



Dear New Classic Homeowner(s),

On behalf of the Classic Homes Customer Care Department, we welcome you to your new home and neighborhood.

As you move into your new Classic home, there will be a seemingly endless list of items associated with the move that will require your attention. One of those items will be the warranty service for your new home and we, your Customer Care Department, are pleased to be able to provide you with prompt and professional service.

The following appointment schedule allows our Customer Care Representative to proactively assess and review any warranty items or concerns that you may have with your new Classic home. If you have any warranty items that need to be addressed outside our scheduled appointments please visit our website at www.classichomes.com.

- **Initial Customer Care Appointment** – This meeting is scheduled to occur within the first month after closing. During this meeting, your Customer Care Representative, will review any warranty items you may have. This is the first of (2) regularly scheduled warranty appointments. The warranty appointments for your home are scheduled by your Customer Care Representative, whom you met at the Final walkthrough.
- **Year End Customer Care Appointment** – This appointment occurs near the end of your first year after closing. Please submit an online request to schedule this appointment at www.classichomes.com under the Service Request tab.

We encourage you to note any items you may find prior to for each of these appointments to ensure maximum attention to detail and your ultimate satisfaction. Prior to your scheduled appointments, we ask that you review our warranty guidelines that are detailed in the *Homeowner Guide*.

As a valuable benefit to our homeowners, we offer 24-Hour Emergency Service. In the event of an emergency, please call us at 719-592-9333. If your emergency occurs during non-business hours, you will be directed to our automated response system which will connect you to our On-Call Customer Care Representative.

We look forward to serving you. If you have any questions or concerns, please feel free to contact us at 592-9333 or too better expedite your requests please visit www.classichomes.com and submit a Service Request.



CARING FOR YOUR NEW HOME

As our new *Classic Home* family member, we would like to assist you in giving your new home the care it needs to give you a lifetime of enjoyment. Please use the following maintenance schedule to help prevent premature wear and tear, and to keep your home looking as beautiful as it was the day you moved in.

The following common household tools will be beneficial in performing the upkeep of your new home:

Plier's	Adjustable wrench
Caulking Gun	Screw Drivers: <i>Flat & Phillips</i>
Claw Hammer	Hand Saw
Paint Roller	Putty Knife
Paint Brush	Power Drill
Utility Knife	Toilet Plunger
Tape Measure	Assorted Drill Bits
Flashlight	Assorted nails, screws, nuts & bolts

Although all of these tools and supplies may not be immediately necessary, they will come in handy while doing common chores such as hanging pictures, or arranging the mechanical room or garage the way you would like it.

MONTHLY CHECKLIST

- ✿ **GARBAGE DISPOSAL** - Clean disposal blades by grinding up ice cubes, and freshen by adding citrus peels.
- ✿ **CARBON MONOXIDE/SMOKE DETECTORS** - Test detectors monthly, and change batteries as necessary. Vacuum the face of the detector to prevent any false alarms or buildup which could prevent the detector from alarming in the event of an emergency.
- ✿ **INTERIOR CAULKING & GROUT** - Check for cracks and gaps in the caulking and grout around tubs, showers, and sinks. The maintenance of these areas is critical in preventing any damage that may occur due to water leakage.
- ✿ **HEATING AND COOLING** - Check furnace filters every thirty days, and replace when dirty.
- ✿ **LAWN SPRINKLERS AND DRIP LINES** - Adjust all sprinkler heads so they are not spraying against the foundation or walls of the home as that may cause water intrusion. Inspect drip lines for any potential leaks that may cause an overabundance of water against the foundation of the home.

SIX-MONTH CHECKLIST

- ✿ **DOORS** - Tighten screws on hinges, doorknobs, and deadbolts to ensure proper operation. Lubricate all operating hardware as necessary.
- ✿ **EXTERIOR FINISHES** - Check for cracks and voids in exterior caulking. Remove old caulking, and reapply. Paint new caulking after letting it dry for 24 hours.
- ✿ **WINDOWS** - Check windows for smooth operation when opening and closing, and lubricate as necessary. Clean all tracks from dust and debris to ensure proper operation. The cleaning of sliding glass door tracks is necessary to ensure they will open and close properly.
- ✿ **PLUMBING** - Check to make sure all water valves in the mechanical room and laundry room are not dripping. If there are any drips, tighten the appropriate fitting to stop the dripping. Do not over tighten as this may cause damage to the rubber washers inside the valve; only tighten until the drip stops. If the dripping does not stop, contact your *Classic Homes Customer Care Department* by submitting a service request via the web at www.classichomes.com or if an Emergency by calling 592-9333.
- ✿ **APPLIANCES** - Appliances are covered under the manufacturer's warranty; we recommend that you follow all manufacturer maintenance procedures to ensure the warranty is not voided due to improper care. Please read your appliance manuals and follow the appropriate maintenance use and care instructions.

ANNUAL CHECKLIST

- ✿ **CABINETS** - Check drawers and hinges for proper alignment; tighten, adjust, and lubricate as necessary. Using a lemon oil furniture polish every 3-4 months will help maintain moisture in the wood.
- ✿ **DECK** - Check and tighten all deck bolts and screws to ensure they have not come loose during normal settling of the home. Replace any damaged portions of the deck, and replace any boards that may have cracked excessively or have warped. Check the surfaces of your deck, and apply a coat of sealer as you had done in accordance with your *Move-in Checklist*. Depending on the manufacturer, a sealant may or may not be necessary every year, follow the manufacturer's application instructions.
- ✿ **DOORS** - Check weather stripping on all exterior doors, and replace if necessary. Check all screws on the hinges, doorknobs, and deadbolts to ensure proper operation. Check and tighten all bolts on your overhead garage door, and lubricate all mechanical portions of the door.
- ✿ **DRYER VENT** - Check the dryer vent on the inside of the home by removing the vent tube from the back of the dryer, as well as removing it from the wall behind the dryer. Dispose of any excess lint; leave disconnected while going to the exterior of the home; lift the door on the dryer vent outside, and clean any lint from the opening, leaving an unobstructed pathway from the exterior vent to the interior connection. Make sure the vent tube is properly reconnected after cleaning and prior to using the dryer.

SPRING CHECKLIST

- ✿ **AIR CONDITIONER** - Make sure the humidifier for your home is turned *off* during the summer months while running your air conditioner. Humidity generated while running the air conditioner, combined with the humidity from the humidifier can cause damage to the hardwood floors and interior wood trim. An annual maintenance program for your air conditioner scheduled each spring will ensure optimum performance.

- ✿ **ROOFING** - Inspect the roof of your home from the ground, looking for missing or damaged shingles to prevent any water leakage from the spring rains. If there is damage from hail or other objects hitting the surface, contact a qualified roofing contractor, or s contact your *Classic Homes Customer Care Department* by submitting a service request via the web at www.classichomes.com so we may refer you to the original roofer of your home. Have a qualified contractor check the gutters and downspouts of your home to ensure there is no blockage or damage that may have occurred during the winter months.

FALL CHECKLIST

- ✿ **FURNACE** - Change the furnace filter; vacuum the heat registers and return air vents in the home to reduce any excess dust.

- ✿ **FIREPLACE** - You can clean the glass on your fireplace by removing the screws from the perimeter and removing the glass front. Be sure to turn the pilot light *off* before removing the glass and allow glass to cool prior to cleaning. Use only water with a non-ammonia, mild detergent to clean any soot buildup from the glass, and dry completely with a paper towel. Reinstall the glass after cleaning, and ignite the pilot light.

CONTACT INFORMATION

If you need to reach the Customer Care Department after your Year End Appointment, please do so by going online to www.classichomes.com and complete a Service Request to schedule an appointment.

It is also recommended that you keep a copy of your Warranty Guidelines in a safe accessible place so you can refer back to them during your warranty period.