your home. The control panel includes a main shutoff that controls all incoming electrical power; it also contains circuit breakers that control separate circuits. The circuit breakers interrupt the flow of electricity in overload conditions and protect the wiring from overheating and causing fire.

### ARC FAULT CIRCUIT INTERRUPTER (AFCI)

AFCIs are sensitive circuit breakers that monitor the electrical outlets in the bedrooms for unwanted arcing conditions caused by erratic current flows. They are a safety feature that could protect against fires caused by, but not limited to, wiring in the walls that are punctured from nails when hanging pictures or when electrical cords are crimped by furniture and doors. AFCI circuit breakers are located in the panel box containing the conventional circuit breakers. Refer to the manufacturer's documentation for the model installed in your home. In the event that the recommendations in this Guide conflict with the manufacturer, the manufacturer's recommendations prevail.

#### Important Information

- **Do Not Automatically Reset a Tripped AFCI.** AFCIs function by rapidly switching off the current when a potentially fire-causing arc is detected. When an AFCI is tripped, the source of the fault must be located and repaired before restoring service.
- **Test Your AFCIs.** Test the AFCI at least once a month. Refer to the manufacturer's documentation for the testing procedures for the model installed in your home. Should the AFCI fail the test, immediately consult a qualified electrician to replace the AFCI.

| Recommended Maintenance | Frequency |
|-------------------------|-----------|
| Test all AFCIs.         | Monthly   |

#### Effects of Deferred Maintenance

An AFCI that fails to switch off electrical current in the event of an unwanted arcing condition can result in a fire.

## CIRCUIT BREAKERS AND PANELS

Circuit breakers are a safety feature designed to trip if there is an excessive load on a given circuit. Electrical failures are usually caused by overloading a circuit when using too many appliances at one time, a defective cord, or starting a large electric motor. Your circuit breaker box usually has a circuit directory installed on the inside cover of the box to show which appliances, outlets, or other services are connected to each breaker. If electricity fails in any part of your home, first determine if circuit breakers in the master control panel have tripped.



Interior Circuit Breaker Panel

### Important Information

- **Use Professionals and Get Permits.** Never let anyone other than a licensed electrician repair or alter the wiring or electrical system in your home. Some changes may require a permit.
- **Keep Access to Panels Clear.** Do not block access to the panel, and be careful when concealing interior panels with wall hangings or pictures. The panel should always be easily accessible in the event power is lost to your home. Proper working clearances are required around and in front of electrical switches and circuit breakers.
- **Keep the Panel Cover Closed.** In order to maintain the waterproof protection of exterior control panels, keep the cover closed.
- **Check the Amperage Before Replacing.** Never install a circuit breaker with a greater amperage rating than the one being replaced.

- **Learn About Fire Prevention.** Obtain fire prevention guidelines from your local fire department and take precautions necessary to prevent electrical fires.

### **Quick Tip: Restoring a Tripped Circuit Breaker**

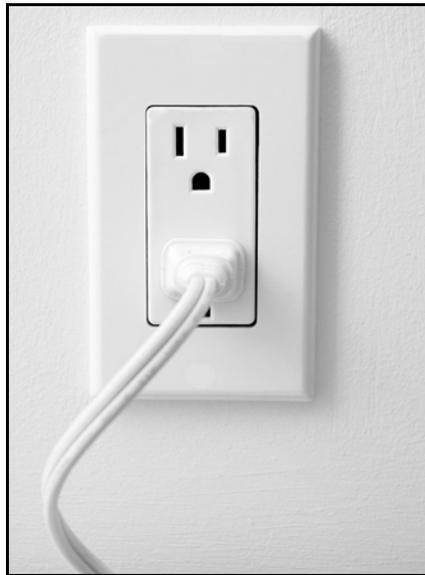
1. Before you restore the current, attempt to locate the cause of the failure. After locating the cause, disconnect it from the electrical source prior to resetting the breaker. If you cannot locate the cause of the failure, call a state-licensed electrician or One Mission Bay.
2. Reset the circuit breaker. First flip the breaker switch to the OFF position and then to the ON position.
3. In the event of a total loss of electrical power, contact your neighbors to determine if the problem is limited to your home. If other homes are without power, contact the electric company.

### **Effects of Deferred Maintenance**

A circuit breaker panel that is not used properly and protected from water may fail prematurely, resulting in electrical failure in your home.

## ELECTRICAL OUTLETS AND SWITCHES

Electrical outlets are located in each room and around the exterior of your home for your convenience. Switches are installed to control the permanently-installed lighting in your home. Switches are also installed to control at least one electrical outlet in each room; the switched outlet is installed upside down to help you quickly identify it.



Electrical Outlet

### Important Information

- **Unplug Small Appliances.** Do not leave small appliances plugged in when they are not in use.
- **Childproof Your Outlets.** Where applicable, teach children that it is dangerous to touch or play with electrical outlets and wiring. As a further precaution for small children, childproof electrical outlets with covers that are available at local hardware or electrical supply stores.
- **Plug In Completely.** Insert plugs all the way into outlets. Partially plugged in electrical cords can cause overheating of the outlet, sparks, and fire.
- **Replace Damaged or Deteriorating Outlets.** The U.S. Consumer Product Safety Commission Document #524 advises homeowners to have a qualified electrician replace receptacles that are damaged or feel hot, emit smoke or sparks, have loose fitting plugs, or those where plugged-in lamps flicker or fail to light.

- **Outlet Capacity Limits.** Do not exceed the capacity of the outlets by plugging in adapters that add more than two receptacles per outlet. Overloading the circuit, including the use of multiple extension cords, can cause a fire.
- **Selecting Decorative Outlet Coverplates.** Whenever possible, avoid decorating the outlet coverplates with paint or wallpaper. Purchase decorative coverplates for a designer look instead. If the coverplates must be painted or wallpapered, do not interfere with the system wiring.
- **Proper Use of Extension Cords.** Do not run extension cords in concealed spaces such as under rugs or furniture.



**Note:** For additional information on electrical outlet safety, visit the U.S. Consumer Product Safety Commission website at [www.cpsc.gov](http://www.cpsc.gov).

| Recommended Maintenance  | Frequency      |
|--|----------------|
| Inspect plugged in items to ensure they are completely plugged in.   | Regularly      |
| Check interior outlets to ensure they are not damaged or deteriorating. Replace damaged outlets immediately. | Twice per year |

### Effects of Deferred Maintenance

Faulty electrical outlets can result in overheating, sparks, fire, or electrical shock.

## GROUND FAULT CIRCUIT INTERRUPTER (GFCI)

GFCIs are very sensitive circuit breakers that are installed in the bathrooms, kitchen, and patio. They are a safety feature that could protect against electrical shock in case of ground fault conditions or an electrical overload; GFCIs function by rapidly switching off the current. If the power fails in one of these areas, it will usually be the GFCI that has tripped.



Interior GFCI

### Important Information

- **Test Your GFCI.** To test the GFCIs, press the Test Button briefly until the Reset Button “pops” (breaks the circuit). If the Reset Button does not respond to the testing, press the Reset Button and start the test over. If the GFCI is working properly, the Reset Button should “pop” each time the Test Button is pressed. After the testing procedure has been completed, be sure to depress the Reset Button and leave it in this position.
- **Not for Major Appliances.** *Do not* use GFCI receptacles for major appliances such as refrigerators and air conditioners. These appliances create electrical surges that trip the GFCI and break the circuits.
- **Use for Power Tools.** The U.S. Consumer Product Safety Commission (CPSC) recommends the use of a GFCI with every power tool to protect against electrical shock hazards.
- **Resetting a Tripped GFCI.** Push the Reset button on the GFCI outlet to restore power. If power is not restored, determine if there is a tripped circuit breaker.

| <b>Recommended Maintenance</b> | <b>Frequency</b> |
|--------------------------------|------------------|
| Test the GFCIs.                | Monthly          |

### **Effects of Deferred Maintenance**

A GFCI that fails to switch off electrical current in the event of an electrical overload or ground current condition can result in serious injury from electrical shock.

## LIGHTING

Lighting fixtures are installed throughout the interior of your home, as well as outside exterior entrances, such as your patio, balcony, or front door. When replacing light bulbs, make sure to select bulbs with the correct size and wattage for the fixture.



**Interior Light Fixture**



**Note:** A lighting schedule of all interior light fixtures and lamps permanently installed in your home are available on your dwellingLIVE account.



**Caution:** The use of halogen lamps (such as halogen torchieres) is discouraged. Halogen lamps are highly inefficient (in terms of energy use), and halogen bulbs get extremely hot and can pose a significant fire hazard. If you do have a halogen lamp, keep it far away from curtains or other flammable materials. And when you need to replace its bulbs, follow the bulb replacement instructions carefully. Most types of halogen bulbs should not be touched with bare hands.

| Recommended Maintenance   | Frequency |
|---|-----------|
| Check for and replace burned out bulbs.   | Monthly   |
| Clean the encasement of light fixtures so light can shine at full illumination. Ensure that mounting screws and plates are tight and wall plate is fully against the exterior wall or soffit. | Quarterly |

### Effects of Deferred Maintenance

Failure to maintain the lighting in your home will result in a diminished appearance as well as inconvenience.

## USB CHARGER AND TAMPER RESISTANT OUTLET

USB chargers and tamper resistant outlets are installed in your home. The two USB outlets are designed to charge two devices at the same time. However, the outlets will shut down if the combined power requirements of the devices exceed the power capacity of the USB outlets. If this occurs, charge each device by itself.

The charger and outlet are optimized for use with specific devices and may not charge all models or brands. If a device will not charge using the USB outlet, use a 15A-125V outlet and the device's AC adapter for charging.

Generally no maintenance is required for this component. Refer to the manufacturer's documentation for additional use and care instructions.



**Caution:** The Class 2 ports are not intended for use with appliances and supporting products. Always consult the manufacturer's documentation for use and installation. Improper use may void your warranty.

***Compatible with USB powered devices such as Tablets, iPad®, Galaxy Tab™, EReaders, Nook®, Kindle®, Smartphones, iPhone®, Blackberry®, MP3 Players, iPod®, Digital Cameras, Bluetooth® Headsets and more.***

## Exterior Openings

This section details the maintenance needed on the exterior openings that are often the responsibility of a condominium owner. Check your CC&Rs to determine who is responsible for maintaining the components outside your unit.



**Note:** Read your CC&Rs to understand who is responsible for the maintenance and repairs to the exterior openings on your unit.

### EXTERIOR DOORS

The exterior doors in your condo may include a variety of door types, materials, and finishes to complement your unit's entry, openings to the patio, and utility areas. Regularly inspect the condition and operation of the doors, hardware, frames, and weatherstripping to ensure that the building interior is well-protected and secure.

#### Important Information

- **Refinishing.** When door refinishing or repainting is necessary, do not overlook the door edges. Refer to the Architectural Guidelines and your HOA before doing anything to the door facing a common area corridor.
- **Additions.** If you choose to add alarms or additional security devices, do not compromise the weathertightness of the door and frame.
- **Clean Gently.** Use mild household cleaners on your doors and never use abrasive chemicals on the doors or hardware. Consult a professional for specific products and applications to help extend the life of your door.
- **Inspect Regularly.** Check doors during major storms or windy conditions to gauge the performance and condition of weatherstripping, thresholds, and adjoining sealants. Make adjustments or repairs as necessary. Annually examine the sealants located between the door frame and wall finishes and repair or replace when needed.
- **Interior Entry.** At One Mission Bay, your front door may connect to an enclosed hallway. The interior side of this door is your responsibility and requires periodic maintenance. Refer to your community's Architectural Guidelines for requirements when repainting the interior of your front door.
- **Thresholds.** Door thresholds are located at the bottom of the door, and are designed to close the gap between the bottom of the door and the floor construction. Inspect regularly for water intrusion and ensure that the threshold is continuous and securely attached.



**Note:** Read your CC&Rs to understand who is responsible for exterior door maintenance and repair. In some cases, it is the responsibility of the Association. The recommendations outlined in this section are general and may not be the responsibility of every homeowner.

| Recommended Maintenance  | Frequency                             |
|--|---------------------------------------|
| Dust and clean doors as part of routine cleaning. Do not use water; consult the manufacturer for recommended cleaning products.  | Regularly                             |
| When vacuuming, run the nozzle along the tracks of all sliding doors. This will help remove debris and help prevent damage to rollers. This will also allow for proper drainage during rains. Clean glass panels on glass doors. | Monthly                               |
| Inspect weatherstripping to ensure it forms a tight seal against the door surface when the door is shut.   | Quarterly and in hot and cold seasons |
| Remove the snap-in closure over the sliding door sill track to clear dirt accumulated there.   | Twice per year                        |
| Inspect door finishes and touch-up as needed. (Check your CC&Rs to determine maintenance responsibility for this task.)  | Twice per year                        |
| Use a spray silicone lubricant to keep your sliding hardware functioning smoothly and reduce possible friction that might cause excessive wear. Realign and adjust your sliding doors as needed.                                 | Twice per year                        |
| Inspect the sealants located between the exterior door frame and wall finish and repair or replace when needed. (Check your CC&Rs to determine maintenance responsibility for this task.)  | Annually                              |
| Clean and adjust the hardware if door latches, locks, and sliding door rollers are difficult to operate or if the sliding door is not sliding properly.  | As needed                             |

### Effects of Deferred Maintenance

Failure to maintain the doors will result in improper functioning and shorter life.

## WINDOWS

Windows are an important component in your home's energy efficiency, beauty, and security. Your windows and their frames will last longer with regular inspection and care.



Windows

### Important Information

- **Do Not Seal Weep Holes.** Window frames are designed to collect water during a rainstorm and drain it out at the bottom through weep holes. It is normal to find some water within the inside track during heavy, windblown rain. *Do not caulk the weep holes when caulking around the window!*
- **Use Gentle Cleaners.** Do not use hydrocarbon cleaners such as gasoline, kerosene, or oil to clean vinyl windows and frames. Avoid using abrasive cleansers and scrubbers.

### Cleaning Tips

Always begin with the most mild solution and test the cleaning method in a non-conspicuous location. Keep cleaning solutions away from the adjacent walls, as wall finishes can be harmed by some cleansers. During routine cleaning, inspect the interior for stains that may indicate water intrusion. Pull back the carpeting at thresholds to observe the tack strip or floor sheathing for staining.

#### Aluminum Frames

Clean with warm soapy water. Clean stubborn stains with mineral spirits as recommended by the manufacturer. Solvents and abrasives can destroy sealants, gaskets, and finishes. Aluminum surfaces that have become dull can usually be restored with a quality care cleaner and wax.

### Glass and Glazing

Wash with a mild window washing solution. Clean interior glass with a premixed vinegar-based cleaning solution (1 part white vinegar to 1 part water) and a soft towel. Rinse with clear water. Avoid using ammonia or alcohol-based cleaners, as they attract moisture and dirt. Do not clean in direct sunlight.

Remove grease, oil, tape, and paint with non-abrasive cleansers. Apply cleanser with a soft cloth or towel and rub the area, taking care not to allow the cleanser or solvents to come in contact with the adjacent framing. Do not use razor blades, as they can scratch the glass and cause it to break.

### Hardware

Most finishes can be cleaned with water and mild soap. Apply a thin layer of dry lubricant (such as paraffin, silicone, or graphite finish, as recommended by the hardware manufacturer) to the clean, dry surface. Avoid using oily lubricants, as they attract dust and grime. Use graphite on locks, keyways, and hinges. *Note:* Vinegars, citrus-based cleaners, and paint removers can damage hardware finishes.



**Note:** Read your CC&Rs to understand who is responsible for window maintenance and repair. In some cases, it is partially the responsibility of the Association. The recommendations outlined in this section are comprehensive and may not be the responsibility of every homeowner.

| Recommended Maintenance   | Frequency                         |
|---|-----------------------------------|
| Clean windows and frames as part of routine cleaning.   | Regularly                         |
| Clean window tracks of any debris to keep the weep holes free of blockage to prevent water from leaking into your home. Always check before rainy season.               | Regularly                         |
| Lubricate window tracks with silicone or paraffin sprays, especially when you notice the window “sticking.” Avoid oil, as it attracts dust and lint.                    | Twice per year                    |
| Caulk around the window to keep water out. Take care not to seal weep holes! (Check your CC&Rs to determine maintenance responsibility for this task.)                  | Annually, before the rainy season |
| Inspect sealants between the window frame and wall finish, and repair or replace when needed. (Check your CC&Rs to determine maintenance responsibility for this task.) | Annually                          |

### Effects of Deferred Maintenance

Deferred maintenance will result in diminished appearance, more difficult opening and closing of windows, and possible water intrusion.

## Flooring: Overview

The flooring in your new home is made of materials selected for their beauty and functionality. Proper care and regular maintenance are key in maintaining the appearance and maximizing the useful life of your flooring. Common sense guidelines apply to all flooring types, some of which are listed below. Additional recommendations are explained for each flooring type in the pages that follow.

### General Guidelines

- **Use Doormats**

Place doormats in patios, as dirt and other substances tracked in from outside are the primary sources of wear.

- **Clean Up Spills Immediately**

Blot up liquid with a clean, absorbent, white cloth or sponge. Remove solids with a blunt knife or scraper.

- **Protect Your Floor**

Use protective pads or pieces of plywood under heavy appliances when moving them across flooring. If appliances such as refrigerators are mounted on casters, be sure the casters are large enough to adequately spread the weight to avoid distressing the flooring.

- **Refer to the Manufacturer's Guidelines**

Please note that the following maintenance recommendations do not attempt to address all possible maintenance needs. Consult specific flooring manufacturers for guidelines regarding recommended floor care products and comprehensive stain removal instructions.

## CARPETING

Carpeting wears out from foot traffic that tramples dirt and sand particles deep into the pile. Choose a vacuum with strong suction and maintain it properly (changing the bag or emptying the vacuum canister) to maximize its effectiveness in removing small, heavy grains. Dirt can discolor even carefully maintained carpet. Such apparent loss of color should not be mistaken for permanent discoloration or fading.

Professional cleaning can sometimes restore the original color.

### Important Information

- **Stain Removal Tips.** Refer to the manufacturer's recommendations about treating specific types of spills or stains. General purpose carpet spotter products may be used as part of spill and stain cleaning, but should be blotted up, rinsed and thoroughly blotted up again.
- **Floor Mats.** Use inside and outside entrance mats to reduce the amount of dirt that enters your home.
- **Water Damage.** If flooding or large spills cause any part of your carpeting to be saturated with water or other liquid, the carpeting should be professionally and fully dried within 12 hours. Otherwise, it should be evaluated by a professional, who will usually recommend that the damaged carpeting be removed as quickly as possible, to prevent the growth of mold and bacteria.
- **Professional Cleaning.** Professional carpet cleaning is often the best way to restore the appearance of carpeting. However, please note that professional cleaning companies use a variety of cleaning methods, some of which are hard on the carpet and should be done as infrequently as possible.

### Quick Tip: Treating Common Conditions

*Crushing:* Vacuum regularly.

*Burns:* Clip burnt ends or replace carpet.

*Fading:* Protect from sunlight.

*Shedding:* Balls of fluff gradually disappear with regular vacuuming.

*General Spills and Stains:* First, blot liquids with a dry, white, absorbent cloth. Do not scrub. Second, blot with a cleaning solution, working from the edges toward the center of the spill. Rinse with clean water and blot until dry.

*Semi-solid stains:* Gently scrape with a rounded spoon and vacuum up. Do not add moisture.

*Ripples:* Carpet that is worn or needs to be re-stretched may develop ripples or ridges. When normal stretching occurs during the life of the carpet, re-stretch it to eliminate excessive wear.

| <b>Recommended Maintenance</b>   | <b>Frequency</b>      |
|--|-----------------------|
| Vacuum frequently traveled areas and near outdoor entrances. Carpet cannot be vacuumed too often. A clean carpet is a long wearing carpet. | Daily or as needed    |
| Thoroughly vacuum all areas, even those rooms which receive very little traffic, to remove dust deposited from the air.                    | Weekly                |
| Professionally clean carpeting that is too soiled to respond to routine maintenance.   | Annually or as needed |

### **Effects of Deferred Maintenance**

Poor appearance and premature replacement costs may result from deferred carpet maintenance.

## CERAMIC TILE FLOORS

Ceramic tile floors are an attractive, functional, and long-lasting choice for your home.

### Cleaning Tips

Clean regularly with a vacuum, broom, or wet mop. Remove dirt daily to prevent build-up and the potential for staining. Neutral pH cleaners are recommended and available from tile supply stores. Do not use harsh abrasive cleaners, metal scrubbers, acids or acid based cleaners, as these can deteriorate the grout and finish.



**Note:** Tile grout is not typically sealed as part of the new construction, as it is necessary for grout to cure (at least a month is recommended) before sealing. Surface sealers protect against everyday wear and tear. Once the tile has cured, a professional should seal the grout joints. Sealers and waxes can save on routine cleaning.

| Recommended Maintenance   | Frequency                   |
|---|-----------------------------|
| Sweep or vacuum on a regular basis to reduce grit, which can scratch and dull the floor's finish.   | Daily in areas of heavy use |
| Clean flooring with a damp mop or a mild detergent. Wax or sealers are not necessary. Buff floors lightly to improve the shine to a high gloss.   | Weekly                      |
| Inspect and, if necessary, regrout, or caulk the area between the tiles and the baseboard. Check around door thresholds, tubs, and toilets. Sealing these areas are important to prevent the water intrusion. | Annually                    |
| Seal the tile. If needed, re-finish with non-skid wax.  | Annually                    |
| Examine the perimeter and high traffic areas for hollow-sounding or loose tiles, as well as cracking.   | Annually                    |

### Effects of Deferred Maintenance

Poor appearance of the flooring, degradation of grout or joints, and even water intrusion and damage can result from deferred maintenance.

## HARDWOOD FLOORING

There are many types of hardwood products available today. All add beauty to your home and require careful use and cleaning in order to preserve the finish.

### Important Information

- **Wax Sparingly.** Do not wax the floor unless recommended for the particular product, and even then wax sparingly. Never use wax or wax-based products over surface finishes. Avoid using water-based waxes.
- **Characteristics of a Natural Product.** Wood (parquet or planks) is a natural product, and may vary slightly in grain and color. Also, during normal seasonal cycles, changes in humidity may result in expansion and contraction of the materials. This may result in small separations between planks or parquet during dryer seasons, and is to be expected.
- **Protect from Moisture.** Promptly remove water and other liquids from the surface to prevent water from penetrating and harming the flooring. Never wet mop your wood floor.
- **Professional Service.** Contact a local flooring distributor to remove heavy stains or for refinishing.
- **Minimize Wear.** Use area rugs in areas of heavy traffic to prevent excessive wear. Avoid using rubber-backed rugs - your wood flooring needs to breathe. Do not drag furniture or other heavy objects across the floor without a pad. Place protector pads under all furniture legs.

### Cleaning Tips

In general, cleaning is limited to sweeping with a soft bristle broom, cleaning with a vacuum cleaner soft floor attachment, and periodically cleaning with specialized wood floor cleaning products. Different products are available for surface finished floors and for floors with a penetrating finish; only use products that are appropriate for the finish used on your wood floor. Non-toxic wood floor cleaning products are available. Remove dirt at joints, between boards, and at doorway thresholds or transitions to other flooring materials. Do not use ammonia, oil soaps, vinyl or tile floor care products, or dust cleaner products on wood flooring. Wipe up spills immediately!

**Hardwood flooring should not be wet-mopped.** It is especially susceptible to damage from water from long-term sources such as leaks and exterior doors with poor weather protection.

**Acrylic Impregnated Non-Urethane Finished Floors**

Consult the manufacturer for special care recommendations. Clean per the general maintenance instructions above. Follow with a low-speed buffing, using cleaning products and pads as recommended by the manufacturer. Never use wax or wax based products over surface finishes.

**Varnish, Urethane, and Polyurethane Finished Floors**

Consult the manufacturer for special care recommendations. Clean per the general maintenance instructions above. Clean stubborn stains using manufacturer recommended cleaning products and a soft cloth. Never use wax or wax based products over surface finishes. If, over time, the finish loses its luster, professional screening and recoating may be necessary.

**Sealed and Wax Finished Floors**

Consult the manufacturer for special care recommendations. Clean per the general maintenance instructions above. Never use wax or wax based products over surface finishes.



**Note:** Always consult the manufacturer's recommendations or a wood flooring supplier/installer to determine the appropriate floor care products. Improper maintenance may void your warranty.

| Recommended Maintenance   | Frequency                          |
|---|------------------------------------|
| Sweep or vacuum to remove loose dirt. Remove stains as needed.  | Daily to weekly, depending on use  |
| Clean with professional wood floor cleaning products. Re-wax and buff dulled or scratched waxed finishes. | Per manufacturer's recommendations |

**Effects of Deferred Maintenance**

Incomplete maintenance can result in damage or stains, reducing the value these floors add to the home.

# Heating & Air Conditioning

Heating and cooling systems are designed to fit the demands of the local climate. Your heating and air conditioning system should be checked periodically and cleaned by a professional service company. Perform a trial run of your heating and air conditioning system well before the season when you will use it most.



**Note:** Read your CC&Rs to understand who is responsible for the heating and air conditioning system maintenance and repair. In some cases, it is the responsibility of the Association. The recommendations outlined in this section are general and may not be the responsibility of every homeowner.

## Heating and Cooling System (Heat Pump)

A heat pump system is comprised of an outdoor heat pump and an indoor wall mounted air handler. A heat pump system is designed to provide both heating and cooling for your home. It is recommended to have the HOA engineer and/or contract with an HVAC maintenance contractor to resolve any heat pump issues.

### Important Information

- **Be Practical.** Practical approaches, such as using window coverings, are an important part of your home's heating and cooling system. For example, on hot days close drapes, blinds, or shutters to block sunlight. On sunny, cold days, opening your window coverings may help heat your home.
- **Do Not Run the A/C Fan Continuously.** During high humidity conditions, do not run the air conditioning with the fan set to run continuously.
- **Humidity Control.** Set the A/C system to the "fan-auto" setting to allow the system to perform the best dehumidification.



**Warning:** If you notice a gas odor, notify your Association immediately.

| Recommended Maintenance  | Frequency |
|--|-----------|
| Dust the front panel down with a soft microfiber cloth. For deeper cleaning, use a soft cloth soaked in water and only use neutral detergent. Be sure to wash the panel with clean water and wipe dry with a clean soft cloth. | As needed |

| Recommended Maintenance   | Frequency                                      |
|---|--|
| Vacuum dust or wash the air filters as needed. Do not use water that is hotter than 104 degree, scrubbing brushes or hard objects, and polishing compounds. The air filter can be soaked in a solution of lukewarm water and neutral detergent for heavier dust. <i>Note:</i> If washing the air filters, be sure to remove the titanium apatite photocatalytic air-purifying filter first. | Monthly  |
| Vacuum dust and clean the air-purifying filter. If dust is heavy, soak in lukewarm water for 10 to 15 minutes. Allow to dry before reinserting.   | Twice per Year                                 |
| Contact Property Manager or Association to service your system.   | Annually or per manufacturer's recommendations |
| Replace the air-purifying filter. Old filters should be disposed of as non-flammable waste.   | Every 3 years or as needed                     |

### Effects of Deferred Maintenance

Failure to properly maintain and properly use your heating and air conditioning system may result in malfunction or premature failure. The air conditioning system cools and, to some degree, dehumidifies the air. Malfunction of the system may result in poor dehumidification and increased moisture in the home, resulting in moisture damage to your home or its contents.

## EXHAUST FANS

Exhaust fans play significant role in your home's ventilation, and are installed in your bathrooms, laundry rooms or closets. The exhaust fans may have filters that need to be cleaned or replaced periodically. Refer to the manufacturer's documentation for information on the fans installed in your home.

### Important Information

- **Use Fan While Showering.** Moisture and mildew problems can occur in any room where water vapor is present. In bathrooms, use the exhaust fan while showering in order to control indoor humidity. Proper use of the exhaust fans to control steam can help reduce the potential for mold growth in your shower and bathroom.
- **Disconnect the Power Before Servicing.** When filters or filter screening is part of your exhaust fan assembly, disconnect the power before servicing.

### Quick Tip: Fixing a Noisy Fan

If fans become noticeably noisier over time and have otherwise been properly maintained, have them serviced by a professional.

| Recommended Maintenance   | Frequency                          |
|---|------------------------------------|
| Clean reusable filters and screens with soap and water to remove dust or lint that may have accumulated.  | Quarterly                          |
| Replace filters.  | Per manufacturer's recommendations |
| If your fans have exterior exhaust vents, inspect and clean the exterior hood or vent. Ensure that the back draft damper (flap) is clear and free moving. | Annually                           |

### Effects of Deferred Maintenance

Failure to maintain exhaust fans may result in decreased efficiency and performance, a shortened useful life, and decreased air quality in your home.

## REMOTE CONTROLLER

Your remote controller controls the heating and air conditioning system, and allows you to set the temperature at which you want your home cooled or heated to. Set your home to a setting comfortable for you and your family. To maximize energy efficiency, the system can have up to four timer settings saved for each day of the week to suit your family's lifestyle. Additionally, to further maximize energy efficiency, the system has an "Intelligent Eye" operation, which in an infrared sensor that can detect movement. If no movement is detected after 20 minutes, the system will automatically change to energy saving operation. Familiarize yourself with the manufacturer's instructions for settings and operation of your heating and cooling system.

Keep your home at an even temperature, especially in the first year, to minimize the expansion and contraction of the building materials. Minor cracking is inevitable but can be minimized by maintaining a temperature between 68°F–78°F.

# Outdoor Living Areas

## PATIOS

Your patio is constructed of concrete. Regular maintenance will keep it looking it's best. Below are some general guidelines and recommendations for caring for your patio.



**Note:** Read your CC&Rs to understand who is responsible for patio maintenance and repair. In some cases, it is partially the responsibility of the Association. The recommendations outlined in this section are comprehensive and may not be the responsibility of every homeowner.



**Note:** Be sure to use proper containers and saucers for patio plants to prevent water stains.

| Recommended Maintenance                     | Frequency               |
|---|-------------------------|
| Keep the surfaces clean and free of debris. | Quarterly and as needed |

### Effects of Deferred Maintenance

Failure to adequately maintain your concrete patio may create safety hazards. Serious cracks or fissures in your patio that remain unrepaired are a potential liability to you as the homeowner.

## Plumbing System

Your plumbing system is comprised of several different components, including pipes, shut-off valves, sinks, toilets, showers, tubs, and fixtures. All require periodic inspections and routine cleaning and maintenance.

### Shut-Off Valves

We recommend that you become familiar with the system as soon as you move in. To prepare yourself for a potential plumbing emergency, you should locate the following shut-offs in your home:

- The main shut off valves for the water and gas are located in the common areas and control multiple homes. The valves outside your home are the responsibility of the HOA to maintain. Contact your HOA regarding any questions or concerns.
- There is an emergency water shut off at each plumbing fixture and/or valve.

In any emergency, call your HOA immediately. If you suspect a leak within the walls of your home, immediately turn the main shut-off valve to the OFF position and call One Mission Bay's Customer Service Department, Property Manager, or a plumber. A leak between the walls can severely damage the walls and the flooring. All fixtures except tubs and showers have separate shut-off valves. Know how to use these shut-off valves in case of leaks or other problems. In the event of a hot water leak, the valve on top of the water heater should be turned off. This will stop the flow of hot water in your home and will prevent possible damage to your home and its contents. Make sure you know where all water shut-off valves are located and that the hot and cold shut-off valves are marked.



**Caution:** Immediately shut-off the water at the appropriate location when leaks are discovered. Remedy all water leaks from any source immediately, as they can allow mold growth and cause structural damage. These conditions are often not covered under One Mission Bay's Seller's Warranty or typical homeowners insurance policies.

| Recommended Maintenance  | Frequency |
|--|-----------|
| Inspect for leaks around toilets, sinks, showers, tubs and water lines at or near utility fixture connections. Listen for running water to help locate unseen leaks. | Monthly   |
| Test the shut-off valves and replace valves as needed at sink and toilet locations and replace valves as needed.   | Annually  |

### Effects of Deferred Maintenance

Failure to maintain the plumbing system can damage your home, costing you both time and money.

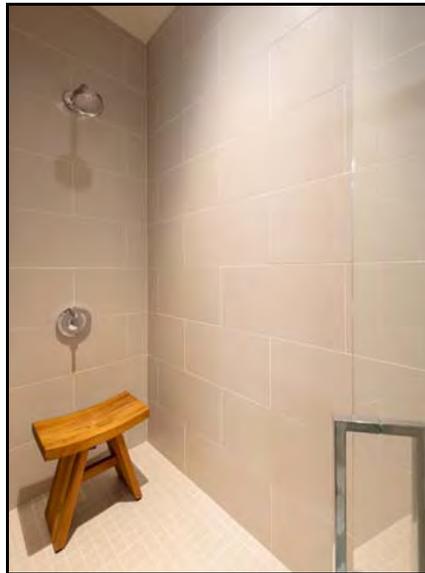
## SHOWERS, TUBS, AND SURROUNDS

Shower and tub surrounds are designed to provide clean, bright, durable and watertight bathing areas. The variety of finishes and fixtures incorporated in these assemblies need specific care and maintenance to maintain their finish and watertight condition.

Maintenance of the sealant at corners, junctures, and around fixture piping or enclosures is critical to the overall watertightness of the bathing area. Maintain sealant with mildew-resistant silicone sealant that is designated for bathroom use. Take care to avoid sealing joints or openings that are intended to be free to “weep” or drain (such as at the bottom of the shower valve plate or shower door sills and rims designed to drain back into the shower.) Take note of what was or was not sealed as part of the original construction. Refer to the “Caulking” section of this chapter for more information on caulking and sealants.



**Tub with Tile Surround**



**Tile Surround and Glass Shower Door Glass Shower Door**

## Important Information

- **Keep Water Confined.** Take care to confine water and wet items to the surfaces designed for wet use. Take care when using your tub and shower to prevent water from escaping the shower or tub enclosure.
- **Clean Regularly.** Avoid soap accumulation on walls and enclosure glass.
- **Keep the Tub and Shower Ledges Clear.** Avoid an excessive accumulation of bathing accessories and shampoo bottles on tub and shower ledges; these can contribute to water and soap accumulation.
- **Close the Shower Curtain or Door.** Keep the shower door or curtain closed until water is sufficiently drained.
- **Do Not Let Water Stand.** Mop up any excess water that might accumulate where exiting the shower; standing water can cause staining and/or damage to flooring.

## Cleaning Tips

Use non-abrasive bathroom cleaners for fiberglass tubs, shower pans, one-piece enclosures, and fixtures. Use a neutral pH tile cleaner for stone or ceramic tile areas.



**Note:** When cleaning, note any dampness or staining that might be evident on the floors or walls adjoining the shower or tub, and make repairs as needed. Use another bathing area, if possible, until repairs are made. Failure to remedy leaking may result in mold growth and damage to finishes and framing.

| <b>Recommended Maintenance</b>  | <b>Frequency</b>                              |
|---|---|
| Clean chrome bathroom fixtures with warm water and a mild detergent. Avoid scouring pads, abrasive cleansers, and anything that might scratch the chrome finish. Dry completely after cleaning. | Regularly, with routine cleaning              |
| Clean and monitor the condition of tub and shower surfaces as part of your regular housecleaning.   | Weekly and as needed                          |
| Inspect shower door seals and adjust if necessary to keep water from leaking out of the enclosure.  | Monthly                                       |
| Thoroughly clean ceramic tile and natural stone surfaces and grout with tile cleaner and a brush. Check the condition of sealant and grout; repair as needed.                                   | As needed<br>(Typically monthly to quarterly) |
| Reseal joints at wall, tub, and receptor junctures as described above. Fill any grout joints that may have developed gaps.  | Every 1–2 years and as needed                 |

### Effects of Deferred Maintenance

Failure to maintain your tub and showers may result in costly damage including, among others, damage to adjacent finishes, deterioration of structural framing, and mold growth.

## SINKS AND FIXTURES

Your home may have one or more types of sinks installed throughout the kitchen and bath areas. Be sure to maintain these surfaces according to the manufacturer's recommendations for your particular sinks. Some general maintenance recommendations are listed in the table below.



**Bathroom Sinks**



**Stainless Steel Kitchen Sink**



**Note:** To prolong the life of the faucet fixtures, do not use excessive force when turning off the faucet.

## Quick Tip: Resolving Common Issues

### Aerator Blockage

If you experience restricted flow in a faucet, it is likely that the problem is a blocked aerator. Unscrew the aerator, remove the screen and rinse away the gritty sediment that is causing the blockage, then replace the aerator screen.

### Chipped Porcelain Sinks

For chipped porcelain, a bottle of liquid porcelain from your local hardware store is a simple, inexpensive remedy. Follow the product directions carefully. To fill a deep chip, a second coat may be necessary.

### Leaking Faucet

A leaking faucet can waste water as well as be annoying. Call a plumber to make the repairs, or, if you can, make the repair yourself. Visit a local hardware store or home improvement center for parts and helpful advice. Shut off the water below the sink, remove the faucet stem, and replace the washer with the appropriate part. Reinstall the faucet stem and turn the water back on.

### Slow Drainage

Bathtub, shower, and sink drains can become clogged by grease, hair, lint, or soap. We recommend that you call a plumber if you are experiencing slow drainage in your bathtub, shower, or sink drains.

### Clogged Traps

Clogged drain traps can be easily cleared with a plunger or similar device. We do not recommend the use of harsh chemicals to unclog stopped up drains, as they may be harmful to the environment.



**Note:** If you are selecting/replacing any sink faucets, look for faucets that have low-flow or ultra-low-flow fixtures, to save water.

| Recommended Maintenance  | Frequency |
|--|-----------|
| Clean sinks and fixtures regularly, as part of your routine cleaning schedule. | Regularly |

## Effects of Deferred Maintenance

Deferred maintenance will detract from the appearance and cleanliness of your sinks.

## TOILETS

Toilets are made of a tough vitreous material; however, they require occasional maintenance and proper cleaning.



**Standard Toilet**



**Note:** Always change wax rings when replacing the toilet or flooring. Additionally, if odors, leaks, or “rocking” is noticed, the wax ring may need replacing.

### Helpful Precautions

- If your toilet blocks up, try using a plunger to discharge the waste. If not call a professional plumber.
- Do not use toilet bowl cleaners and/or disinfectants inside your tank. These may damage the interior parts.
- Do not use drain cleaners or colored tank cleaners in toilets. The harsh chemicals in these products can damage toilet seals and cause leaks.
- Do not flush bulky items down the toilet.

### Quick Tip: Stopping a Running Toilet

1. Inspect the shut-off ball float or clip inside the tank. The ball float or clip is probably not being lifted high enough in the tank by the water level to shut off the valve completely.

2. Bend the float ball rod down gently or lift the clip until the float stops water at the proper level. Be sure the float is free and not rubbing on the sides of the tank or other parts.
3. Check the flap at the bottom of the tank and replace it if worn.
4. Examine the flush handle mechanism. Too tight a chain between the flush handle lever and the flap will cause a leak. Sometimes leaks result around the outlet at the base of the tank under the rubber plunger.
5. If none of these adjustments correct the trouble, consult a plumber, One Mission Bay's Customer Service Department, or Property Manager.

| <b>Recommended Maintenance</b>  | <b>Frequency</b> |
|---|------------------|
| Regularly clean toilets using a toilet bowl cleaner and brush or cloth. | Weekly           |

### Effects of Deferred Maintenance

Deferred maintenance to your toilet can result in decreased toilet life, clogged toilets, unpleasant odors, higher water bills, and damage to your bathroom floor.

## WATER PRESSURE REGULATOR

A water pressure regulator is installed on homes when required by the Uniform Building Code. It is usually installed where the water supply pipe enters the structure, typically in the front yard or garage. It is designed to automatically reduce the high incoming water pressure to a lower, more functional pressure. Water pressure can vary as much as 30%, increasing at nighttime and decreasing during the day.

Normal operating pressure is usually 50 to 60 psi (pounds per square inch). Pressure over 60 psi is considered excessive. Pressure that is too high may damage pipes and fixtures and also result in greater water usage. High pressure may also damage appliances such as the water heater and may cause water hammering.



**Note:** The Uniform Building Code requires water pressure regulators be placed at the inlet side when the mainline pressure is 80 psi or greater.

| Recommended Maintenance  | Frequency |
|--|-----------|
| Inspect for proper functioning by reading the pressure with a gauge on a faucet, downstream of the regulator. Replace regulators that cannot be adjusted using the adjustment screw. | Annually  |

### Effects of Deferred Maintenance

Failure to provide the maintenance required may result in problems and increased repair expenses.

## Safety

Your home has safety features installed to alert you in the event of a fire or gas emergency. Pay close attention to the maintenance and use guidelines for these features.



**Note:** Consult the manufacturer's documentation for guidelines specific to the system and model installed in your home. In the event that the recommendations in this Guide conflict with those of the manufacturer, the manufacturer's recommendations prevail.

### CO/SMOKE DETECTOR COMBO

Your combo carbon monoxide/smoke detectors are designed to alert you to the possible presence of smoke or carbon monoxide in your home. The average life of the lamp in a detector is six years. Your detectors are hard-wired (connected to an electricity source), with a battery backup.

#### What is Carbon Monoxide?

The Environmental Protection Agency (EPA) defines carbon monoxide (CO) as "a colorless, practically odorless, and tasteless gas." It results from incomplete oxidation of carbon in combustion in gas appliances and fireplaces, and can be a serious health hazard. Regular inspection and maintenance of your gas appliances can help minimize the risks of carbon monoxide poisoning. Carbon monoxide detectors alert you if carbon monoxide in your home reaches unsafe levels. Regular inspections and maintenance are important in ensuring that your CO detector works properly at all times.



**CO/Smoke Detector**

## Important Information

- **Batteries and Lamp Replacement.** In battery-operated models, an automatic pulsing alarm is a “trouble call” that indicates the need for a lamp or battery replacement. Lamps and batteries are available at local hardware stores and home centers.
- **Test Your Detectors.** Test your detector regularly by pressing the test button on the outer cover. The alarm will sound if the detector is working properly.
- **Check with the Manufacturer.** Consult the manufacturer’s documentation for guidelines specific to the system and model installed in your home. In the event that the recommendations in this Guide conflict with those of the manufacturer, the manufacturer’s recommendations prevail.
- **Do Not Move or Disable Detectors.** Your CO/smoke detectors are installed in specific locations to meet local and state building code requirements and should not be moved or painted. Never disconnect or remove the batteries from your detectors or leave them disabled in any way.

| Recommended Maintenance   | Frequency      |
|---|----------------|
| Replace the batteries in your carbon monoxide detector. Refer to your owner’s manual for the correct battery type; an incorrect battery may have a detrimental effect on the alarm. | Twice per year |
| Clean the detectors per the manufacturer’s recommendations.   | Periodically   |

## Effects of Deferred Maintenance

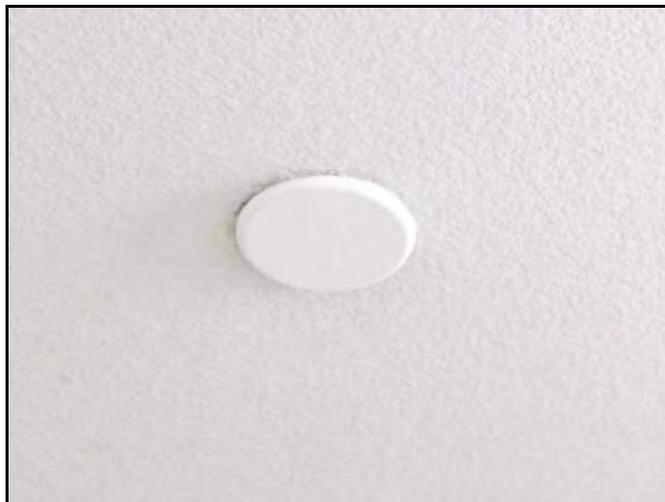
Deferred maintenance to your carbon monoxide detector could lead to serious health hazards in the event your family is not alerted to a potential danger.

## FIRE SPRINKLERS

Your home contains an automatic fire sprinkler system—installed in accordance with National and Local Fire Codes (NFPA 13D). Check your CC&Rs to determine maintenance responsibility. In some cases, it is partially the responsibility of the Association. The recommendations outlined in this section are comprehensive and may not be the responsibility of every homeowner.



**Exposed Fire Sprinkler Head**



**Recessed Fire Sprinkler Head**



**Note:** The system should be tested and serviced only by a qualified service company. You may elect to have this system under contract with a local company for regular inspections and service. Consult your HOA before doing anything with the fire sprinkler system.

## Important Information

- **Tampering.** Fire suppression equipment should never be tampered with. If a component breaks or leaks, take action to correct the condition immediately, as the safety of all occupants depends on this system. Immediately contact One Mission Bay's Customer Service Department or Property Manager.
- **Do Not Impact the Sprinkler Heads.** Exercise extreme caution with activities, such as moving furniture or repainting the ceilings, that may impact the fire sprinkler heads in the common areas and units. The sprinkler heads are under constant high pressure, and physical impact would result in a high-pressure flow of water and potentially serious water damage.
- **Cleaning, Painting, or Replacement.** Never attempt to clean up or paint over the sprinkler heads (including recessed ceiling head covers). Sprinkler heads have factory applied protective wax or coating, so any cleaning or painting will change the sprinkler heads' sensitivity to heat/fire.
- **Storage.** All stored items must be 18 inches below the level of the fire sprinklers and deflectors.

| Recommended Maintenance  | Frequency |
|--|-----------|
| Visually inspect the sprinkler system. Ensure that the sprinkler heads are not obstructed. | Monthly   |

## Effects of Deferred Maintenance

Failure to provide required maintenance to the fire protection system could lead to loss of life and property.

## SMOKE DETECTORS

Your smoke detectors are designed to alert you to the possible presence of smoke in your home. The average life of the lamp in a smoke detector is six years. Your smoke detectors are hard-wired (connected to an electricity source), with a battery backup.



Smoke Detector

### Important Information

- **Test Your Detectors.** Test your smoke detectors by pressing the test button on the outer cover. The alarm will sound if the detector is working properly.
- **Batteries and Lamp Replacement.** An automatic pulsing alarm is a “trouble call” that indicates the need for a lamp or battery replacement (in battery-operated models). Lamps and batteries are available at local hardware stores and home centers.
- **Refer to the Manufacturer’s Documentation.** Some smoke detectors are hard-wired to your s electrical system, while others are battery-operated. Refer to the manufacturer’s information to determine which type is installed in your home, and what maintenance is necessary.
- **Do Not Move or Disable Smoke Detectors.** Smoke detectors are installed in specific locations to meet local and state building code requirements and should not be moved or painted. Never disconnect or remove the batteries from your smoke detector or leave it disabled in any way.

| <b>Recommended Maintenance</b>         | <b>Frequency</b> |
|--|------------------|
| Test all smoke detectors in your home. | Twice per year   |
| Replace the batteries (if applicable). | As needed        |

### **Effects of Deferred Maintenance**

Deferred maintenance to your smoke detector could lead to serious damage to your home, and injury or death in the event your family is not alerted to a potential danger.

# Trim and Finishes

## INTERIOR DOORS

Interior doors add to the overall beauty of your home. Most interior doors are painted or stained; periodic cleaning and touch up will keep them looking their best.

### Important Information

- **Sliding and Pocket Doors.** Keep closely joined surfaces and moving parts, such as rollers, lubricated, and free of dirt.
- **Avoid Slamming Doors.** Slamming doors can damage the door, door jambs, and even crack the walls. Likewise, do not allow children to hang from or swing on doors as this loosens the door hardware and causes the door to sag.
- **Hollow Doors.** Your closet doors are “hollow core” construction. Do not attach additional hooks or other items to the face of the door, as the hooks may pull out under excessive weight.
- **Cracks.** If cracks appear in painted door joints during the dry season, fill them with putty or caulking and refinish if needed.
- **Hinge Screws.** Heavy use of a door results in hinge screws being loosened, allowing the door to sag. Tighten the screws as necessary. If they fail to tighten, the door or jamb wood is probably cracked or stripped at the hinge screw, requiring additional filling or screw modification.

### Quick Tip:

The most common cause of a sticking door is the natural expansion and contraction of the lumber in the building. This sticking is due to expansion during a damp season. Avoid planing the door. When the dry season returns, the door shrinks back to normal size. Make sure that all edges of the doors are sealed and painted.

| Recommended Maintenance                              | Frequency                        |
|--|----------------------------------|
| Remove smudges with warm water and a mild detergent. | Regularly, with routine cleaning |
| Use touch-up paint on nicks and scratches.           | Monthly                          |

| <b>Recommended Maintenance</b>   | <b>Frequency</b> |
|--|------------------|
| Lubricate door hinges. Remove the hinge pin and rub it with a graphite tube or pencil lead. Avoid oil; it gathers dust. Lubricate door locks with a graphite lubricant. Wipe up excess with a dry paper towel. | As needed        |
| Lubricate and clean rollers, moving parts, and faying surfaces (those closely joined) on pocket or sliding doors.  | As needed        |
| Repaint doors.   | As needed        |

### **Effects of Deferred Maintenance**

Deferred maintenance can result in premature failure of your doors and potentially higher replacement costs.

## MIRRORS

Wall mirrors retain their beauty longer with proper care. They are attached with hardware or bonded to the wall with special mastics.



**Wall Mirror in Bathroom**



**Note:** Moisture is the number one enemy of mirrors. If a wet cleaner is sprayed into the joints, it can puddle and invade the protective coating, resulting in deterioration of the reflective silver beneath. When cleaning, be careful not to allow the edges of the mirror to get or remain wet.

### Cleaning Tips

Clean with warm water and a soft cloth. Standard glass and mirror cleaners that do not contain ammonia or vinegar are also safe choices. Never spray cleaner directly onto a mirror—apply the cleaner to a soft cloth and wipe the mirror.

Remove surface marks or stubborn dirt with oil-free steel wool. Do not use solvents, as they may damage the edges and backing.

| Recommended Maintenance  | Frequency                        |
|--|----------------------------------|
| Clean with warm water or glass and mirror cleaner and a soft cloth. Dry thoroughly. Remove stains as needed. | Regularly, with routine cleaning |

### Effects of Deferred Maintenance

Inadequate cleaning diminishes the visual appeal of the mirror and may increase the potential for premature deterioration.

## PAINTED SURFACES

The painted areas of your home, such as walls, ceilings, baseboards, and other trim, will retain their beauty longer if you care for them properly.



**Painted Walls and Molding**

### Important Information

- **Bathrooms and Kitchens.** Bathrooms and kitchens are exposed to steam and condensation; consider repainting these areas more frequently.
- **Newly Painted Surfaces.** Do not wash newly painted surfaces for at least three months to allow the paint to dry and set. Mild, soapy water is generally the best choice. Do not use strong cleaners or abrasives as they may permanently damage the paint. Before using any cleanser, test it on a small, inconspicuous area.
- **Shrinkage and Cracking is Normal.** Normal shrinkage of the wood in any new building sometimes causes the joints in the woodwork to open, doors to stick, and slight cracks to appear, especially around door openings. Cracking is inevitable, but it can be minimized by keeping the temperature between 68°F –78°F during the first year to create a uniform drying process. Minor cracks can be easily filled with drywall patching compounds, primed, and painted to match. If cracks continue to open after the house has had an opportunity to settle and adjust to interior conditions, there may be other issues to consider, such as humidity changes or cracked sealants on the exterior of the home.
- **Treating Mildew.** Mildew can grow in areas that are dark and moist, with limited air movement. Consult professionals to treat mildew.

- **Flat Paint.** Remember that the flat paint typical of living area rooms does not withstand as much scrubbing as the smoother enamel paint used on doors, trim, and bath areas.

### Quick Tip: Repainting

All paints change color as they age. While paint touch up is possible, it is hard to achieve a perfect color match. It is usually advisable to repaint at least the entire area that requires touch-up.

Preparation may be even more important than the paint and its application.

Following are some tips for preparing your surfaces prior to painting:

1. Clean and dry the surface before applying paint.
2. If patching was necessary or if other unpainted materials are incorporated into the work, make sure they are primed with the appropriate primer. Consult knowledgeable paint store staff about this and other questions regarding appropriate paint, application methods, tools, and protective sheeting for the area as well as the type of surface you are painting.

| Recommended Maintenance   | Frequency |
|---|-----------|
| Dust and remove cobwebs from ceilings and walls.  | Monthly   |
| Clean painted surfaces with water and a mild cleanser like dish soap.   | As needed |
| Repaint ceilings and walls as routine maintenance to enhance the look of your home. Fill minor cracks with caulking or wood filler. | As needed |

### Effects of Deferred Maintenance

Inadequate paint maintenance will add to overall maintenance costs and diminish the visual appeal of your home.

# Special Considerations

This chapter contains information and recommendations for special topics that are important for you to be aware of. We encourage you to take a few minutes to read through this chapter.



## Earthquake Preparation

The Federal Emergency Management Agency provides several tips for protecting your family and property in the event of an earthquake. Go to: [www.ready.gov/earthquakes](http://www.ready.gov/earthquakes) for more information.

### General Guidelines

- To begin preparing, you should build an emergency kit and make a family communications plan.
- Place large or heavy objects on lower shelves.
- Store breakable items such as bottled foods, glass, and china in low, closed cabinets with latches.
- Fasten heavy items such as pictures and mirrors securely to walls and away from beds, couches and anywhere people sit.
- Brace overhead light fixtures and top heavy objects.

- Store pesticides, and flammable products securely in closed cabinets with latches and on bottom shelves.
- Locate safe spots in each room under a sturdy table or against an inside wall. Reinforce this information by moving to these places during each drill.
- Hold earthquake drills with your family members: Drop, cover and hold on.

## Energy Efficiency

Reducing your household energy use reduces your gas and electricity bills. It also reduces power plant emissions, which in turn reduces air and water pollution and helps protect public health. The following are some basic tips for saving energy:

### Lights

- Turn off the lights when you are leaving a room or leaving the house, or when there is ample daylight and you do not need artificial lighting.
- Purchase energy-efficient light bulbs, such as compact fluorescent or LED (light-emitting diode) bulbs. (See the Lighting section of the Interior Maintenance chapter for more information.)
- When purchasing a lamp, select a lamp that can take compact fluorescent or LED bulbs. Avoid using halogen lamps, as they waste energy and can pose a fire hazard. (See the Lighting section for more information.)
- For any motion sensor lights: Make sure the fixtures are working properly and are on the proper settings, i.e., are not allowing lights to stay on when they should be off.

### Heating and Air Conditioning

- Program your thermostat for a night-time temperature “setback” to lower the heating temperature (or to raise the cooling temperature, when running the air conditioner) while you are sleeping, and a day-time setback for hours when the house is unoccupied (e.g., when everyone is at work or school). When you go out of town, turn the heating/cooling system off if the outdoor temperatures and humidity levels are moderate.
- Turn the heater/air conditioner off when leaving windows or doors open for more than a couple of minutes.
- Keep furniture and other objects away from heating and cooling outlets (vents), so that conditioned air can flow freely into the room.
- In warm weather, if fans can provide adequate cooling, use fans rather than turning on the air conditioning system.
- Replace the heating system’s air filter at the intervals specified by the manufacturer. (Or if the system has a reusable filter, follow the manufacturer’s filter cleaning and maintenance instructions.)

**Appliances and Electronic Equipment**

- Clean the dust off of the refrigerator toe grille at least twice per year, and vacuum the refrigerator's condenser coils at least once per year.
- Clean out lint from the dryer's lint filter after each use, to help the machine run more efficiently and to prevent the lint from becoming a fire hazard. Inspect the outside exhaust vent periodically to make sure that it opens properly when the dryer is running and it closes tightly when the dryer is not in use; remove any accumulated lint from the vent.
- When using your dishwasher or washing machine, only run fairly full loads and select the most efficient setting. Select the cold-water setting for washing clothes whenever possible.
- Turn off computers and other electronic equipment when you are leaving the house or when the equipment is not being used. Choose energy efficiency settings for computers' sleep and shut-down modes.
- When purchasing appliances or electronic equipment, select Energy Star qualified products.

# Humidity Management

Managing the humidity in your home is essential in the proper ventilation of your home, as well as in preventing moisture damage and mold. ASHRAE (American Society of Heating, Refrigerating, and Air-Conditioning Engineers) recommends that you keep your home at a relative humidity level between 30% and 60%. Most people are more comfortable when relative humidity levels are in this range. High humidity levels can encourage growth of molds and bacteria, as well as cause deterioration of building materials. Low humidity levels can not only be uncomfortable for occupants, but cause minor cracking in portions of your home. You can purchase a hygrometer to measure the humidity levels in your home.

## Monitor Humidity in Your Home

If dehumidifiers are not part of your home's standard features, it is your responsibility as the homeowner to monitor the humidity levels in your home and purchase and install a dehumidifier if necessary.

Inexpensive humidity meters can be purchased at your local hardware store. If the humidity rises above 60% relative humidity, reduce activities that generate or introduce moisture in the house, such as boiling foods. If you cannot curtail such activities, consider purchasing a dehumidifier to supplement the air conditioning.

## Low Humidity Conditions

Humidifiers are available for climates that experience low humidity conditions throughout the year.

## Use Your Air Conditioning and/or House Fans

Run your fans and/or air conditioning system during hot and humid conditions. In addition to cooling the home, the A/C system also removes some of the excess humidity. During lower summer outdoor temperatures and coincident high humidity periods, pay particular attention to reducing the introduction of humidity into the house. Understand, however, that while your air conditioning system will remove some humidity when running, it alone does not control humidity. Outdoor conditions and indoor activities can and will affect the indoor humidity. Do not run the air conditioning with the fan set to run continuously. The fan should cycle on and off with the outdoor (condensing) unit. Continuous fan operation re-evaporates moisture from the cooling coil back into the house, raising the indoor humidity.

## Keep Your House Closed Up

During high humidity conditions, keep the frequency and duration of open doors to a minimum. Keep windows closed during high humidity conditions. Do not open windows at night, even if the temperatures are cooler. Opening the windows may saturate the indoor air with an excessive level of humidity.

**Exhaust Fans**

Always run your bathroom exhaust system while bathing. Turn the fan off when you are not bathing. Leaving the fan on when not needed will pull hot humid air into the home from the outdoors or attic spaces. Likewise, always run your kitchen exhaust system while cooking. Turn the fan off when you are not cooking. Leaving the fan on when it is not needed may pull hot humid air into the home from the outdoors or attic spaces.

# Mold

Molds are part of the natural environment. Outdoors, molds play a part in nature by breaking down dead organic matter such as fallen leaves and dead trees, but indoors, mold growth should be prevented.

Molds reproduce by means of tiny spores; the spores are invisible to the naked eye and float through outdoor and indoor air. Mold may begin growing indoors when mold spores land on surfaces that are wet and have the necessary organic material (either in the finish material or dust and dirt on the surface) to “feed” them. There are many types of mold, and none of them will grow without water or moisture.

## Moisture and Mold Prevention and Control Tips

This Guide addresses many areas of maintenance related to cleaning and moisture monitoring and control inside and outside the home, all of which are part of the effort to reduce interior mold concerns.

The tips and techniques presented in this section will help you focus on how to both prevent and clean up minor mold problems. In the event of a major, sustained source of moisture intrusion and mold growth, professional cleaning and remediation services may be necessary, and will employ methods not in the scope of this Guide.

## Moisture Control is the Key to Mold Control

When water leaks or spills occur indoors—*act quickly*. If wet or damp materials or areas are dried 24–48 hours after a leak or spill happens, in most cases mold will not grow.

## Control Exterior Water Sources

Perform preventive maintenance to avoid moisture buildup and intrusion:

## Control Interior Water Sources

Perform preventive maintenance on interior water sources, cleaning, and heating and air conditioning units:

1. Keep air conditioning drip pans clean, and the drain lines unobstructed and flowing properly.
2. Monitor and maintain plumbing fixtures, tubs, showers, and related tile areas for leaks. Inspect caulking and repair or replace as necessary.

## Prevent High Indoor Humidity

The following are suggestions to help control indoor moisture and condensation:

1. If possible, keep indoor relative humidity below 60 percent, ideally between 30 and 50 percent. Relative humidity can be measured with a moisture or humidity meter, which is a small, inexpensive instrument available at many hardware stores.
2. Run the bathroom fan or open the window when showering. Use exhaust fans or open windows whenever cooking, running the dishwasher or dishwashing.
3. If you see condensation or moisture collecting on windows, walls or pipes, *act quickly* to dry the wet surface. Find the humidity or moisture source while increasing exhaust, ventilation, or the supply of heated or conditioned air, if possible.
4. Cover cold surfaces, such as cold water pipes, with insulation.

### Clean Regularly

Keep interior surfaces, such as window ledges, clean to prevent aiding any moisture buildup from supporting mold growth. Scrub mold off hard surfaces with detergent and water, and dry completely.



**Caution:** Please note that mold may cause staining and cosmetic damage. It may not be possible to clean an item so that its original appearance is restored; in this case the item should be discarded. If the damages to the home interior finishes or articles are significant, consult with a specialist in water damage restoration and remediation services. Be sure to ask for and check references. Look for specialists who are affiliated with professional organizations.

This information includes guidance from the U.S. Environmental Protection Agency publication titled “A Brief Guide to Mold, Moisture and Your Home” and can be accessed at [www.epa.gov/mold/brief-guide-mold-moisture-and-your-home](http://www.epa.gov/mold/brief-guide-mold-moisture-and-your-home) or by contacting them directly at (800) 438-4318.

## Pest Control

Proper pest control is an essential part of maintaining an adequate level of indoor hygiene. Rodents and insects can carry disease into the house, and their preclusion is necessary for health reasons. Regular pest control treatment by the homeowner or a professional is recommended to achieve these goals.



**Caution:** All pesticides are toxic to some extent. There are no completely “safe” pesticides. They should always be used according to label directions and handled with proper protective equipment listed on the label. They should always be kept out of reach of pets and children.

### Top Three Ways to Prevent Pests in Your Condo

- **Repair Water Leaks Immediately.** Water attracts many pests, as well as causes deterioration of your surfaces.
- **Clean Regularly.** Clean up spills immediately, and keep foods and liquids in sealed containers. Food and liquid can attract pests such as ants.
- **Keep Your House Sealed.** Regular maintenance of your unit will go a long way in preventing pests from accessing your unit. Keep appropriate areas caulked and sealed, keep doors closed and window and vent screens in good repair.

## Protecting Your Home While Away

Your new home was designed for occupancy. However, when you are going to be away from your home for an extended period of time, there are additional preventive measures you will want to take.

### **Water and Plumbing**

- Seal toilets with kitchen-type plastic wrap. Place covers over all drains.
- Engage a professional for recommendations that would maintain the humidity in the home at desirable levels.

### **Appliances and Electricity**

- Refrigerators and freezers: Remove all contents, properly defrost, wipe down excess moisture, unplug the unit, and leave the doors secured in the open position.

### **Security**

- Close and lock all doors and windows.
- For security purposes, consider installing timed lighting in multiple rooms.

# Public Transit and Carpool Options

## Public Transit

### East Bay

#### **BART:**

BART services the East Bay providing various connections to both public transportation and UCSF shuttle to Mission Bay.

Bart Stations (weekdays)

1. RED Shuttle to 16th Street BART from 6:30AM to 8PM about every 15-20 minutes; stops on 4th Street.
2. Mission Bay MTA ([missionbaytma.org](http://missionbaytma.org)) to Powell Street BART service about every 15-20 minutes from 7:15AM to 10AM & 3:30PM to 8PM.
3. SF Muni T line serves Embarcadero BART from 5:15AM to midnight about every 9 minutes during peak periods.

#### **Caltrain:**

Commuters looking to commute via Caltrain will find UCSF shuttle and public transit connections to the Mission Bay campus when disembarking at the 4th and King St. stop within San Francisco.

Caltrain - 4th and King Street (weekdays)

1. GREEN Shuttle from 6:30AM to 8:00PM every 15-20 minutes; stops on 4th Street.
2. Mission Bay MTA ([missionbaytma.org](http://missionbaytma.org)) about every 15-20 minutes from 7:10AM to 9:50AM & 3:45PM to 7:50PM; stops on Owens Street.
3. SF Muni T line from 5:15AM to midnight about every 9 minutes during peak periods (approx. 5 min travel time); stops on 3rd Street

#### **Muni T-Line:**

The Muni T line operates seven days a week, beginning at 5 a.m. weekdays, 6 a.m. Saturdays and 8 a.m. Sundays, operating until 1 a.m. Headways on the route range from 9 to 12 minutes during the day, and from 12 to 20 minutes at night.

Embarcadero Ferry Building (weekdays)

Muni T line to Folsom and Embarcadero; 5:15AM to midnight about every 9 minutes during peak periods (approx. 13 min travel time); about 5 minute walk to Ferry Building.

Transbay Terminal (weekdays)

Muni T line to Folsom and Embarcadero; 5:15AM to midnight about every 9 minutes during peak periods (approx. 13 min travel time); about 6 minute walk to Ferry Building.

### **North Bay**

#### **Golden Gate Transit Bus & Ferry:**

Golden Gate Transit (GGT) provides regional fixed-route bus service in San Francisco, and in Marin and Sonoma counties. Bus service is also available between San Rafael in central Marin and the El Cerrito del Norte and Richmond BART Stations in western Contra Costa County. Local bus service is provided within Marin County under contract with Marin Transit.

Golden Gate Ferry (GGF) operates frequent ferry service between San Francisco and Larkspur in central Marin County, and between San Francisco and Sausalito in southern Marin County.

### **South Bay**

#### **BART:**

BART services the South Bay providing various connections to both public transportation and UCSF shuttle to Mission Bay.

Bart Stations (weekdays)

1. RED Shuttle to 16th Street BART from 6:30AM to 8PM about every 15-20 minutes; stops on 4th Street.
2. Mission Bay MTA ([missionbaytma.org](http://missionbaytma.org)) to Powell Street BART service about every 15-20 minutes from 7:15AM to 10AM & 3:30PM to 8PM.
3. SF Muni T line serves Embarcadero BART from 5:15AM to midnight about every 9 minutes during peak periods.

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**Carpool Networking Websites**

<https://rideshare.511.org>

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

[www.ridenow.org](http://www.ridenow.org)

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

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

**Park & Ride****CalTrans - District 4**

[www.dot.ca.gov/d4/parkandride](http://www.dot.ca.gov/d4/parkandride)

**Colma Station Park & Ride**

365 D St

Colma, CA 94014

Phone: (800) 660-4287

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

**Glen Park Station Park & Ride**

2901 Diamond St

San Francisco, CA 94131

Phone: (510) 434-7134

[www.bart.gov](http://www.bart.gov)

# Waste Reduction and Recycling

Waste prevention is based on the three R's: Reduce, Reuse, and Recycle. In addition to reducing the amount of land needed for landfills, waste reduction helps conserve renewable and nonrenewable resources, and helps conserve energy and reduce pollution associated with the production, transportation, and disposal of materials. The following sections include some general waste prevention tips:

## Reduction and Reuse

- Each floor level at One Mission Bay includes a trash room. Consult your Community Handbook for more information about the recycling program.
- Select products that have recycled content. (In particular, look for a high percentage of post-consumer recycled content.)
- Select and request items with minimal (or no) packaging and/or recycled-content packaging, or purchase items in bulk quantities (or in concentrated form) to minimize packaging. Avoid products that are over-packaged (such as individually wrapped items that have packaging within packaging), whenever possible.
- Avoid purchasing disposable products when reusable options are available. For example, use long-life rechargeable batteries rather than disposable batteries, and reusable cloths rather than paper towels.
- When purchasing disposable products, try to select products that are recyclable and that have recyclable packaging.
- Purchase durable items, rather than items that have to be thrown out or replaced frequently.
- Practice preventive maintenance to maximize the useful life of all materials and equipment in your home, so that they do not need to be replaced prematurely.

## Recycling

Familiarize yourself with your local recycling program and its rules: e.g., which types of materials can and cannot be recycled, and how/whether different types of materials must be separated. Make sure you have the appropriate recycling bins for local collection. (Some municipalities also provide compost bins for curbside pickup of yard trimmings and/or food waste.) To find information about your local recycling program, go to the websites listed below or contact your city government.

Set up recycling receptacles in your kitchen and anywhere else in your house where recyclable waste is generated (e.g., home office), to make it easy to keep recyclables separate from the trash. Post an information sheet/brochure that lists recyclable materials on or near your recycling bins for easy reference.

## Local Recycling Locations

### rePlanet Recycling

195 Bayshore Blvd  
San Francisco, CA 94124  
Phone: (877) 737-5263  
[www.replanet.com](http://www.replanet.com)

### Our Planet Recycling SF

531 Bayshore Blvd  
San Francisco, CA 94124  
Phone: (415) 866-6102  
[www.ourplanetsf.com](http://www.ourplanetsf.com)

### Recology

1000 Amador St  
San Francisco, CA 94124  
Phone: (415) 621-6200  
[www.recology.com](http://www.recology.com)

## Hazardous Materials

Hazardous materials may not be thrown in the garbage. You also may not dump them into a storm drain, the street, or into a creek; pour them down your toilet or sink drain; or burn them. These disposal methods are illegal, and they endanger your health, the health of others, and the environment. Hazardous materials must be taken to your local hazardous waste recycling facility for safe processing so that they do not contaminate your community's air, water, or soil.

In most communities, materials that are considered hazardous waste include:

- Chemical cleaning supplies;
- Batteries (all types);
- Fluorescent light bulbs;
- Paint, paint thinners, stains, and other coatings;
- Solvent-based sealants and glues;
- Pesticides, herbicides, and chemical fertilizers;
- Computers, TVs, cell phones, and other electronic equipment;
- Printer ink/toner;
- Used motor oil;
- Medical/biohazard waste;
- Compressed gases.

In some communities, certain hardware stores or fire stations will collect some of these materials for recycling. Go to the website listed below, or contact your HOA or city to find out about your local hazardous waste recycling requirements and services.

If you are getting rid of building materials as part of a home remodeling project, determine whether any of the materials can be taken to a local salvage yard. Salvage yards often accept doors and windows, flooring, light fixtures, and furniture, among other types of materials. Within California, you can also post items to donate through the California Materials Exchange (CalMAX): [www.ciwmb.ca.gov/calmax](http://www.ciwmb.ca.gov/calmax).

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## Water Conservation

Minimizing your household water use will reduce the overall water bill. It also helps to prevent water shortages, and it reduces the strain on municipal water systems and infrastructure (e.g., sewer, water treatment and supply), thereby reducing the energy and maintenance (and the associated taxes) needed to run and expand those systems. The following are some basic strategies for conserving water:

- Do not let faucets run longer than is necessary. Also, when you turn a faucet off, make sure that it is turned all the way off.
- If a faucet is dripping or leaking or a toilet is running, have it fixed right away as a dripping faucet or a leaking toilet or showerhead can waste gallons of water per week. See the “Plumbing Systems” and “Sinks and Fixtures” sections in this Guide for more information about fixing leaks.
- When using your dishwasher or clothes washer, only run fairly full loads and select the most efficient setting.
- When purchasing a new toilet, faucet, showerhead, or irrigation system, look for low-flow models with the WaterSense label. (Use of low-flow faucet fixtures not only saves water, but it reduces the demand for hot water, resulting in lower energy use for water heating.)

# Home Maintenance Summary

As a new homeowner, a scheduled maintenance program is the best way to ensure you will maximize the value and enjoyment of your home. For easy reference, this chapter contains the primary maintenance recommendations outlined in the Recommended Maintenance tables throughout this Guide. The tasks are organized by the frequency that the tasks needs to be done, starting with the most frequent.



**Note:** The tasks listed on the following pages are grouped alphabetically by how often the work should be done. Refer to the corresponding sections in this Guide for more detailed information, additional recommendations, and precautions.

| Category | Component | Task |
|----------|-----------|------|
|----------|-----------|------|

## Monthly

|   |   |   |
|---|---|---|
| Appliances                              | Appliances - General Recommendations                              | Clean the grease filter using detergent and warm water. The grease filter may also be cleaned in the dishwasher.  |
| Caulking                                | Caulking - General Recommendations                                | Inspect the caulk joints around fixtures, tub and shower areas, ceramic tile, and doors or windows on the interior where caulking was installed. Remove and replace as needed when it is split or coming off.   |
| Electrical Systems and Safety: Overview | Electrical Systems and Safety: Overview - General Recommendations | Test all AFCIs.   |
| Electrical Systems and Safety: Overview | Electrical Systems and Safety: Overview - General Recommendations | Test the GFCIs.   |
| Electrical Systems and Safety: Overview | Electrical Systems and Safety: Overview - General Recommendations | Check for and replace burned out bulbs.   |
| Exterior Openings                       | Exterior Openings - General Recommendations                       | When vacuuming, run the nozzle along the tracks of all sliding doors. This will help remove debris and help prevent damage to rollers. This will also allow for proper drainage during rains. Clean glass panels on glass doors.  |
| Heating & Air Conditioning              | Heating & Air Conditioning - General Recommendations              | Vacuum dust or wash the air filters as needed. Do not use water that is hotter than 104 degree, scrubbing brushes or hard objects, and polishing compounds. The air filter can be soaked in a solution of lukewarm water and neutral detergent for heavier dust. Note: If washing the air filters, be sure to remove the titanium apatite photocatalytic air-purifying filter |
| Plumbing System                         | Plumbing System - General Recommendations                         | Inspect shower door seals and adjust if necessary to keep water from leaking out of the enclosure.  |

| Category          | Component                                   | Task   |
|-------------------|---|--|
| Plumbing System   | Plumbing System - General Recommendations   | Inspect for leaks around toilets, sinks, showers, tubs and water lines at or near utility fixture connections. Listen for running water to help locate unseen leaks. |
| Safety            | Safety - General Recommendations            | Visually inspect the sprinkler system. Ensure that the sprinkler heads are not obstructed.   |
| Trim and Finishes | Trim and Finishes - General Recommendations | Dust and remove cobwebs from ceilings and walls.   |
| Trim and Finishes | Trim and Finishes - General Recommendations | Use touch-up paint on nicks and scratches.   |

## Quarterly

|   |   |   |
|---|---|---|
| Appliances                              | Appliances - General Recommendations                              | Inspect garbage disposal for water leaks. Make repairs immediately.   |
| Appliances                              | Appliances - General Recommendations                              | Inspect dishwasher for water leaks. Make repairs immediately.   |
| Appliances                              | Appliances - General Recommendations                              | Inspect water lines to the ice maker and water dispenser for leaks. Make repairs immediately.   |
| Electrical Systems and Safety: Overview | Electrical Systems and Safety: Overview - General Recommendations | Clean the encasement of light fixtures so light can shine at full illumination. Ensure that mounting screws and plates are tight and wall plate is fully against the exterior wall or soffit. |

| Category                   | Component  | Task   |
|----------------------------|--|--|
| Exterior Openings          | Exterior Openings - General Recommendations          | Inspect weatherstripping to ensure it forms a tight seal against the door surface when the door is shut. |
| Heating & Air Conditioning | Heating & Air Conditioning - General Recommendations | Clean reusable filters and screens with soap and water to remove dust or lint that may have accumulated. |
| Outdoor Living Areas       | Outdoor Living Areas - General Recommendations       | Keep the surfaces clean and free of debris.  |

## Twice Per Year

|   |   |   |
|---|---|---|
| Appliances                              | Appliances - General Recommendations                              | Deep clean the interior and exterior, including the toe grille.   |
| Appliances                              | Appliances - General Recommendations                              | Clean the filter system.  |
| Appliances                              | Appliances - General Recommendations                              | The non-ducted recirculation filter should be cleaned every six months using warm water and mild detergent. Rinse with clean water and dry thoroughly using a soft clean cloth. |
| Cabinets                                | Cabinets - General Recommendations                                | Tighten hardware, adjust drawer guides, and check alignment.  |
| Electrical Systems and Safety: Overview | Electrical Systems and Safety: Overview - General Recommendations | Check interior outlets to ensure they are not damaged or deteriorating. Replace damaged outlets immediately.  |

| Category                   | Component  | Task   |
|----------------------------|--|--|
| Exterior Openings          | Exterior Openings - General Recommendations          | Lubricate window tracks with silicone or paraffin sprays, especially when you notice the window "sticking." Avoid oil, as it attracts dust and lint.   |
| Exterior Openings          | Exterior Openings - General Recommendations          | Remove the snap-in closure over the sliding door sill track to clear dirt accumulated there.   |
| Exterior Openings          | Exterior Openings - General Recommendations          | Use a spray silicone lubricant to keep your sliding hardware functioning smoothly and reduce possible friction that might cause excessive wear. Realign and adjust your sliding doors as needed. |
| Exterior Openings          | Exterior Openings - General Recommendations          | Inspect door finishes and touch-up as needed. (Check your CC&Rs to determine maintenance responsibility for this task.)  |
| Heating & Air Conditioning | Heating & Air Conditioning - General Recommendations | Vacuum dust and clean the air-purifying filter. If dust is heavy, soak in lukewarm water for 10 to 15 minutes. Allow to dry before reinserting.  |
| Safety                     | Safety - General Recommendations                     | Test all smoke detectors in your home.   |
| Safety                     | Safety - General Recommendations                     | Replace the batteries in your carbon monoxide detector. Refer to your owner's manual for the correct battery type; an incorrect battery may have a detrimental effect on the alarm.              |

## Annually

|            |                                      |  |
|------------|--------------------------------------|--|
| Appliances | Appliances - General Recommendations | Have the hood exhaust duct professionally inspected and cleaned. |
|------------|--------------------------------------|--|

| Category                             | Component  | Task  |
|--------------------------------------|--|---|
| Appliances                           | Appliances - General Recommendations                           | Vacuum the condenser coils.   |
| Countertops and Backsplash: Overview | Countertops and Backsplash: Overview - General Recommendations | Inspect and, if necessary, regrout tile joints when normal shrinkage causes separation. Inspect the countertop backsplash and recaulk as needed (if cracked or discolored).                                   |
| Exterior Openings                    | Exterior Openings - General Recommendations                    | Caulk around the window to keep water out. Take care not to seal weep holes! (Check your CC&Rs to determine maintenance responsibility for this task.)  |
| Exterior Openings                    | Exterior Openings - General Recommendations                    | Inspect sealants between the window frame and wall finish, and repair or replace when needed. (Check your CC&Rs to determine maintenance responsibility for this task.)                                       |
| Exterior Openings                    | Exterior Openings - General Recommendations                    | Inspect the sealants located between the exterior door frame and wall finish and repair or replace when needed. (Check your CC&Rs to determine maintenance responsibility for this task.)                     |
| Flooring: Overview                   | Flooring: Overview - General Recommendations                   | Professionally clean carpeting that is too soiled to respond to routine maintenance.  |
| Flooring: Overview                   | Flooring: Overview - General Recommendations                   | Inspect and, if necessary, regrout, or caulk the area between the tiles and the baseboard. Check around door thresholds, tubs, and toilets. Sealing these areas are important to prevent the water intrusion. |
| Flooring: Overview                   | Flooring: Overview - General Recommendations                   | Seal the tile. If needed, re-finish with non-skid wax.  |

| Category                      | Component   | Task   |
|-------------------------------|---|--|
| Flooring:<br>Overview         | Flooring:<br>Overview -<br>General<br>Recommendations         | Examine the perimeter and high traffic areas for hollow-sounding or loose tiles, as well as cracking.  |
| Heating & Air<br>Conditioning | Heating & Air<br>Conditioning -<br>General<br>Recommendations | If your fans have exterior exhaust vents, inspect and clean the exterior hood or vent. Ensure that the back draft damper (flap) is clear and free moving.                            |
| Heating & Air<br>Conditioning | Heating & Air<br>Conditioning -<br>General<br>Recommendations | Contact Property Manager or Association to service your system.  |
| Plumbing<br>System            | Plumbing System -<br>General<br>Recommendations               | Test the shut-off valves and replace valves as needed at sink and toilet locations and replace valves as needed.   |
| Plumbing<br>System            | Plumbing System -<br>General<br>Recommendations               | Reseal joints at wall, tub, and receptor junctures as described above. Fill any grout joints that may have developed gaps.   |
| Plumbing<br>System            | Plumbing System -<br>General<br>Recommendations               | Inspect for proper functioning by reading the pressure with a gauge on a faucet, downstream of the regulator. Replace regulators that cannot be adjusted using the adjustment screw. |

## Every 3 Years

|   |  |   |
|---|--|---|
| Countertops<br>and<br>Backsplash:<br>Overview | Countertops and<br>Backsplash:<br>Overview -<br>General<br>Recommendations | Seal tile joints with commercial sealant.   |
| Heating & Air<br>Conditioning                 | Heating & Air<br>Conditioning -<br>General<br>Recommendations              | Replace the air-purifying filter. Old filters should be disposed of as non-flammable waste. |

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The following experts were consulted in the writing of this Guide.

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## **Editorial Consultant**

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## Additional Resources

### **Electrical Safety**

U.S. Consumer Product Safety Commission: [www.cpsc.gov](http://www.cpsc.gov)

### **Fire Protection**

National Fire Protection Agency: [www.nfpa.org](http://www.nfpa.org)

### **Roofing**

National Roofing Contractors Association: [www.nrca.net](http://www.nrca.net)

# Glossary

Following are helpful terms and definitions you will want to know:

**Aerator** – Located at the end of the kitchen and bathroom faucets. It mixes air with the water in order to provide a smooth, splash-free flow of water.

**AFCI** – Abbreviation for Arc Fault Circuit Interrupter. Similar to a circuit breaker in that it is designed to interrupt the flow of electricity. AFCIs are usually located in the bedrooms. In the event of an erratic current flow which can be caused, for example, by crimping electrical cords by furniture or doors, the AFCI may break the electrical circuit immediately and prevent a fire. They are typically located in the panel box containing the conventional circuit breakers.

**Amperage rating** – The amount of electric current (measured in amps) that a circuit breaker or other electrical device or connected equipment is designed or rated to carry, and its limitation.

**Association** – In some areas, communities are governed by a group of homeowners who represent the interests of all homeowners. The Association is usually formed by the developer and is turned over to the homeowners when the majority of the homes are sold. The Association collects due that are to be used for proper maintenance of the Association Property and to communicate with the members.

**Association Property** – Condominium communities have areas that are common property and owned by the Association. These areas may include parking areas, walkways, hallways, recreation facilities, and recreational areas and are maintained and governed by the Association.

**Ball float/float ball** – This is the float device found in the toilet tank that controls the automatic filling of the tank after flushing, and turns it off when refilled. It may actually be a ball-like float at the end of a lever to the filler valve, or it may be a float integrated with the valve assembly.

**Base/Baseboard** – The strip of molding or trim at the bottom of walls. The baseboard adds an attractive finish and protects the wall from scuffs and damage from furniture or vacuum cleaners.

**Caulking** – A material used as a sealant around sinks, tubs and showers. Other applications for caulking include sealing window and door frames; also referred to as sealant.

**CC&Rs** – The covenants, conditions, and restrictions for One Mission Bay.

**Circuit** – The electrical system in your home is separated into individual units referred to as circuits. Depending upon the layout of your home and electrical Codes in your area, each circuit may be designed for a room, an area of the home, or a single appliance.

**Circuit breakers** – Prevent electrical overload or shorting. The circuit breaker opens the circuit when an overload or short occurs, thereby breaking the flow of electricity.

**Condensation** – The moisture droplets that form on cool surfaces when warmer humid air (such as from baths, cooking) comes in contact with cooler surfaces, such as windows or occasionally interior wall surfaces.

**Condenser** – The heating and air conditioning system unit that is located outside the home.

**Drywall** – The interior walls of a home are usually constructed of drywall. This material is also called gypsum board or sheetrock. The material is functional, and can be textured and painted to complement the style of any home.

**Efflorescence** – The white, powdery substance that sometimes accumulates on stucco, masonry, concrete and brick. Excessive efflorescence can be removed by scrubbing with a strong vinegar solution or commercial product.

**Erosion** – The wearing away of dirt or soil from the surface. It may be caused by rain or the flow of water from irrigation systems, and can change the drainage of the yard.

**Expansion** – The increase in dimension, usually length or volume, that is typical of solid, liquid, and gaseous materials when their temperature increases.

**Expansion joints** – Joints or intentional breaks in materials, such as paving, stucco, or metal assemblies, which allow adjoining material to expand without deforming or cracking.

**Faucet stem** – The piece of the faucet, usually vertical and rod-like, to which the faucet handle connects. The other end typically connects to the faucet's internal valve parts (cartridge, valve seat, etc.).

**Flap, flapper (toilet)** – The rubber flapper at the bottom of the toilet tank that is typically linked to the flush handle so that it opens to allow water into the toilet bowl when flushed.

**Flashing** – Usually composed of sheet metal (or occasionally another waterproof material) that is formed and installed to tie building assemblies together in a waterproof manner. They are common elements found in roofs, balconies, and wall penetrations.

**Fluorescent** – Lighting type that is typically in the form of a long, tubular light bulb. It provides even, soft illumination in kitchens, bathrooms, and other areas of the home.

**Fuses** – In contemporary homes, fuses have been replaced by circuit breakers; however, some fuses are still used to protect the air conditioning condenser. They are usually a pair of cylindrical devices located in a metal weatherproof enclosure on an exterior wall near the condensing unit. Their purpose is to break the circuit in the event of an overload.

**GFCI** – Abbreviation for Ground Fault Circuit Interrupter. Similar to a circuit breaker in that it is designed to interrupt the flow of electricity. GFCIs are usually located in the garage, kitchen or the bathrooms. In the event of a short circuit, such as dropping an appliance into a filled tub or sink, the GFCI may break the electrical circuit immediately and prevent a serious electrical shock.

**Graphite** – A carbon-based powdery substance that is used as a lubricant for applications in which oil can be damaging. Graphite is usually recommended for use on your aluminum windows and doors.

**Grout** – The cement-like material visible between squares of ceramic tile.

**Hardware** – The hinges, locks, handles and other metal attachments to doors, cabinets, and drawers are commonly referred to as hardware.

**Homeowner maintenance** – Tasks required of a homeowner to maintain the various features of a home. Some of these maintenance items have been indicated in the Homebuilder's Warranty section of this Guide. This continuing maintenance is the responsibility of the owner.

**Incandescent** – Lighting fixtures that use traditional light bulbs are called incandescent fixtures. Incandescent lighting is used for lamps, spotlighting, and exterior lighting.

**Manufacturer's Warranty** – The appliances and certain other components of a new home are covered by warranties that are supplied by original manufacturers. These warranties are passed on to you. They include components of the plumbing and electrical systems, heating and air conditioning system, water heater, and other manufactured items.

**Neutral base or neutral pH cleanser** – A cleaning product that is neither acidic or base (alkali) chemically; often refers to tile and grout cleaners.

**Pocket Door** – A sliding door that is hidden while open. The door slides into a compartment in the adjacent doorway wall.

**Polyurethane** – This refers to a wide variety of synthetic polymer materials, but for home maintenance refers mostly to durable synthetic rubber sealants (caulking) or coatings used for exterior caulk, or as part of waterproof coatings for balconies and retaining walls.

**Porcelain enamel** – Your tubs and sinks may be constructed of porcelain-glass enamel. Made of a silicate paint which is fired onto steel at high temperatures, it forms a durable smooth and shiny surface much like glass.

**Property Management** – A third party company hired to manage the daily operation, care, and interest of your community on behalf of the HOA, the employer.

**Return air vent** – Because modern homes feature almost airtight seals, the heating and air conditioning systems require return air vents to draw air back to the heating and cooling system.

**Shower receptor (shower pan)** – This is the waterproof floor and curb assembly that incorporates the shower drain at the base of the shower walls or glass enclosure. It may be built on-site of ceramic tile over waterproofing and framing, or it may be a molded or cast one-piece waterproof fixture made of fiberglass or a synthetic solid composite, incorporating the drain.

**Shut-off valves** – Shuts off water or gas supply. Water shut-off valves (also known as angle valves), are located at the toilets and sinks. The main water supply shut-off to the house is usually located in a hand box at the sidewalk. The natural gas shut-off is usually located at the gas meter.

**Settling** – In the first months and for years after a new home is built some settling can occur as the underlying soil gains and loses moisture. Minor settling is normal, particularly in the first months after a new home is built.

**Spackle** – The putty-like material that is used to fill surface irregularities in drywall. Its most common use is to fill nail holes in walls before repainting.

**Tack strips** – The devices between the sub-flooring and carpeting that are used to hold carpeting in place.

**Vitreous china** – The kiln-fired, pottery material that is used in most toilet bowls and tanks. It is a very durable and impervious to water but can be broken by sharp blows from hard objects.

**Water pressure regulator** – An adjustable plumbing device used to control the amount of water pressure going into the home. It is usually located near the water shut-off valve where the water pipe enters the house or garage.

**Wax ring (toilet)** – A donut-shaped wax seal that is installed between the base of the toilet and the plumbing sewer pipe floor flange. The wax accommodates any slight variations in level or thickness of the flooring under the toilet, which has “coupling” bolts that attach the base of the fixture to the pipe flange.

**Weep holes** – Small holes in door and window frames that allow water to drain away are called weep holes.