



LIMITLESS CARE  
HOME GUIDE

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## Dear Limitless Homeowner,

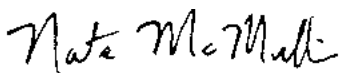
Thank you for choosing Limitless Homes to build your new home. Our goal is to provide you with an exceptional and distinctive homebuying experience. The purpose of this guidebook is to take you through the process of understanding how to care for your home. It details our responsibility to you, and you will also find valuable tips on the proper maintenance of your home.

This guidebook also contains a complete explanation of the warranty on your home, outlining what is and is not covered. Please review this section carefully and direct any questions you may have to your Customer Care representative.

We have processes in place to ensure that you receive a prompt answer to any of your concerns during your homeownership journey.

**We are honored you chose us to build your new home. As a grateful local homebuilder servicing the growing gulf coast, we want to be the first to say thank you and welcome home!**

Sincerely,



Nate McMullin  
President  
Limitless Homes



## Your Regional Customer Care Contacts

**Limitless Homes  
Corporate Office**

Customer Care Email: [warranty@LimitlessHomesAL.com](mailto:warranty@LimitlessHomesAL.com)  
Customer Care Phone: (251) 929-9008  
29891 Woodrow Lane, Suite 150  
Spanish Fort, AL 36527

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# Warranty Information

## Your Home Warranty

We strive to provide you with the best customer service experience possible. Our associates are ready to respond to your needs in a prompt and reliable manner. Realizing that a new home contains several thousand components and is constructed by numerous individual trade partners, there is the possibility that there will be conditions in your home that will require correction.

Our commitment to you is to expeditiously and professionally correct items that require attention under Limitless' warranty program. Our warranty commitment to you is easy to understand and based on common sense. It begins with our understanding of your point of view as a new homeowner.

### You should expect:

- A clean home that is complete and free of construction defects in workmanship and materials at time of closing
- A home that functions properly
- Home builder who arranges for construction defects to be repaired in a timely manner

**!** Limitless Homes builds quality crafted homes and follows all guidelines set by the National Association of Home Builders. If you would like to learn more about their standards, please visit <https://www.nahb.org/>.

**!** **IMPORTANT NOTE:** *Limitless Homes is not liable for any problems resulting from actions by occupants of the home or other visitors, or from ordinary wear and tear. We will not make repairs based on the opinions from third-party home inspection reports, unless those items are qualifying construction defects or do not meet the applicable 1-year performance standards. Limitless Homes is proud of the home we built for you, and we look forward to working with you to ensure that you enjoy your new home now and in the future. Limitless Homes has earned a solid reputation for being customer-oriented and building high-quality new homes.*

If you have a question or concern, begin by reviewing this homeowner's manual. The Home Maintenance section of this manual will answer many of the day-to-day questions you may have.

We have numerous touch points to check and get feedback from our customers. Approximately 30 days after closing, your new home counselor (aka sales agent) will contact you to check.

1. **At your home closing, we will provide a survey that will request information on your homebuying experience including the building and design process for your home and overall customer service experience**
2. **30-days post-closing, we will send you a survey that will request information on your buying experience and home features after living in the home 30 initial days**
3. **180-days (or approx. 6 months post-closing), we will send you a final survey that will request feedback after experiencing more comprehensive time with the features and functions of your home**

## Warranty Requests

### How do I make a warranty service request?


When you have a warranty request, please send an email to: [Warranty@LimitlessHomesAL.com](mailto:Warranty@LimitlessHomesAL.com). Limitless Homes asks that all requests for service be submitted by the owner of the home.

Warranty appointments are available Monday through Friday, 8:00 am to 5:00 pm. See *the definition of an emergency on the next page for protocol and instructions*.

In general, we have found that items reported to our Customer Care department will be one of the following:

**Warrantable Item** - Limitless Homes provides you with a one-year Warranty Program covering workmanship and materials defects. To be consistent with everyone, we utilize the typical construction standards of the industry as recognized by the National Association of Home Builders (NAHB). We will meet or exceed those standards. If an item is covered under our warranty, we will perform repairs. We also provide a Construction Defect Warranty that meets the applicable state statutes.

**Home Maintenance Item** - If the item is not warrantable, but considered to be home maintenance, we will provide you tips and offer as much assistance to guide you toward steps to the make the proper repairs.

 Please consult with our customer care team if you need additional help or have any post-close related questions.

- !** **Storm Damage or Other Disaster - We are not responsible for 'Acts of God,' natural disasters, storm damage or other damage caused by factors outside of our control. In these events, you will need to contact your homeowner's insurance company immediately. Try to limit the damage as much as possible without endangering yourself. It is a good idea to photograph or video the damage.**

## Emergencies

While rare, emergency warranty situations do occur. Emergency requests are deemed as such if they are one of the following items:

- A heating or air conditioning outage when the outside temperature is more than 90 degrees or below 50 degrees
- Total loss of electricity (only your home in the entire subdivision)
- Total loss of water (only your home in the entire subdivision)
- Plumbing leak that requires the entire water supply to be shut-off
- Roof leak – roof leaks cannot be evaluated or corrected during periods of heavy rain

- !** **It is imperative that during an emergency, the homeowner take any necessary steps to mitigate damage, without exposing themselves to any risk.**





## Limitless Homes Warranty Coverage

- 1 Year** Limitless Homes provides a 1-year limited warranty which covers your home from defects in materials and workmanship. **The 1-year limited warranty is not transferable to second home buyers.**
- 2 Year** Limitless Homes provides a 2-year warranty on supply and waste piping, electrical wiring and HVAC ductwork.
- 10 Year** Limitless Homes provides a 10-year limited structural warranty should your home have a structural defect that causes it to be unsafe or unlivable.
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## Items Not Covered Under Limitless Warranty After Closing

- Native trees
- Washouts in seeded and sod areas
- Grass seed
- Erosion control
- Grading alterations
- Fences, decks, bare wood posts and rails
- Landscaping (trees, sod, shrubs, bushes, etc.)
- Irrigation systems
- Location of property pins
- Paint - touch-ups or chips
- All cosmetic surfaces (floors/floor coverings, walls, trim, countertops, cabinets, appliances, plumbing fixtures, porcelain fixtures, tile, appliances) regarding cracks, scrapes, scratches, chips, dings, nicks, etc.
- Concrete driveways, sidewalks, or porches. As a courtesy, we may agree to patch an area; however, please keep in mind the patched area will not match in color or texture.
- Brick and mortar

## Homeowner Maintenance Items

- Maintain clear HVAC drain lines
  - Irrigation system
  - Grinder tank
  - Maintain set grades on property
  - Landscaping (shrubs, trees, sod, etc.)
  - Wood exterior doors
- 

## Rental Home Notification Needed

You must notify the Warranty Department that you are planning to rent out your home. Please provide the following information:

- Property Manager: Please provide name and contact information
- All work requests must come from the homeowner or property management company only
- If you would like for renter to be contacted when scheduling repairs, please provide renter's information



## One Time Repairs/End of Year Repairs

There are some items that are considered one-time-only warranty requests. Generally, these requests are addressed at the end of your 1-year materials and workmanship warranty. These types of requests will only be addressed once during the first year of homeownership, and it is recommended that the homeowner wait until the home has gone through the temperature changes of all four seasons before requesting these types of services. These one-time-only warranty requests include, but are not limited to, the following:

- **Ceramic Tile:** grout cracks
- **Drywall:** drywall cracks exceeding 1/8 inch in width (not caused by person, pet, etc.)
- **Nail Pops:** nail heads showing through plaster or paint visible from +6 ft under normal lighting
- **Door Adjustments:** doors do not close properly
- **Separations:** gaps between molding and adjacent surfaces that exceed 1/4 inch



## Interim Warranty

If you need to initiate non-emergency warranty service before the 11-month anniversary, you are welcome to do so by sending in a warranty request via email to: [Warranty@LimitlessHomesAL.com](mailto:Warranty@LimitlessHomesAL.com)

### PUT IT IN WRITING!

This allows us to operate efficiently, thereby providing faster service to all homeowners. Submitting requests via email provides you with a record of the requests submitted.

### HELP US SERVE YOU

We can provide faster and more accurate service if we have your help with the following information:

- With any warranty request, please **include a complete description** of the problem. For example, “guest bath-cold water line leaks under sink,” rather than, “plumbing problem.”
- Please **include pictures** with your requests.
- **If a request meets the Limitless 1-year limited warranty coverage, a service order will be sent to the appropriate sub-contractor.** The sub-contractor will contact the homeowner within 48 hours to schedule an appointment. At that point it is the homeowner’s sole responsibility to schedule service directly with the sub-contractor. Please notify Limitless’ warranty department if you have not been contacted.
- **Failure to allow access to your home** to a Limitless Homes representative, sub-contractor or any other third party acting on your builder’s behalf, may result in your builder not having any further obligations under the limited warranty.
- **Service and repair request will be fulfilled on a first-come-first-served basis** between the hours of 8AM and 5PM local time, Monday through Friday (“Normal Business Hours”). Every effort will be given to accommodate specific requests during these hours, but appointment times are limited.
- **A homeowner must make a reasonable effort to schedule with a sub-contractor.** After reasonable attempts have been made by the sub-contractor, but homeowner either will not schedule or continues to postpone, any unscheduled service orders will be canceled after 3 weeks and considered closed. This is especially important regarding requests received at homeowners 11-month anniversary. After reasonable attempts have been made by the sub-contractor, any unscheduled service orders will be considered permanently closed 3-months after the homeowner’s 1-year anniversary date.



## Helpful Guidelines

## The Grinder Pump

If your home is equipped with a grinder pump, there are certain guidelines that you should follow to ensure proper operation of the system and to avoid any damage to your plumbing system or home.

Under no circumstance, should any of the following items be introduced into your system:

- Glass
- Socks, rags, or cloth
- Cooking oils
- Metal
- Plastic objects (e.g., toys, utensils, etc.)
- Feminine hygiene products
- Diapers
- Strings (dental floss and mop strings)
- Flushable Wipes

**In addition, you must NEVER introduce these items into any sewer:**

- Explosives
- Strong chemicals
- Flammable material
- Gasoline
- Lubricating oil and/or grease

Proper maintenance of your grinder tank is very easy. Pour 1/4 cup of Dawn down the drain once per month to break up any possible build-up in the pump. It may require some cleaning of the level sensors at some point. Any local service provider that is familiar with grinder stations can do this basic cleaning. This cleaning is important as pump station operations will stop if the level sensors build up enough grease to obstruct proper movement.

### GENERAL ALARM

Your grinder pump station will provide a visual flashing red light alarm anytime the level in the storage tank is higher than normal level. If you find your pump station with this condition, stop water use immediately and call your utility provider as soon as possible. If water use continues, a blockage can occur in the plumbing system. This does not necessarily indicate a major problem, but service may be required.

### POWER FAILURE

Your grinder pump cannot dispose of wastewater or provide an alarm signal without electrical power. If electrical power service is interrupted, keep water usage to a minimum.

**! The grinder pump is designed for ONLY toilet paper and human waste. Homeowner will be responsible for repairs if there is misuse.**

# The Fireplace

## START UP PROCESS

Make sure the gas valve located to the right of the fireplace logs is in the ON position. The red valve should be in line with the gas line.

Turn the ON/OFF/PILOT knob on the right side to pilot position. Once the knob is in the pilot position, push the knob in. This will allow the gas to flow to the igniter.

With the knob pushed in, press the igniter, located on the extreme left side. Continue pushing the igniter until the pilot light is lit. Once it is lit, turn the ON/OFF/PILOT knob to ON.

## SHUT DOWN PROCESS

The fireplace can be turned off by rotating the ON/OFF/PILOT knob to the OFF position. This will extinguish the pilot light. You can also turn the gas valve to the OFF position to stop the flow of gas to the log unit.



## The Dishwasher

### WILL NOT START

If the dishwasher is not operating, check the main electrical panel (located in the laundry room or garage) to verify that the breaker is in the ON position.

**! NOTE:** Before starting the dishwasher, run hot water at the kitchen sink until the water reaches a hot temperature. Doing this will allow the dishwasher to start the cleaning cycle with hot water. Also, the use of a separate drying agent, such as Jet Dry, will enhance the drying of your dishes.

## The Disposal

### WILL NOT START

The ON/OFF switch for the garbage disposal is located on a wall mounted switch. (This switch is sometimes located under the sink.)

**! Safety Warning:** DO NOT place hands or tools inside the disposal. Turn off the disposal and use tongs to retrieve any fallen objects.

If the wall switch does not activate the disposal, check the main electrical panel to ensure the breaker has not been turned off.

If the breaker switch and wall switch do not activate the disposal, press the red reset button located on the bottom of the disposal unit.

If the disposal is “jammed” turn the ON/OFF switch to the OFF position. Use the Allen wrench tool provided and insert it into the keyway located under the disposal unit and turn counterclockwise. This will usually dislodge the item jamming the disposal and free it up.

**! AIR SWITCH:** Your home may be equipped with an air switch for safety and convenience. Just push and hold to operate the disposal.



**DON'T -**

- Pour grease or other fats down disposal
- Grind anything other than food scraps
- Put anything metal, wood, sponges, or glass in the disposal
- Dispose of cigarette butts in the disposal
- Use garbage disposal as a trash can. It is for food scraps, not large amounts of food
- Grind with hot water, it causes grease clogs. Use Cold water instead
- Pour bleach or drain cleaner down the disposal, both can damage plumbing
- Put coffee grounds in garbage disposal. Grounds will not harm disposal but can accumulate in your plumbing
- Put excess amounts of pasta, rice potato peels other starchy foods down the disposal. Just like coffee grounds, they will not harm the disposal but can build up in your home's pipes and cause clogs
- Put fibrous items like eggshells, celery, banana peels or shrimp peels. Stringy items such as celery are likely to jam your disposal. The fibrous strands get wrapped around the blades and stop working. When in doubt, toss it in the trash can and not down your sink

## The Oven

**SELF-CLEANING CYCLE**

Many ovens are equipped with a self-cleaning process cycle. If the self-cleaning cycle is used, be sure to remove the wire racks from the inside of the oven before starting the cycle. The high temperature that the self-cleaning cycle generates may damage the wire racks or damage the oven walls due to expansion of the wire racks. Please refer to the appliance manufacturer's manual for all instructions for the self-cleaning cycle.



## The Water Manifold

### LOCATION & OPEN/CLOSE VALVES

The main water manifold is usually located in the yard and has the control valve to shut off water flow to the entire house and to outside hose bibs. It is recommended to winterize your hose bibs during freezing temperatures. Once you have shut-off the water to the hose bibs go outside and drain any excess water out and then turn the hose bib to the OFF position. (In case of an emergency or for conducting any plumbing repairs.)

The valves are in the OPEN position when the valve lever is in line with the water lines. OFF position is indicated by valve lever being 90 degrees to water line. **This valve is to remain on unless water needs to be cut to entire home.**

### TOILET & SINK SHUTOFF VALVES

Each toilet has a shutoff on the water supply line located under the tank. The small valve can be rotated 90 degrees to stop the water flow to the tank. Hot and cold-water shutoffs for each sink are on the water lines under the sink.

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## The Water Heater

### NO HOT WATER

Before calling for service, check to verify that the:

1. Pilot is lit (easy to follow directions are attached to the side of the water heater)
2. Temperature setting is not on VACATION MODE or too low
3. On Gas Units - Make sure gas shut off valve is not in OPEN position
4. On Electric Units - Check the main electrical panel box to ensure breakers for water heater are not tripped.

## The Ground Fault Circuit Interrupter (GFCI)

### WHAT THEY DO & HOW TO DETECT/RESET TRIPPED CIRCUITS

GFCI receptacles have a built-in element that senses power fluctuations. The element is a short circuit breaker that is required by codes to be installed in bathrooms, kitchens, outside and in the garage. More specifically, they are installed where an individual can encounter water while holding an electrical tool or appliance.

**! NOTE: GFCI circuits are not designed for the electrical load of a freezer and could trip the circuit. Homeowner is responsible for loss of food if they have a freezer on a GFCI circuit.**

If a hairdryer or other electrical device will not operate when plugged into an outlet, the cause may be the GFCI has been tripped.

Inspect all GFCI plugs located in the bathrooms, kitchen, and garage. If a light is present, push the Reset button. This should restore power to the plug outlet and allow the device to operate.

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## The Electrical Panel

### ARC FAULT CIRCUIT BREAKERS

ARC fault circuit breakers are in your breaker box, labeled GFI bath, GFI kitchen, etc. These breakers are safety breakers allocated to certain areas in your home per city building codes. ARC fault breakers are designed to be more sensitive to power surges and power overloads. If an ARC fault breaker trips, simply push the breaker lever inward to match the existing breakers.

## The HVAC Unit

Your thermostat helps to keep your home at a balanced temperature throughout. If you have a second floor, it is likely to be somewhat warmer than the lower levels, as warm air rises. You may regulate individual room temperatures by adjusting the registers in the various rooms. None of the registers should ever be obstructed. Completely closing the interior doors to your rooms for long periods of time will affect the HVAC systems ability to draw the air out of the room.

### NO HEAT

Before calling for service, check to verify that the:

1. Thermostat is set to “HEAT” and the temperature is set above the shown actual room temperature on the display
2. Circuit breaker on the main electrical panel is ON
3. If Thermostat display is blank check the following:
  - Check to see if the battery is good
  - Check the breakers in the breaker box
  - Make sure filter is clear (ONLY use filter recommended by manufacturer)

### NO AIR CONDITIONING

Before calling for service, check to verify that the:

1. Thermostat is set to “COOL” and the temperature is set below the shown actual room temperature on the display
2. Circuit breaker on the main electrical panel is ON
3. If Thermostat display is blank check the following:
  - Check to see if the battery is good
  - Check the breaker in the breaker box
  - Check the float switch for water (if so, then make sure the line is clear outside from sludge, dust and debris. Also, dry out the switch bowl of any water)

**! AIR CONDITION COOLING: In case of outside temperatures exceeding 95 degrees Fahrenheit (F), the system shall keep the inside temperature 15 degrees Fahrenheit (F) cooler than the outside temperature.**

# The Garage Door

## NOT WORKING

1. Locate the GFCI outlet in the garage on the wall
2. If red light is visible, push the reset button and the red light should go out
3. Verify the garage door opener is not unplugged in the ceiling

## STILL NOT WORKING: SENSOR ALIGNMENT

Your garage door is equipped with two sensors at the bottom right and left-hand corners for safety; these sensors detect objects while the garage door is in motion. Once an object has crossed the sensor beam while door is in motion, the garage door will go back up to keep from closing on object.

The sensors have 2 LED lights, one orange and one green, that should always be illuminated. If one or more LED lights are not illuminated the garage door will not function.

Move the sensors up or down until they are level with each other. You will know they are level by the sensor LED's illuminating with a steady bright appearance when alignment has been achieved.

## FAILS TO WORK WITH TRANSMITTER

Change the batteries in transmitter and refer to the garage door manual for instructions.

**! Do not use LED bulbs in the opener. They can interfere with the signal from the remote.**

## EMERGENCY PULL CORD RELEASE

Your garage door is equipped with an emergency pull cord in case of power outages. This allows you to operate the garage door manually. This pull cord is red in color and has a handle. The pull cord is located on the top rail system hanging down.

To operate the pull cord release: Grab the emergency pull cord and simply pull down. This will release the lock mechanism.

After power is restored simply use the wall control button or your transmitter and the garage door will automatically latch itself to the proper position.

## Mandatory Maintenance

### MONTHLY

- ✓ Change A/C filter (use only filters approved by manufacturer)
- ✓ Pour 50/50 1/4 cup of bleach/water in the A/C drain as directed by your HVAC dealer.
- ✓ Pour 1/4 cup of Dawn down the drain once per month to break up any possible build up in the grinder pump.

### ANNUALLY

- ✓ Have grinder pump serviced
- ✓ Septic tank serviced (if applicable)
- ✓ Tankless hot water heater serviced
- ✓ Winterize your sprinkler system
- ✓ All windows caulk joints on the exterior of the house should be examined once a year to ensure that there are no caulk breaks/gaps from the windows to the brick. A good caulk joint is necessary to provide a tight water and air seal to prevent water leaks on the inside of the house and to maximize heat and A/C efficiency.
- ✓ Wood entry doors require regular maintenance. The manufacturer recommends refinishing/ resealing the door every 12-24 months, depending on the direction the house faces and the level of exposure to the elements.



## Landscaping

# Irrigation System

## CONTROL PANEL OVERVIEW

Your irrigation system is equipped with a control panel usually located outside near the HVAC unit. The control panel allows you to change the settings for your irrigation system. After our inspection, your system will be preset for your convenience and to the best setting for your landscaping according to coverage area, activation time, water days and run times. Your control panel is also equipped with a battery back-up in case of power outages to keep its memory. Should you decide to change the settings on your system, refer to the irrigation control manual. Be cautious not to over water for this could lead to drowning your sod and drainage issues.

## PROGRAMMING & SET UP

Please review your User Manual for specific irrigation system setups.

**NOTE:** It is important to find out how many zones you have. You can find out by simply pulling down the bottom front cover and counting how many wires you have, excluding the white wire which is a ground wire and does not represent a zone.

## IRRIGATION SYSTEM MAINTENANCE

It is best to check the irrigation system in the spring after you turn the system on for the first time, and again halfway through the season.

The basics of irrigation maintenance are:

- ✓ Inspect the controller and make sure it is plugged in and functioning
- ✓ Update the time and date
- ✓ Check the connection on all wires - make sure that rain, wind, or soil moisture sensors are connected
- ✓ Replace the back-up battery
- ✓ Change the schedule to reflect the current season and irrigation needs of the landscape
- ✓ Turn on each zone and look for system damage



## Frequently Asked Questions - Irrigation System

### LEAKING VALVES OR PIPES

Leaks can occur because of weather damage (freezing and thawing), damage from shovels and other sharp tools, vandalism, tree roots or normal aging of the system. Leaks from valves and pipes may be large and obvious. Smaller leaks may not show up immediately and will require some detective work. Replace or repair damaged valves and pipes.

### BROKEN OR MISSING HEADS

Damage can occur to sprinkler heads from lawn mowers, vandalism, improperly installed heads or normal wear and tear. Replace damaged or missing heads immediately. Installing heads on swing pipe allows the head to “float” in the soil and reduces the damage that can result from lawn mowers or other heavy objects.

### CLOGGED NOZZLES

Clogged nozzles occur because of debris entering the irrigation system, a dirty water source or normal wear and tear. Flush system at the beginning of the irrigation season, install screens on sprinkler heads, replace clogged nozzles and improve system filtration.



## The Landscaping 101

### LAWN AND LANDSCAPING

This is a guide for your new lawn and landscaping. A proper turf and shrub program are needed for your yard to thrive. Your lawn and shrub beds will take several weeks to root in and the soil to firm up.

**! People, children and pets must be kept off the newly sodded lawn until it firms up. Water should be applied to keep the sod and plants from drying out.**

When the sod has reached a height of 4", set the irrigation controller so the new lawn is watered for two or three days a week depending on heat and rainfall. The first time you cut your new lawn set your mower on the highest cutting level. Then mow again the next week at a different angle at the normal height of 2.5-3 inches. Bag and remove your clippings. If you have a fence, the clippings will get caught underneath and prevent your lawn from having proper drainage. Continue mowing on a weekly basis, making sure your lawn is dry the day that you cut it. Mowing a soft yard will leave ruts, causing an unsightly yard and prevent your yard from properly draining. During the year, leaves and debris may fall on the new lawn. Make sure you remove all debris. Debris that is left on the lawn will kill grass, leaving patches and potential pest problems.



## CARE AFTER SOD ROOTS IN

When your sod has rooted in, meaning it does not come up when you tug on it, you may want to fertilize your lawn. We recommend speaking with a landscape professional about the appropriate fertilizer and regimen for your sod species. Problems with weeds are likely in a newly sodded lawn. If weeds become a problem, treat the lawn with a post-emergent herbicide. We also recommend that you apply a pre-emergent in January to prevent weeds in the spring and summer. Then apply again in September to prevent weeds from growing during the winter months. Pests can become a problem in your sodded lawn. Pests can be mold, fungi, insects or weeds and all must be treated differently. Regular mowing, fertilizing and proper water techniques should prevent most problems.

## AERATE

We also recommend an aerating program to be done in spring and fall. This breaks up the compaction of the soil caused by the building process, and temperature over 75 degrees. By aerating the soil and then fertilizing with a turf builder, you will have a green and established lawn much faster than not aerating. Aerating allows water to drain better and allows oxygen to the root structure of the turf, allowing it to be thicker and healthier. This will also save you money by not having to water as often. When the ground is compacted, two-thirds (2/3) of the water you apply just ends up in your neighbor's yard or in the street. However, when it is broken up the water goes into the ground and not just over the top of it. This will also help your lawn drain better and not retain moisture causing soggy soil and algae.

## SHRUB BEDS

Shrub and flower beds add beauty to your home by helping to blend the vertical lines of the structure with the horizontal lines of the ground. Plantings should be designed to help create this blending effect without distracting from the natural beauty of the structure. Your shrub and flower beds need fertilizing 2 times a year and may also need a pest management program as insects, diseases and fungi can invade causing damage. Your plants will need proper care to maintain their health and beauty.

### SEAL LEAKS

Over time, dirt and debris can wear out the wiper seal resulting in leaks around the top of the spray head. If the spray head consists of a single unit, the entire head must be replaced. For some spray heads it is possible to screw off the top of the sprinkler head and replace.

### SUNKEN HEADS

It is not uncommon for sprinkler heads to settle over time. Even when the soil is packed around them, the weight of lawn mowers and other heavy equipment on wet turf can cause the heads to settle. Grass clippings, soil and other debris can build up around heads resulting in a head that does not clear the grass adequately and disrupts the spray pattern.

### TILTED HEADS

Lawn mowers and wet soil can cause newly installed sprinkler heads to tilt resulting in uneven coverage. Reposition the heads and pack soil around it carefully.





## Questions

## Frequently Asked Warranty Questions

### **WHAT IF NAIL POPS APPEAR IN THE SHEETROCK WALLS OR CEILINGS?**

Nail pops are a natural occurrence in sheet rock, usually due to reduced humidity in your home which causes the wood to shrink slightly. If this occurs, Limitless will repair the spot with the original paint color as a one time courtesy.

### **WHAT IF I HAVE AREAS IN MY YARD WHERE THE SOD IS THIN OR DRYING OUT?**

There may be areas in your yard that receive a limited amount of sunlight during certain times of the year. These areas may not receive enough sunlight to support sod growth, causing the sod to grown thin or die out. Areas adjacent to fences can also receive a limited amount of sunlight. These shaded areas are considered homeowner maintenance and are unwarrantable issues. Under watering as well as over watering may affect the growth of your sod, as well as your landscaping.

### **WHAT IF GAPS OR HOLLOW SPOTS APPEAR IN HARDWOOD FLOORING?**

Hardwood flooring may slightly contract and expand. We will correct per industry standard and manufacturer recommendations. Occasionally you may hear a “hollow spot”. This too is a normal occurrence for any wood product. If the hardwood planks move when standing on them, this issue will also be corrected by using methods approved by manufacturers. Make sure to read the directions and warnings with all wood cleaners. Using water to clean hardwood can void your flooring warranty.

### **WHAT IF I SEE STANDING WATER IN MY YARD MORE THAN 48 HOURS AFTER A RAIN EVENT, UNLESS LOCAL CODES STATE OTHERWISE?**

All our home sites have been graded and designed by professional landscapers. To prevent flooding and standing water, our professional landscapers have developed the swales that you see on some home sites. The swales are designed to carry water away from your home in the event of a heavy rain. Depending on the amount of rainfall, they may run deep and wide until the water has completely been drained off your property. The amount of sunlight may also play a part on areas that may remain damp. Occasionally site conditions may require surface drainage from one home site to the other.

### **WHAT IF A TILE CRACKS IN MY HOME?**

Sometimes a piece of the tile will crack. A cracked tile does not mean a structural problem; it is simply an occurrence that may happen. Cracked tiles are not covered by warranty, as they are not workmanship issues. Grout shrinkage (cracking) will be addressed one time as a courtesy during the first year. Slight variations in color could happen in any such repair.

### **WHAT IF MY INTERIOR DOORS STICK?**

Sticking doors are caused by the shrinking and swelling of the actual door unit and/or its surrounded jambs. It is not uncommon to have this problem occur during periods of high humidity. Limitless Homes will make the necessary repairs so that it will operate properly if it is during your first year of warranty.

## The Cleaning Guide

	WHAT TO USE	WHAT NOT TO USE
<b>HARDWOOD/LAMINATE FLOORING</b>	Bona Wood Floor Cleaner	Ammonia cleaners, oil soaps, wet mop, Mop-N-Glo, vinegar and water
<b>TILE FLOORING AND SHOWER</b>	White distilled vinegar 1 cup to 4 cups warm water	Steel wool (S.O.S pad), scouring powders (Ajax), or other abrasives that can scratch the finish, oil or ammonia-based cleaners
<b>CARPET</b>	Deep cleaning - hot water extractor	Nothing but specific cleaners for carpets. Do not use carpet powders.
<b>GRANITE</b>	Pledge Specialty Surface Furniture Spray	Bleach or ammonia-based cleaners
<b>STAINLESS STEEL APPLIANCES</b>	Pledge Specialty Surface Furniture Spray	Bleach, steel wool, (S.O.S pad)
<b>STAINLESS STEEL SINK</b>	Bar Keepers Friend <a href="http://www.barkeepersfriend.com">www.barkeepersfriend.com</a>	Bleach, steel wool, (S.O.S. pad)
<b>COOK TOP</b>	Cerama Bryte <a href="http://www.ceramabryte.com">www.ceramabryte.com</a>	Abrasive cleaners (Ajax or Comet), steel wool or bleach
<b>GARBAGE DISPOSAL</b>	Borax <a href="http://www.20muleteamlaunder.com">www.20muleteamlaunder.com</a>	Bleach or drain cleaner
<b>MIRRORS</b>	Windex - Multi Surface <a href="http://www.windex-.com">www.windex-.com</a>	Detergents, ammonia-based products, scrapers, abrasive cleaning solutions or materials
<b>WINDOWS</b>	Windex - Multi Surface <a href="http://www.windex.com">www.windex.com</a>	Detergents, ammonia-based products, scraper, Abrasive cleaning solutions or materials

\*Note these products are not endorsed by Limitless Homes but suggestions you may consider.

\*\*Please read all care instructions and warnings on any off-the-shelf cleaning products you use.



	WHAT TO USE	WHAT NOT TO USE
<b>BATHTUB</b>	Clorox Clean-up <a href="http://www.clorox.com">www.clorox.com</a>	Abrasive cleaning products (Ajax or Comet)
<b>BATHROOM SINK</b>	Bar Keepers Friend <a href="http://www.barkeepersfriend.com">www.barkeepersfriend.com</a>	Abrasive cleaners (Ajax or Comet)
<b>TOILET</b>	Lysol Power Bowl Cleaner <a href="http://www.lysol.com">www.lysol.com</a>	Abrasive cleaners (Ajax or Comet)
<b>CABINETS</b>	Bona Cabinet Cleaner	Ammonia based products, harsh chemicals, abrasive cleaning products, steel wool, sponges, dish clothes, bleach, silicone-based products, wax polishing products
<b>BUILT-IN SHELVES</b>	Pledge Specialty Surface Furniture Spray	Anything with strong chemicals
<b>CEILING FAN</b>	Swiffer 360-degree Duster <a href="http://www.swiffer.com">www.swiffer.com</a>	Anything with strong chemicals
<b>LIGHT FIXTURES</b>	Pledge Multi Surface Everyday Cleaner <a href="http://www.pledge.com">www.pledge.com</a>	Abrasive cleaners (Ajax or Comet)
<b>BRICK</b>	Borax and hot water <a href="http://www.20muleteamlaundry.com">www.20muleteamlaundry.com</a>	Steel wool
<b>CONCRETE</b>	eXIMO Waterless Concrete Cleaner <a href="http://www.mycaf.com">www.mycaf.com</a>	Steel wool



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