



SEhomes™

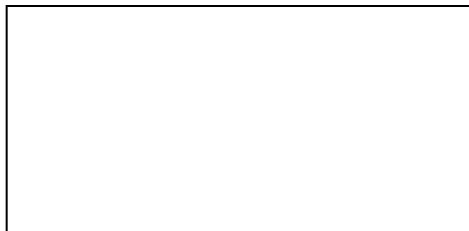
*Welcome to our family.*

**HOMEOWNER'S MANUAL**

# IMPORTANT

1. Type or clearly print the information required on the registration card.
2. Your retail dealer is required to remove the card, have you sign it and then mail it to us. The card is pre-addressed, and does not require postage. The card should be completed and mailed as soon as possible after you take possession of your home.
3. This information makes it easier to identify you and to verify that you are eligible to receive warranty service.

Keep this booklet with your manufactured home. TITLE VI of the Housing and Community Development Act of 1974 provides you with protection against certain construction and safety hazards in your manufactured home. To help assure your protection, the manufacturer of your manufactured home needs the information that these cards, when completed and mailed, will supply. If you bought your home from a dealer, please be sure that your dealer has completed and mailed a card for you. If you acquired your home from someone who is not a dealer, you should promptly fill out and send a card to the manufacturer. It is important that you keep this booklet and give it to any person who buys the manufactured home from you.



Homeowner

**ORIGINAL HOMEOWNER REGISTRATION CARD**

Retailer

First Name \_\_\_\_\_ Last Name \_\_\_\_\_  
\_\_\_\_\_  
Mailing Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
( )  
Home Phone \_\_\_\_\_  
( )  
Work/Other Residence \_\_\_\_\_

Company Name \_\_\_\_\_ Salesperson Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
( )  
Phone \_\_\_\_\_  
Date of Delivery or Occupancy \_\_\_\_\_  
Home Financed By \_\_\_\_\_  Paid Cash

MFG. ENTRY

**IMPORTANT  
Affix Label  
or Hand Print**

Plant Name and #  
Brand Name

**Manufacturer Information**

Mfg. Date \_\_\_\_\_

Model # \_\_\_\_\_ Serial # \_\_\_\_\_ Retailer # \_\_\_\_\_

DESIGN WIND ZONE  
\_\_\_\_\_ STANDARD WIND ZONE 1  
\_\_\_\_\_ HURRICANE RESISTIVE ZONE 2  
\_\_\_\_\_ HURRICANE RESISTIVE ZONE 3

DESIGN ROOF LOAD  
\_\_\_\_\_ SOUTH - 20 PSF  
\_\_\_\_\_ MIDDLE - 30 PSF  
\_\_\_\_\_ NORTH - 40 PSF

DESIGN THERMAL ZONE  
\_\_\_\_\_ THERMAL ZONE 1  
\_\_\_\_\_ THERMAL ZONE 2  
\_\_\_\_\_ THERMAL ZONE 3

Homeowner

**2<sup>ND</sup> HOMEOWNER REGISTRATION CARD**

Retailer

First Name \_\_\_\_\_ Last Name \_\_\_\_\_  
\_\_\_\_\_  
Mailing Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
( )  
Home Phone \_\_\_\_\_  
( )  
Work/Other Residence \_\_\_\_\_

Company Name \_\_\_\_\_ Salesperson Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
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**IMPORTANT  
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or Hand Print**

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Brand Name

**Manufacturer Information**

Mfg. Date \_\_\_\_\_

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DESIGN THERMAL ZONE  
\_\_\_\_\_ THERMAL ZONE 1  
\_\_\_\_\_ THERMAL ZONE 2  
\_\_\_\_\_ THERMAL ZONE 3

Homeowner

**3<sup>RD</sup> HOMEOWNER REGISTRATION CARD**

Retailer

First Name \_\_\_\_\_ Last Name \_\_\_\_\_  
\_\_\_\_\_  
Mailing Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
( )  
Home Phone \_\_\_\_\_  
( )  
Work/Other Residence \_\_\_\_\_

Company Name \_\_\_\_\_ Salesperson Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
( )  
Phone \_\_\_\_\_  
Date of Delivery or Occupancy \_\_\_\_\_  
Home Financed By \_\_\_\_\_  Paid Cash

MFG. ENTRY

**IMPORTANT  
Affix Label  
or Hand Print**

Plant Name and #  
Brand Name

**Manufacturer Information**

Mfg. Date \_\_\_\_\_

Model # \_\_\_\_\_ Serial # \_\_\_\_\_ Retailer # \_\_\_\_\_

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\_\_\_\_\_ NORTH - 40 PSF

DESIGN THERMAL ZONE  
\_\_\_\_\_ THERMAL ZONE 1  
\_\_\_\_\_ THERMAL ZONE 2  
\_\_\_\_\_ THERMAL ZONE 3



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

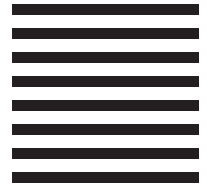
**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL PERMIT NO. 9 ADDISON AL

POSTAGE WILL BE PAID BY THE ADDRESSEE

**SEhomes**

PO BOX 390  
ADDISON AL 35540-9987



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NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

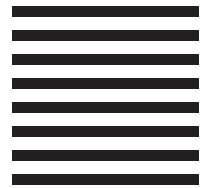
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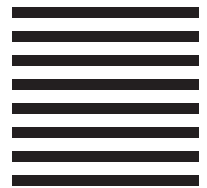
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**SEhomes**

PO BOX 390  
ADDISON AL 35540-9987



Dear New Homeowner:

Home ownership brings a certain pride, a sense of accomplishment and a reassuring peace of mind. These values build memories to be treasured by family and friends year after year.

This Homeowner's Manual will help you learn about your new home and how to enjoy all of its features. Like any valuable investment, your home needs special care to keep it in smooth working order. This manual has been prepared to help you meet your responsibilities and to explain the principal areas of your home which should receive regular attention.

So, welcome to our growing family. Remember, we're here when you need us.

If you have a question that is not covered in this manual or need further assistance, do not hesitate to contact the appropriate division.

We wish you many happy years in your new home.

Sincerely,

**SEhomes**



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# ONE YEAR LIMITED WARRANTY

For purposes of this Limited Warranty, the terms set forth below have the following meanings:

- "Defect(s)" means any failure to comply with an applicable building code that was in effect when the Home was manufactured except to the extent that such failure is excluded or otherwise not covered by this Limited Warranty.
- "Home" means a new Manufactured or Modular Home manufactured by the manufacturer and purchased by the Original Consumer Purchaser(s).
- "Original Consumer Purchaser(s)" means the individual(s) who bought the Home from an authorized dealership and who use the Home for personal, family, or household purposes (rather than for commercial or industrial purposes).
- "Manufacturer" means Southern Energy Homes, Inc. and one of its divisions, or subsidiaries, Southern Energy Homes, Southern Estates, Southern Homes, AL/TEX Homes, Inc. doing business as Southern Energy Homes of Texas, Giles Industries, Inc., Cavalier Home Builders, LLC, Cavalier Homes, Buccaneer Homes or Brigadier, where applicable.
- "Warranty Period" means a period of 12 months which period begins when a Home is delivered to the Original Consumer Purchaser(s) or the designee of the Original Consumer Purchaser(s).

Manufacturer extends this Limited Warranty to the Original Consumer Purchaser(s) of any Home, and the enforceability of this Limited Warranty is limited to the Original Consumer Purchaser(s) and applies only while the Home is located at the Original Purchaser(s) initial site.

Subject to the terms and conditions set forth in this Limited Warranty, the Manufacturer warrants that the Home will be free from Defects during the Warranty Period.

In the event that (a) the Home contains a Defect which was present at the time of its manufacture, (b) Manufacturer is provided with written notice of the Defect (as provided for hereafter) during the Warranty Period, (c) such Defect is covered by this Limited Warranty, and (d) such Defect is not excluded from this Limited Warranty, Manufacturer will either (1) repair or cause the repair of the Defect or (2) replace or cause the replacement of the component in which the Defect appears. Manufacturer shall elect whether to repair or replace a component in which a Defect appears. Note: Replacement parts may have slight variations in color.

To obtain performance of Manufacturer's obligations under this Limited Warranty, the Original Consumer Purchaser must provide the appropriate division or subsidiary of Manufacturer with written notice identifying the Defect and requesting warranty service. The following are the addresses and telephone numbers for the divisions responsible for the performance of obligations under this Limited Warranty:

**SOUTHERN ENERGY HOMES**  
(256) 747-1544. Fax (256) 747-2963  
P.O. Box 269. Addison, Alabama 35540

**SOUTHERN ESTATES**  
(205) 489-3433. Fax (205) 489-3447  
P.O. Box 299. Addison, Alabama 35540

**SOUTHERN HOMES (I & IV)**  
(205) 489-3433. Fax (205) 489-3447  
P.O. Box 639, Double Springs. Alabama 35553

**AL/TEX HOMES, INC. D/B/A  
SOUTHERN ENERGY HOMES OF TEXAS**  
(817) 847-1355. Fax (817) 847-0332  
8701 Harmon Road. Ft. Worth. Texas 76179

**GILES INDUSTRIES, INC.**  
(423) 626-7243. Fax (423) 626-6919  
405 South Broad St. New Tazewell, Tennessee 37825

**CAVALIER HOME BUILDERS, LLC  
DBA CAVALIER HOMES**  
(256) 747-1575. Fax (256) 747-0061  
P.O. Box 300. Addison, Alabama 35540

**CAVALIER HOME BUILDERS, LLC  
DBA BUCCANEER HOMES**  
(205) 921-3135. Fax (205) 921-7390  
P.O. Box 1418. Hamilton, Alabama 35570

**CAVALIER HOME BUILDERS, LLC  
DBA BRIGADIER HOMES**  
(252) 459-7026. Fax (252) 459-7529  
P.O. Box 1007. Nashville, North Carolina 27856

If the division or subsidiary responsible for performing obligations under this Limited Warranty has not resolved your problems within a reasonable time period, then contact the Corporate Office either by mail or telephone.

**SEhomes Corporate Office**  
(256) 747-8589. Fax (256) 747-8586  
P.O. Box 390. Addison, Alabama 35540

The address of the division that manufactured the Home covered by this Limited Warranty is indicated on either the front of your Homeowner's Manual or the Data Plate located in your Home. To learn more about the Data Plate, see page 16-17 of this Homeowner's Manual.

**MANUFACTURER EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTIES OF ANY KIND OR NATURE INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND HABITABILITY. TO THE EXTENT APPLICABLE LAW PROHIBITS THE DISCLAIMER OF ANY IMPLIED WARRANTY, AND IN THE EVENT THAT SUCH IMPLIED WARRANTY IS OTHERWISE EXTENDED AS A MATTER OF LAW, SUCH WARRANTY**

# ONE YEAR LIMITED WARRANTY

IS LIMITED IN DURATION TO A PERIOD OF ONE YEAR. IN NO EVENT SHALL THE MANUFACTURER HAVE ANY LIABILITY TO THE ORIGINAL CONSUMER PURCHASER(S) OR ANY OTHER PERSON FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

## THE ONE YEAR LIMITED WARRANTY DOES NOT COVER THE FOLLOWING:

- Any Home moved from the site where the Home originally was set-up.
- Any Home installed or located outside the continental United States.
- Subject to applicable law, any item manufactured or installed by a third party, including appliances or accessories; provided that if the Manufacturer installs an item manufactured by a third party, this Limited Warranty will cover Defects resulting from improper installation.
- Expenses incurred to repair the Home which are not approved by the Manufacturer in advance.
- Damage to personal property other than the Home.
- Shadows in the ceiling due to mud texture buildup at ceiling joints.
- Roof rumble and other roof noises on a Home equipped with a metal roof.
- Defects or damages resulting from:
  - Improper transportation, unless such Defect or damage results from improper transportation by the Manufacturer.
  - Improper installation, leveling or re-leveling of the Home or installation of skirting or other accessories provided by your retailer.
  - Failure to properly perimeter block exterior doors.
  - Failure to properly seal a multi-section Home.
  - Failure to properly install plumbing and electrical "cross-overs" and connections
- Settling of the Home or shifting soil conditions (such as glass/mirror cracking or breakage, door adjustments, minor drywall and ceiling cracks).
- The use of fixed or portable kerosene, LPG, natural gas or other forms of fuel-burning unvented heater(s) or unvented gas logs in the Home.
- Soot or smoke damage caused by use of candles in home.
- Frozen pipes.
- Any structures attached to the Home.
- Abuse, misuse, negligence, accident, theft, vandalism, natural disasters or acts of God.
- Alteration or modification of the Home.
- Condensation, mold and mildew.
- Deterioration caused by exposure to ground moisture.
- Inadequate drainage from beneath the Home.
- Normal deterioration due to wear or exposure.
- Wear and tear in stock and display Homes.
- Lack of maintenance.
- An oversized air conditioning system. Contact your retailer or Manufacturer for information concerning the proper method for right-sizing a system for your Home.
- Failure to comply with instructions contained in the Homeowner's Manual or the Manufacturer's Installation Manual.
- Cosmetic damage or imperfections including, but not limited to the following:
  - Broken, chipped or scratched glass, mirrors, or electrical cover plates.
  - Dents, gouges, scratches, or scuffs in vinyl floor coverings, walls, doors, cabinets, moldings, countertops, appliances, or plumbing fixtures, including toilet seats, shower stalls and tubs.
  - Stains, cuts and/or tears in and on carpets, floor coverings, and window treatments.
  - Visible floor decking seams in areas with roll goods or tile floor coverings.
  - Damaged or stained hardware (such as door pulls, knobs, towel bars, etc.), shower doors, exterior siding, trim or shutters.
  - Broken, missing or loose trim or gaps in trim.
  - Minor drywall and ceiling cracks.

- Torn or damaged window screens or shower curtains.

Even though cosmetic damage and imperfections are not covered by the Limited Warranty, should any of the above items be present at the time the Home is delivered to the Original Consumer Purchaser, the Manufacturer will repair or cause the repair or replace or cause the replacement of such cosmetic damage or imperfection provided you give the Manufacturer written notice of such cosmetic damage or imperfection within thirty (30) days of the date when the Home was delivered.

**THE REMEDIES PROVIDED IN THIS LIMITED WARRANTY ARE YOUR EXCLUSIVE REMEDIES; THE MANUFACTURER IS NOT RESPONSIBLE FOR ANY UNDERTAKING, REPRESENTATION, OR WARRANTY MADE BY ANYONE OTHER THAN THE MANUFACTURER.**

**IN THE EVENT ANY PROVISION OF THIS LIMITED WARRANTY IS FOUND TO BE UNENFORCEABLE FOR ANY REASON, THE REMAINING PROVISIONS SHALL BE ENFORCEABLE TO THE FULLEST EXTENT PERMITTED BY LAW.**

**THIS HOME MAY HAVE SUFFERED DAMAGE DURING PRODUCTION, TRANSIT OR WHILE IN CONTROL AND POSSESSION OF THE DEALER AND REPAIRS MAY HAVE BEEN MADE PRIOR TO SALE.**

**This section of the Homeowner's Manual will familiarize you with general information about your Home's systems and some safety and security considerations.**

## **ELECTRICAL SYSTEM**

### Electric Power Supply

Like all modern dwellings, the electrical system of a home must comply with the applicable section of the National Electrical Code (NFPA). In addition, the applicable building code may have other requirements concerning the electrical system which are intended to make your Home safe and durable.

### Grounding Systems

For the protection of its occupants, it is vital that the home be properly grounded whenever it is connected to a source of electrical power. For this reason, all major appliances, electrical equipment and metal parts are grounded for your safety.

The ONLY safe and approved method of grounding the home is through an electrically isolated grounding bar located on the electrical distribution panel. This bar bonds all non-current carrying metal parts of the home for grounding to a single point. Your electrical installer should know the proper method of installation to conform to the National Electrical Code. (see Installation Manual for guidance)

Your electrical system is grounded and is protected by circuit breakers located in the electrical service panel box. Branch circuits are usually grouped for convenience and are labeled for easy identification.

Two or more 20-ampere, 115-volt circuits are provided for the kitchen and dining areas. Other general purpose outlets throughout the home are on 15-ampere circuits. Bathroom, certain kitchen and outdoor outlets (except heat tape receptacles) are protected by Ground Fault Current Interrupters (GFCI).

If heating or other appliances in your Home require 230-volt circuits, these circuits will have separate breakers and are clearly identified.

If circuit overloads or shorts occur, the breaker will "trip," and the circuit will be disconnected. After the fault is corrected, restore power to the circuit by resetting the breaker.

*See the Troubleshooting Guide for more information at the back of this manual.*

### Gas Supply System

Gas may supply fuel for a number of Home appliances—water heater, furnace, oven, range, or others. The homeowner should never attempt to repair the gas lines in the house. In most areas the local gas company will service the gas system.

Your appliances may use either LP gas or Natural gas. Conversion from one gas type to another must be undertaken by a licensed professional.

**NOTE: The gas piping supply of your Manufactured Home is designed for a supply pressure between 7 and 14 inches of water column (1/4 to 1/2 psi). Do not operate gas-fired appliances if the pressure to your Home is outside this range. If necessary, a pressure regulator can be used to reduce supply pressure.**

## WHAT TO DO IF YOU SMELL GAS

- Do not try to light any appliance.
- Do not touch any electrical switch.
- Do not use any phone in your Home.
- Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.

## Water Supply System

All water for use in your Home enters through one basic pipe system. The supply line entering the Home must be a minimum of 3/4" diameter on a Manufactured Home and a minimum of 1" diameter on a Modular Home. The pipe riser from the underground water line is connected directly to the system that has been installed in accordance with the specifications of the applicable building code.

A main water shut-off valve for the water system shall be installed at the inlet to the water supply system. This should be shut off if any break occurs in the water system. Also, individual shutoff valves are usually located at each sink and toilet. Using the individual shut-offs allows you to continue to use water in the rest of the Home.

A pressure regulator should be installed on your water line should fluctuations of water pressure exceed 80 psi.

The area under the pipes should be checked occasionally for signs of leakage.

The water supply line to the Home should be installed below the frost line. The entire pipe riser above the frost line should be insulated. There are a number of suitable insulating materials available with which to accomplish this. A thermostatically controlled electric heating element, generally referred to as a "heat tape," may also be used. This will turn off when heat is not required to prevent freezing. Be sure that any heat tape installed on your water line is listed (approved) for use with manufactured homes by a recognized testing laboratory.

NOTE: It is important that the manufacturer's instructions of heat tapes be followed to ensure that the tape provides the required protection without creating a safety hazard.

## Drainage System

Your Home drainage system has been carefully designed and installed at the factory. There may be several drain dropouts that need to be interconnected on-site, according to the print provided with the Home to accomplish a single outlet for connection to the septic tank or municipal sewer system. Your retailer will provide the final connection to the sewer system at your Home site when your Home is installed.

Once this drain connection is complete, the drainage system works much like that of any other building.

The most likely problem you will ever encounter with your drain is clogging, usually caused by large objects placed into the sink or toilet drains. We do not recommend that you flush disposable diapers or similar objects down the toilets. We also do not recommend that food scraps be washed down the sink drain, unless they are processed through a garbage disposal. Grease, fats and oils may be a problem, especially if drain lines are exposed during cold weather.

Toilets today use low capacity, 1.6 gallon tanks. These use less water per flush, saving millions of gallons of water each year. However, at times it may be necessary to flush more than once. This is normal and not necessarily an indication of a problem with the system.

If a stoppage occurs which cannot be cleared with a "plumber's helper" or a commercial drain cleaner, or if you have other drain problems, call your Home retailer or serviceman for assistance.

**NOTE: DO NOT use a heat tape on exposed drain lines.**

## Appliances

Your Home is equipped with brand name appliances and equipment. Owner's manuals and warranties are provided for each appliance. Follow the appliance manufacturer's instructions for operation and maintenance. For other information and service, contact the appliance manufacturer's representative or authorized factory service center in your area.

## Water Heater

All water heaters are equipped with temperature and pressure relief valves to prevent the build-up of dangerous temperatures or pressures in the event that the tank thermostat should fail. If it is necessary to install a new water heater in your Home in the future, be sure that a proper pressure and temperature relief valve is installed in the new heater, and that the discharge line extends, undiminished in size, so that it will discharge to the exterior of the Home. All water heaters are also equipped with a drain pan. It is installed below the base of the water heater and discharges to the exterior of the Home.

**CAUTION:** If a water heater is installed in a closed water supply system, such as one having a back flow preventer, check valve, water meter with a check valve, etc. in the cold water supply, provisions must be made to control thermal expansion. Contact the water supplier or plumbing contractor on how to control this situation.

**CAUTION:** If replacement of a fuel burning (gas or oil) hot water heater becomes necessary, the replacement equipment must be listed or labeled for use in the applicable home.

**WARNING:** If your Home is equipped with an electric water heater, be sure it is filled with water before the circuit breaker is turned on. Otherwise, the heating element may be damaged.

## **HOME SAFETY**

Apart from the standard materials and construction techniques that make your Home safe, several safety devices and features have been included in its design.

### Fire Safety

Smoke alarms have been installed in each separate sleeping room of your Home and one for the living area. These alarms operate on both household current and by batteries. Instructions for operating and testing these devices are included in your Homeowner's Information Packet. You should locate and become familiar with these devices.

- Be sure that they are kept in top working condition by testing them frequently in accordance with the manufacturer's instructions.
- Emergency Exits: At least two exterior doors and labeled bedroom windows have been designed for use as emergency exits. **DO NOT BLOCK THESE EXITS WITH FURNITURE OR STORED MATERIALS.** Learn the location of all doors and windows and how to operate them. As part of your Home emergency planning, develop and practice emergency procedures with your family.

Review your emergency exit procedures and teach each member of your family how to leave the Home as quickly and safely as possible. Conduct an occasional fire drill.

### Systems Safety

Electrical, plumbing and heating systems of your Home may be rendered unsafe through improper use or treatment, and hazards may result. Refer to the "Troubleshooting Guide" section of this Homeowner's Manual for ways to avoid such hazards. If these systems ever require service or modification, always consider how the modification or service will affect the system or other related systems. Replacement components should always be rated equal to or better than the original and must be compatible with other system components.

### Wind Safety

Your Manufacturer's Installation Manual contains detailed instructions on how to anchor your Home. If your Home is not properly anchored, it is highly susceptible to damage when high wind conditions occur.

### Maintaining Anchoring Systems

Where applicable, tie-strap tensioning should be checked and adjusted when necessary to prevent damage to the Home from settling or other unforeseen movements (such as frost heave).

## Installing Your Home

With your Home, you were provided with an Installation Manual explaining the recommended procedures to be followed in setting up your Home. In the event you purchased a Modular Home, local building codes and rules may require you to hire a registered engineer or architect to prepare a foundation plan for your Home. There is pertinent information in that manual that you should become familiar with to assure yourself that your Home has been properly installed including:

### (1) site preparation procedures;

Proper drainage prevents water build-up under your Home, which may cause shifting or settling of the foundation, dampness in the Home, damage to siding and bottom board, buckling of walls and floors, and problems with the operation of doors and windows. Grade the Home site to permit water to drain away from the Home. Depending on the local landscape, ditches and culverts may be needed to drain surface runoff; if so, consult a registered engineer. When gutters and downspouts are installed, direct the runoff away from the Home.

Erosion control grasses and landscaping should be installed as soon as possible to protect surrounding areas from deterioration. This erosion control is your responsibility as a homeowner. But, you need to make sure that any landscape changes you make now, or in the future, will not disrupt the foundation around your Home by causing water to dam and pool under your Home. Large trees or other plants that have deep root structure can, over time, grow under the foundation of your Home, causing potential problems to all foundation types.

### (2) the types of foundations for which the Home was designed;

### (3) procedures for leveling the Home;

### (4) procedures for connecting the utilities;

(5) suggested anchoring procedures for wind upset and sliding. Your Home retailer is responsible for arranging for delivery of the Home to your site and properly installing, or arranging for installation of the Home at the site. Consult with your retailer to obtain additional information concerning set-up and anchoring services. Your Home should be professionally inspected after it is set-up to assure that it has not been damaged in transit and is properly set-up.

(6) guidelines for the installation of a ground vapor barrier. We require that a polyethylene sheeting, or another type of moisture retarder be placed on the ground under your Home. This material is intended

to reduce the movement of moisture. Repair any tears, gaps, or holes in the vapor barrier. If you use the space under your Home for storage, place items carefully so the moisture retarder is not damaged. Use a minimum of six-mil polyethylene sheeting or its equivalent, cover the entire area under the Home with the sheeting and overlap it at least 12 inches at all joints.

(7) and information concerning proper installation of additions, porches and decks.

## Home Site

After your Home is properly set-up, you may need to do periodic inspections or maintenance on the site and the Home installation.

Here are some things you should consider:

Your Home may have been installed with optional skirting that encloses the crawl space. In addition to enhancing your Home's beauty, the skirting reduces the movement of air under your Home and can significantly affect your heating and air conditioning needs. In climates with extreme winter temperatures, skirting will reduce the possibility of freeze damaged plumbing.

The skirting must be vented to allow the dissipation of moisture from the ground. If the vents are not provided or are blocked, moisture may build up under your Home and, over time cause damage to structural components. Be sure to check your skirting at least yearly. Make sure vents are not blocked.

Skirting, if used shall be of durable materials suitable for exterior exposures. Skirting must not be attached in a manner that can cause water to be trapped between the siding or trim to which it is attached. The skirting should be recessed under the siding or trim. Most local codes do not permit wood, including lumber and all wood siding used for skirting, to be used within six (6) inches of the ground unless it is pressure treated to prevent decay and termite infestations.

**NOTE:** If your Home is constructed with a pressure treated or composite lumber porch or deck, your Home's skirting must follow the heated space of your Home and not encompass the porch or deck. If you desire to add skirting to the porch or deck, proper slope must be provided under the porch or deck and adequate drainage must be provided through the skirting to allow water to drain away from the Home.

**CAUTION:** If you add a deck or porch to your Home, a proper method of flashing must be installed and sealant applied to prevent water or moisture migration into the Home or into the adjoining wall and floor cavities. Such damages are not covered by the Limited Warranty provided with your Home.

## Provide Ventilation

Unless the skirting has integral ventilation openings that meet the following ventilation requirements, install equally sized ventilation openings on at least two opposite sides of the foundation. Size ventilation area to equal at least one square foot for each 150 square feet of under-floor area (or for each 1,500 square feet if a ground moisture retarder is installed.) Place vents as high above the ground as practical.

Dryer vents, air conditioning and/or heat pump condensation drains, and combustion air inlets must pass through the skirting to the outside.

**NOTE:** At least twice a year, clean out your dryer vent system... on the inside and outside of your Home. This will help keep unwanted moisture out of your Home.

The underside of your Home has been covered with a bottom board material to protect your Home from moisture. If this protective barrier is damaged, it must be repaired immediately. The whole underside of your Home must be inspected at least twice a year to ensure no holes or tears exist. If holes or tears are found, adequate and effective repairs must be made immediately.

Uneven site settling, among other things, could cause your Manufactured Home to become unlevel. Its level must be checked within ninety days of installation and at least yearly thereafter. You are responsible for releveling your Home as needed.

## DATA PLATE (MANUFACTURED HOME)

Each Manufactured Home contains a Data Plate located inside a cabinet door under the kitchen sink or other readily accessible and visible location. This plate is an important source of identification and safety information concerning the specifics of your manufactured Home and will be useful in the event that warranty service is required. The Data Plate details the serial number, model designation, and the date and location of manufacture. Additionally, the Data Plate provides a list of all factory-installed appliances, including the manufacturer's name and the model designation of each appliance.

Safety information concerning roof load zones and wind zones is also included on the Data Plate in the form of references to a roof load zone map and wind zone map. The roof load zone map identifies northern locations where accumulations of snow and sleet on the roof may become dangerously heavy. The wind zone map identifies areas of the country that may be subjected to dangerously high winds or hurricanes (Wind Zones II and III). This information comes with a warning also included on the Data Plate:

This Home has not been designed for the higher wind pressures and anchoring provisions required for ocean/coastal areas and should not be located within 1500 feet of the coastline in Wind Zones II and III, unless the home and its anchoring and foundation system have been designed for the increased requirements specified for Exposure D in ANSI/ASCE 7-88.

The Data Plate will also indicate whether your Home is equipped with storm shutters or other protective coverings for the windows and doors. If your Home does not have storm shutters, it is strongly suggested that you equip your Home with shutters if you plan to locate your Home in Wind Zone II or III.

A Heating Certificate which provides information regarding the outdoor winter design temperature for which the Home is designed and the lowest outdoor temperature for which the installed heating equipment has the capacity to maintain an average temperature of 70°F.

Information about the readiness of the Home to accept a central air conditioning system will be given in one of three possible ways on a Comfort Cooling Certificate. These are:

- a. If a central air system is provided, a statement regarding its ability to maintain an indoor temperature of 75°F.
- b. If the air distribution system is suitable for use (but not equipped) with air conditioning, a statement is provided.

- c. If your Home is equipped with an air supply duct system that is not suitable for installation of central air conditioning, this fact will be stated.

Lastly, the Data Plate includes a list of certification labels, one for each separately transportable section of your manufactured home.

### Zone Substitution Charts

At times homes constructed and labeled for a particular zone are sited in a zone other than their listed zone. The charts below outline the acceptable zones for homes to be located.

#### Acceptability Chart For Wind Zones \*

Homes may be sited in:			
Home labeled for:	Wind Zone I	Wind Zone II	Wind Zone III
Wind Zone I	YES	NO	NO
Wind Zone II	YES	YES	NO
Wind Zone III	YES	YES	YES

\*NOTE: Homes need only be anchored per the requirements of the zone in which they are sited.

#### Acceptability Chart For Roof Load Zones

Homes may be sited in:			
Home labeled for:	20 psf	30 psf	40 psf
20 psf	YES	NO	NO
30 psf	YES	YES	NO
40 psf	YES	YES	YES

\*NOTE: Homes need only be blocked per the requirements of the zone in which they are sited.

#### Acceptability Chart For Thermal Zones \*\*

Homes may be sited in:			
Home labeled for:	Thermal Zone I	Thermal Zone II	Thermal Zone III
Thermal Zone I	YES	NO	NO
Thermal Zone II	YES	YES	NO
Thermal Zone III	YES	YES	YES

\*\* Exception: Homes labeled for Humid and Fringe Climate Zone, shall not be sited outside of the Humid and Fringe Climate Zone.



## DATA PLATE (MODULAR HOME)

Each Modular Home contains a Data Plate located at the Electrical Service Panel or other readily accessible and visible location. This plate is an important source of identification and safety information concerning the specifics of your Modular Home and will be useful in the event that warranty service is required. The Data Plate details the serial number, model designation, and the date and location of manufacture. Additionally, the Data Plate provides a list of all factory-installed appliances, including the manufacturer's name and the model designation for each appliance.

Safety information concerning Design Conditions of the Home is listed on the Data Plate. Some Design Conditions are:

Snow and Structural Loads, Wind Speed and Exposure, and Seismic Design Category. Design Conditions must meet the requirements of the site, which is to say a Modular Home shall not be sited in an area with more restrictive requirements than its Design Condition including thermal considerations listed below.

The Data Plate includes Heating information regarding the Outdoor Winter Design Temperature for which the Home is designed and the lowest outdoor temperature for which the installed or recommended/specified heating equipment has the capacity to maintain an average temperature of 68 degrees.

The REScheck Compliance Certificate or Energy Performance Level Display Card can be found in the homeowner's packet. These documents provide additional information about the Energy Performance of the Home and can be used for Heating and Air Conditioning system design.

### Home Diagrams

You may obtain diagrams of the structural, electrical, plumbing, heating, cooling and transportation systems from your retailer or the Manufacturer.

### Protecting Your Investment With Insurance

No matter where you live, protecting your Home with insurance is wise. Many types of insurance coverage are available that cover your Home in the event of natural disasters, fire, vandalism, and other destructive forces. Be sure your insurance advisor understands the insurance needs of your particular Home.

## OWNER'S MAINTENANCE RESPONSIBILITY

With the benefits of Home ownership come the responsibility to take care of your Home and perform preventive maintenance. Some routine tasks can be performed by you. Others require the services of trained and qualified personnel. **YOU ARE RESPONSIBLE FOR MINOR REPAIRS AND FOR ARRANGING FOR THE REPAIRS THAT REQUIRE THE SERVICES OF TRAINED & QUALIFIED PERSONNEL.** Please remember that routine Home maintenance is not part of your Limited Warranty coverage. The cost of correcting problems that are not covered by any warranty is at your expense. Structural changes or repair of the operating equipment or electrical, gas or water systems should be attempted only by qualified service personnel.

### Exterior Maintenance

This section provides a general guide for service and maintenance. When specific instructions for the products are known or provided, the manufacturer's recommendations shall prevail.

#### **Caulking & Sealants**

Check around roof & wall vents, window & door frames, and other openings in the walls & roof at least annually. Remove any materials that are cracked, dry, or peeling away. Re-caulk or reseal with flexible, non-hardening caulks and sealants.

#### **Finished Wood Walls**

Wood exteriors and trim materials must be painted or stained periodically to maintain their appearance and water resistance. Use latex (water based)

#### **Finished Metal & Vinyl Siding**

Wash exterior metal surfaces and vinyl siding as you would an automobile. Do not use abrasive cleansers or pads. Always wash the exterior metal and vinyl surfaces with mild soap and water.

Extreme care should be used when power-washing the exterior of the Home. Do not "dry dust". Apply wax or protective sealer to metal surfaces periodically to retard oxidation and keep the colors bright.

Note: In periods of extreme heat, it is not uncommon for vinyl siding to expand, creating a wave look on the exterior of the Home. As the heat dissipates, so will this issue.

#### **Frame**

Your Home's frame has been coated with a rust inhibitor. If rust appears, clean the area and re-coat with a rust preventive material.

NOTE: Some Modular Homes are constructed to be set off frame.

#### **Roofs: Shingle**

Semi annually inspect the sealants around vents, joints, roof caps, and other roof penetrations. Make repairs as necessary.

#### **Roof: Metal**

Metal roofs are constructed in one of two ways, rolled steel sheets that are seamed together the length of the Home or individual ribbed steel panels. Regular preventive maintenance is necessary to avoid possible damage & leaks. The ribbed panel roofing requires very little maintenance. After the first year, the rolled metal roofing should be coated entirely with a good white or aluminum roof coating.

#### **All Roofs**

Seams (except ribbed panel roofs,) vents, flashings, and caulked joints must be resealed once a year or more often as needed. Sealants are available in many colors to match your Home's finish. Always use sealants that remain flexible. Follow the manufacturer's instructions when applying coatings and sealants.

Snow and ice can accumulate during the winter months. When conditions last long enough an "ice dam" may form on the eaves of the Home. A pool of water from melting snow may accumulate behind the ice dam. Ice dam leakage can saturate the insulation in the roof cavity reducing the insulation value and staining the ceiling and cause serious damage to your Home. To prevent this from happening, snow and ice buildup along the eaves must be closely monitored. If the buildup accumulates to the point that an ice dam is forming, immediate steps must be taken to remove the snow and ice. **Snow and ice removal is the homeowner's responsibility!**

If your Home has gutters installed, you should have them cleaned regularly to prevent build up of leaves and debris which could cause leaks.

**CAUTION: Extreme safety procedures must be followed at all times whenever roof inspections, maintenance or snow removal is being performed. Most inspections, cleaning, and roof repair work can be done effectively from a stepladder. When walking on the roof cannot be avoided, only those sections which are supported by rafters or stringers should be walked on. Try to avoid walking on the shingles when they are hot, as they become soft and easily damaged. Also, both shingled and metal roofs can be slippery even though they may not be wet or icy.**

**For safety reasons, we strongly recommend that you have someone trained in roof repair to do the inspections, maintenance, and repairs of your roof.**

## Exterior Maintenance Continued

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### Locks & Latches

Lubricate locks, latches, and hinges once a year with a powdered graphite lubricant. If your Home is located in an area with very high humidity or is exposed to salt air, you should lubricate locks & latches more often. A record should be kept of the identification numbers and manufacturer of the house locks. With this information it should be possible to obtain a duplicate key from a locksmith if keys are lost.

### Windows

Be sure latches are adjusted as needed, and lubricate the window guides with a silicone spray at least once a year. Inspect the outside window frames yearly.

## HVAC—HEATING, VENTILATION AND AIR-CONDITIONING

### Heating

Except in rare situations, where it has been requested by the consumer or by the retailer, the heating system has been fully installed at the manufacturing facility. [If the heating system was not installed in your Home, you received a copy of a heat-loss calculation indicating the proper size heating unit to be used for your Home in its presumed geographical location]. Heat distribution systems are fully installed, except for “cross-over” duct connections required to join the trunk lines in multi-section homes.

The connections of cross-over ducts are extremely important and must be air tight. See your Installation Instructions for proper connections. Regular inspections of crossover ducts below floor (at least twice a year) are highly recommended.

- Inspect for connection integrity
- Inspect against tears, holes, leaks and damage caused by animals under the home (pets and other animals should not be allowed under your Home.)
- Inspect against moisture inside the outer protective wrapper

**WARNING: any problems noted during the above outlined inspections must be corrected immediately to reduce potential moisture related damage to your Home, high utility bills and loss of Home warranty.**

Maintenance and operating instructions for your heating system are provided with the heating unit. Follow the manufacturer’s recommended operation, maintenance and service schedule. Service on your heating system should be performed by qualified furnace service personnel.

- Do not block the furnace combustion air intake outside the home or the flue opening on the roof.
- Do not block any return air grills at the furnace compartment or throughout your Home.
- Do not block supply registers—supply registers may be “dampered” as needed to control and regulate air flow, but they should never be fully closed or blocked
- Do not operate a humidity device on your furnace
- Change air filters regularly, once a month is a good schedule for filter cleaning or changing

### Fuel Oil Furnace System

If your furnace uses fuel oil, your outside tank and supply system must be installed as recommended by the furnace manufacturer. The tank must be located safely away from fire or other hazards and must be accessible for service.

In climate areas of high humidity and temperature extremes, water may condense and collect in the bottom of the tank. This condensation can be minimized by capping the tank with a vented cap and by keeping the tank full. A proper filter, installed in the fuel line near the tank, will help trap any dirt or water that may settle in the tank. Your fuel supplier may be able to drain or pump out troublesome dirt and water accumulation.

Wrap exposed fuel lines with insulating material. Occasionally, water may condense in fuel tanks and collect in fuel lines. If this water freezes, fuel delivery to the heating system and other appliances may be interrupted.

### Gas (LP or Natural) System

Your furnace may use either LP gas or Natural gas. Conversion from one gas type to another must be done by a licensed professional.

**CAUTION: Be sure your furnace has been converted to the proper gas type before operation.**

### Electric Heating System

Electric furnaces require little maintenance. The air circulation system is similar to that used for gas or oil systems and should be maintained as outlined in the operator’s manual supplied with the furnace.

## HVAC—HEATING, VENTILATION AND AIR-CONDITIONING

### Whole-House Ventilation

As Homes have become more and more energy efficient and construction requirements have mandated tighter home construction, a “Whole-House Ventilation System” has become necessary and required by the HUD Code, 24 C.F.R. § 3280 et seq. A Whole-House Ventilation system has been installed in your Home if you purchased a Manufactured Home, and may be provided in a Modular and it will operate on its own whenever the Home’s furnace or air-conditioner is in operation.

You may operate and are encouraged to operate the Whole-House Ventilation system whenever the Home is occupied. To activate the system even when the furnace or air-conditioner is not operating, flip the toggle on the thermostat to the position shown by the label indicating “Whole House Ventilation.”

Complete operation and maintenance instructions for the Whole-House Ventilation system can be found in your homeowner’s instruction package or a drawer in the kitchen.

**WARNING: A vital part of the Whole-House Ventilation system is comprised of a flexible insulated duct coming from the ceiling down to the air-handler. This flexible duct must never be kinked or blocked in any manner. See the Installation Instruction for more information about this flex duct.**

Helpful tips to increase / improve ventilation:

- Open doors and windows when weather permits for fresh air.
- Do not tape doors or windows.
- Avoid overcrowding closets.
- Avoid locating heavy furniture tightly against walls.
- Do not over crowd kitchen and bath cabinets.

Helpful tips to increase energy efficiency:

- Open blinds and draperies in the wintertime to take advantage of solar heat.
- Close blinds and draperies in the summertime to counteract solar heat.
- Install storm windows.
- Keep the furnace/air-conditioner filters, grills and blowers clean.

### Condensation and Humidity, Moisture Control (in cold weather)

In all types of buildings, proper humidity control is necessary for the health and comfort of its occupants as well as for proper maintenance of the structure and furniture. If the humidity level is too low, occupants may experience dry skin, scratchy throats, and high levels of static electricity. If furniture, books and structural members of the Home become too dry, they may be damaged or may separate by shrinkage.

A satisfactory humidity level for a Home is one that can be maintained without moisture condensing on windows or walls. During winter (and depending on whether or not storm windows are in use), a maximum of 30% to 35% relative humidity may be sufficient. Your Home is enclosed by an “envelope” of insulation material adequate for the zone or region for which the Home was built. Windows are considered part of the “envelope” and may be required to meet specified air and water infiltration tests. Moisture can be regulated by proper use of exhaust fans and/or windows.

Too much moisture (condensation) can be as damaging to the Home as too little, particularly in the winter. Because warm air has the ability to hold more moisture than cold air, the tendency is for water vapor to migrate from a warmer to a cooler place; thus windows may fog or frost. Moisture may accumulate on doors, window sills, etc. and produce stains or deterioration.

Some functions in the Home which tend to cause condensation problems are:

- Cooking
- Laundering
- Bathing
- Humidifiers (which should not be used)
- Aquariums
- Hot tubs
- Potted plants
- Gas ranges (a byproduct of combustion is hydrogen which combines with the oxygen in the air to produce water)

**NOTICE: To prevent an accumulation of excessive moisture in kitchens and bathrooms, exhaust fans should always be used whenever the rooms are in use. Exhaust fans should continue to run for 10 to 15 minutes after showers and use of hot tubs and cooking.**

## HVAC—HEATING, VENTILATION AND AIR-CONDITIONING

### Condensation and Humidity, Moisture Control (in cold weather)

- Never place pans of water on the stove or in heat ducts to raise the humidity.
- Your clothes dryer must be vented to the outside according to the dryer manufacturer's installation instructions. If skirting or a perimeter wall is provided around your Home, the vent must extend outside the skirting or perimeter wall.
- Never use open flame gas or kerosene burning heaters inside your Home.
- Water leaks of any type must be repaired immediately and the building materials dried as quickly as possible.
- Make sure any drains from air-conditioners and heat pumps do not deposit water under the Home, these condensate lines must extend beyond the perimeter of the Home.
- If vaporizing inhalers or similar devices are used, always provide adequate ventilation by opening a window.

### Moisture Control (from outside sources)

The control of moisture in your Home is essential to your health, comfort and preserving the structural integrity of your Home and its contents. Most materials within your Home will mold or mildew if they become damp, or wet, particularly if they remain that way for several days. There are several ways you can control moisture levels within your Home.

- Most moisture problems can be avoided by ensuring that the site is properly prepared prior to installing your Home. Detailed set-up procedures and site preparation requirements are provided in the Installation Manual and must be followed to avoid uncontrolled moisture migration from under and around your Home.
- Make sure the area under your Home has been covered with a minimum six mil thick polyethylene sheeting or equivalent moisture retarder.
- Make sure skirting or perimeter walls are properly ventilated.

- The bottom of your Home is covered with a black plastic material called bottom board. This material is **EXTREMELY IMPORTANT** for controlling the water vapor that could enter your Home from the outside, particularly in hot humid climates. The bottom board is sometimes damaged during transit or during the set-up of your Home. (The installation crew should have inspected for this type damage and made appropriate repairs, but a second look by you the homeowner is essential.) It is critical that the bottom board be repaired immediately if it is cut or torn. If insulation has been removed or pushed to one side during work inside the bottom board, this must be replaced. Holes in the bottom board will allow moist air to enter the Home through the floor, even with the required ground cover vapor barrier in place. Additionally, the bottom board provides an effective barrier to rodents and insects.

**NOTICE: Inspect the bottom board of your Home regularly—at least twice a year. If any tears, holes or loose access panels are discovered, make repairs immediately as outlined in the Installation Manual**

## HVAC—HEATING, VENTILATION AND AIR-CONDITIONING

### Air Conditioning

As with heating equipment, be sure to read all instructions provided by the air conditioner manufacturer including those for care of the air-filter. Air filters must be cleaned or replaced regularly—once a month is a good rule of thumb.

Air-conditioning should be sized to closely match the design load, but shall not be larger than the duct capacity on the Data Plate for Manufactured Homes.

**NOTE: The supply air distribution BTU capacity listed on the Home's Data Plate is NOT the recommended air-conditioner size; it is simply a statement of the duct's maximum capacity.**

Over sizing of airconditioning equipment, especially in hot humid regions of the country, in conjunction with excessive blower speed will result in frequent cycling (short cycling) of the equipment, high energy bills and can result in severe moisture issues.

Select equipment with a rated cooling capacity sized in accordance with Chapter 28 of the 1997 ASHRAE Handbook of Fundamentals or ACCA Manual J, Residential Cooling Load, 8th edition for Manufactured Homes or the applicable chapter and reference date of the ASHRAE Handbook or the applicable edition of the ACCA Manual J, for Modular Homes. Information necessary to calculate the heat gain of the Home is located on the Data Plate for Manufactured Homes. Sizing recommendations may also be obtained by utilizing the Manufactured Housing Research Alliance Cooling Equipment Sizing Guidelines available at [www.mhrahome.org](http://www.mhrahome.org) (a copy of which is also provided in the Installation Manual).

**WARNING: Installing an air-conditioner larger than substantiated by a properly performed Manual J calculation, can cause damage to your Home. Such damages are not covered by the Limited Warranty.**

The name "air-conditioning" implies not only cooling but also addresses "conditioning of the air". Over sizing and consequent short cycling of the equipment reduces the equipment's ability to condition/de-humidify the air, resulting in an uncomfortable environment whereby compelling the home occupants to lower the thermostat to obtain a level of comfort. **Cooling your Home below 76 degrees F will increase your chances of developing moisture related problems, which are not covered under your warranty.** Generally, your air-conditioner is

most efficient and most economical to operate if it has a long run time and does not stop and start several times per hour.

Frequent starting and stopping also reduces the service life of the unit. On the hottest days of the year, your air-conditioner should run all day if it has been properly sized. A heating/cooling thermostat should be installed to prevent simultaneous operation of heating and cooling systems.

If the unit should ever fail to operate, check the breaker first. If the breaker has tripped and you cannot determine the reason, contact the representative who provides service for the air-conditioner manufacturer. Do not attempt to operate the unit again without the appropriate repairs. If there is a warranty, refer to its provisions.

### Return Air Pathways

Particularly in the summer months, it is important to keep all room doors open as much as possible. We have provided return air pathways; through, under or over room doors to allow air to return to the air-conditioner. These return air grills should never be blocked or restricted.

Refer to "whole-house ventilation" section on page 21. Whole-House ventilation is just as important during the summer as it is in the winter—do not restrict the system in any way.

## HVAC-HEATING, VENTILATION AND AIR-CONDITIONING

### HVAC Safety

Never use kerosene or other portable fuel-burning heating or cooking appliances inside your Home. These portable appliances are not safe for use inside your Home. Asphyxiation from oxygen depletion or carbon monoxide poisoning can occur since these appliances are not vented to the outside. Additionally, these appliances also release large amounts of water vapor into the air that can cause moisture damage to your Home.

Remember:

1. The Manufacturer will not accept any responsibility for any resulting damage to your Home or possible injury to you as a result of the use of fixed or portable kerosene, LPG, natural gas or other forms of fuel-burning unvented heater(s) or unvented gas logs in the Home.
2. Studies indicate that colds, lung infections, and other illnesses increase when the room air is contaminated with gases. Unvented heaters of all types put unhealthy gases and particles into the air. Asphyxiation is always a possibility.
3. Wall and ceiling surfaces become dirty with soot and chemicals left after kerosene is burned.
4. Unvented heaters produce moisture in the Home which may cause condensation on the windows, in wall cavities, and roof cavities. Exterior siding may also warp. Accelerated deterioration of the home is probable.
5. House fires may result from the improper use of kerosene heaters.



## INTERIOR MAINTENANCE

### Cabinets And Cupboards

It is recommended that Old English scratch polish, furniture polish or Murphy Oil soap should be used to care for your cabinets. For best results apply your cleaning product to a soft rag or towel before dusting or rubbing any surface. Do not use soap and water, ammonia, bleach-based products or abrasive cleaners on your cabinets. Always follow the instructions on the cleaner being used.

**NOTE: Cabinets and trim constructed with MDF Board may become damaged if subjected to excessive moisture.**

### Ceilings

Ceilings are either of mineral fiber or of drywall panels. They require little care, but some maintenance issues occasionally occur.

Damage such as gouges can usually be repaired. To repair a gouge, first remove all loose pieces, and then fill in with spackling paste applied with a clean putty knife. The paste should be leveled off to the surface of the panel and the compound sculptured to conform to the surface of the panel. After the compound dries, touch-up with paint.

Water stains on ceiling panels may indicate a roof leak or condensation problem. Be sure that this condition is corrected or repairing of the stain itself will be futile. Check with your retailer if you need help determining the cause of the stain. After the leak has been stopped, the area can usually be repainted. In cases where the panel has been badly damaged, you may have it replaced by a professional.

For cleaning of smudges or loose dirt, the ceiling panels can be dusted with a soft cloth or with use of a vacuum cleaner attachment.

When repainting is necessary, a good quality product suitable for the surface to be painted should be selected.

### Doors

The exterior doors are installed so that they provide a certain amount of clearance at all sides. The clearance space is normally filled with flexible weather stripping. If the door clearances are not maintained, there is a likelihood that the door will bind and ultimately the door or hardware may break. Proper installation of the

Home is essential to assure that adequate clearances are maintained to prevent problems from occurring. Further, a level home will assure that the door will function properly.

Your Home has a minimum of two doors that are remote from each other and provide egress to the outside. Since the doors may open differently (either by a hinge or a sliding track), every family member should be taught how to open them. Access to exterior doors should never be blocked.

**NOTE: All exterior doors require perimeter blocking.**

### Drapery Care

Fumes from fireplaces, smoking and cooking can shorten the life of fabrics. Moisture in all forms: condensation, rain or spills—damage fabrics and exposure to heat and sunlight will also damage fabrics. To help prolong the life of your draperies, follow these few simple procedures.

1. Rotate the position of your draperies when possible.
2. Treat stains promptly. Dab the spot with a water dampened cloth, preferably on the back of the fabric.
3. Remove dust by shaking or vacuuming with the hose attachment.
4. You can tumble your draperies in the dryer on the air cycle with NO HEAT.

#### **NEVER PUT DRAPERIES IN A HEATED DRYER.**

5. Draperies should be dry-cleaned. Allow for 2-3% shrinkage on the first drycleaning. If your draperies have been damaged by sun, age or moisture, they may not hold up to the agitation of dry-cleaning.
6. Sheers cannot be dry-cleaned. They may be hand washed or washed on the gentle cycle with Woolite or similar product. Sheers should not be placed in a heated dryer, they should be allowed to air dry on a line.

## INTERIOR MAINTENANCE

### Floors

Floors, whether they are wood, linoleum or composition tile, will look better and last longer if they are cleaned regularly. Avoid excessive application of water on tile as it may cause lifting and curling. If provided, follow the care directions from the manufacturer of the floor covering. If none is available, a number of good floor coatings and preservatives are available and may be purchased locally.

Vinyl floors require minimal care. Vinyl should be mopped regularly.

For longer wear, rugs and carpeting should be kept clean by frequent vacuuming. There are several commercial cleaning processes available. A thorough cleaning of carpeting is recommended at least every 12 to 18 months. Heavy use may necessitate more frequent cleaning.

Other flooring materials may require the use of special cleaning preparations that are available in most stores.

### Furniture

The life and beauty of any type of furniture can be prolonged with proper cleaning and care. Prompt removal of stains is best.

Fabric-covered furniture should be vacuumed frequently. Many fabrics can also be dry cleaned or shampooed according to directions provided with the fabric. In selecting a cleaning agent, be sure to follow the specifications on the label regarding its suitability for the fabric on which it is to be used. Loose cushion pieces, as well as mattresses, should be turned frequently. Turn and reverse so that the same side will not be in constant use and exposed to light and air which may modify color.

Wood, leather, vinyl and other synthetic materials all require regular cleaning. This is best accomplished by using some of the countless cleaning and polishing agents designed for specific materials and available to the homeowner in almost every supermarket, hardware or home improvement store.

### Plumbing Fixtures

Maintenance materials or parts are usually available at most hardware, building supply, or home supply stores. If you plan on leaving your home unattended and/or unheated for an extended period of time, turn off the main water inlet valve. Wrap exposed water lines under your Home with insulating material. In extremely cold climates, electric heat tape may be installed.

### Fiberglass, Acrylic or Other Plastic Fixtures

Clean the surfaces with warm water and a mild detergent. Abrasives will scratch, dull or discolor the surface. Do not use ammonia or any cleaner containing ammonia. Repair kits are available at local hardware or paint stores that can be used to fix minor scratches or chips. Local fiberglass repair services can usually fix major damage.

### Porcelain Fixtures

The porcelain enamel finish on steel sinks, tubs, range tops, appliances, or other surfaces may chip or become pitted or porous if not cared for properly. Below is a list to help you protect the appearance and life of porcelain surfaces in your Home. The finishes on fixtures are not warranted.

1. Clean with warm water and mild detergent. Avoid harsh abrasive cleaners or metal pads.
2. If your porcelain surfaces become badly chipped, stained, or dirty, local hardware or plumbing dealers can recommend products that can restore the finish without damage.

## INTERIOR MAINTENANCE

### Walls

Walls in your Home may be of paneling, natural wood or paper-covered or painted gypsum board dry wall. Gypsum walls are easy to keep clean and maintain. They can be kept beautiful by wiping with a dry or damp cloth and a mild detergent solution on a sponge or clean cloth. Always avoid the use of abrasive materials. Do not use solvents such as gasoline, turpentine, alcohol, paint thinner or lacquer thinner.

### Refinishing The Interior

Your Home may be constructed using materials for the ceiling, wall surfaces, kitchen cabinets and counter tops, tub and shower enclosures, furnace and water heater enclosures and doors and range wall splash panels specially selected for their flame spread and fire-resistant characteristics as specified by the Federal Standards for Manufactured Homes, where applicable.

In order to maintain these characteristics, it is important that any refinishing or remodeling be done only after determining that it will not adversely affect the fire safety of your Home.

### Windows

The installation of storm windows and doors will conserve energy, reduce air conditioning and heating bills and reduce the accumulation of excessive moisture on the windows that often occurs due to condensation in extremely cold climates. If storm windows were not supplied with your new Home, they may be ordered through a Home retailer or service center and are easily installed.

### Exit Window

All Homes are required to have an emergency exit window in each bedroom which does not have an exterior door. This window, called an egress window, must have an instructional label on it when the home is delivered to the homeowner. We suggest that you leave these instructions attached. All members of the family should be taught how to operate the window and to test it occasionally to see that it is in working condition. Access to egress windows should never be blocked.

Your new Home is built with materials and attention to detail that you would find in many site-built homes. Every Home must pass a series of inspections.

All Homes, no matter how carefully built, may occasionally experience minor performance disturbances that result from living in and using the Home. This Troubleshooting Guide may help you distinguish between those disturbances that require professional service and those you can easily fix. This guide discusses several of your Home's important systems and contains a section on the structure itself.

## Electrical Troubleshooting

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Electrical problems generally fall into two categories: complete power failures and specific circuit failures.

- **Complete Power Failures**

A complete power failure to your Home may result from a storm, a power company problem, or a mechanical problem, such as a faulty main breaker.

If you experience a sudden, complete power outage caused by a storm, the best thing you can do is wait for the power to be restored by the power company. Turning your circuit breakers ON and OFF will not help. If you notice power has been restored to other homes near your Home, check your main breaker by switching it OFF and then back ON. If this does not restore power, you should contact the power company or an electrician.

Power failures caused by power company problems are similar to natural causes, and there is little you can do except wait for power to be restored. Occasionally, a damaged power pole or damage to power lines from trenching machines or similar equipment may cause a power outage to a street or block in your neighborhood while others are not affected. If power to your Home and homes on either side of you is out, but homes across the street or on other nearby blocks seem unaffected, call the power company and explain the problem.

- **Specific Circuit Failures**

Problems with specific circuits in your Home generally fall into these categories:

1. **Switchable Outlets**

Some of the outlets in your Home may be wired to a wall switch. If a lamp or other electrical device plugged into an outlet doesn't work, check the room for wall switches. Try turning the switch ON. If the device works, that outlet is wired to the wall switch.

2. **Ground Fault Interrupter (GFI) Protected Outlets**

Subject to variations in building codes, your bathroom receptacles and receptacles located within six (6) feet of your kitchen sink and any manufacturer-installed outdoor outlets are wired to a GFI breaker or GFI receptacle. GFI receptacles are usually located in the room for which they provide protection, however in some cases a GFI receptacle in one bathroom may provide protection to receptacles in another bathroom. GFI breakers are located in the panel box. GFI protection is designed to protect you against the hazards of line-to-ground electric faults and electrical shocks which are possible, when using electrical appliances near a water source. If a circuit or appliance develops a potential shock hazard, the GFI device is designed to disconnect the outlet and limit your exposure time to the shock hazard caused by current leakage to ground.

**Note: The exterior heat tape receptacle is not GFI protected.**

3. **MODULAR - Ground Fault Interrupter (GFI)**

**Protected Outlets.** Each basin within a bathroom shall be provided with a GFCI protected outlet at the countertop area. This outlet shall be on a separate dedicated 20-amp circuit. All kitchen countertop receptacles shall be GFCI protected and cannot be spaced more than 48" o.c. At least two (2) exterior receptacles (GFCI protected), approved and listed for such use, shall be installed on the exterior of the home accessible at grade level. One on the front door side and one on the rear side. An exterior receptacle shall be installed within the perimeter of all balconies, decks or porches greater than 20 sq. feet in area that are accessible from inside the dwelling unit. (this additional receptacle shall be provided and installed by others on site) Additionally, receptacle outlets located in compartments accessible from outdoors shall be on a GFCI. Provide GFCI receptacle and switched

light fixture at crawlspace access for service of all mechanical systems.

Test the GFI at least once a month. To test the GFI:

- (a) Push the "TEST" button. The "RESET" button should pop out, indicating the protected circuit is disconnected. To restore power, push the "RESET" button.
- (b) If the "RESET" button does not pop out when the test button is pushed, a loss of ground fault protection is indicated. Have the circuit checked by a qualified electrician. Do not use the circuit until the problem has been corrected.

Test the AFCI and/or GFI breakers monthly. To test, make sure there is power to the load center, or panel board. Turn the breaker handle to the "ON" position. Press the test button causing the breaker to trip. The breaker is functioning properly when the circuit is interrupted and the handle moves to the trip position. To reset the breaker, turn the breaker handle to the "OFF" position and then back to the "ON" position.

**4. MODULAR - Arc-Fault Circuit Interrupter (AFCI)** All family rooms, dining rooms, living rooms, parlors, dens, bedrooms, sunrooms, recreation rooms, closets, hallways, or similar areas shall be protected by a listed Arc-Fault Circuit Interrupter device of the combination type. Also, all 15 & 20 amp receptacles shall be listed as tamper resistant (TR).

Your Homeowner's Information Packet contains a card that can be used to record test dates. Keep the card in a conspicuous place, and keep it up to date.

#### 5. Appliance or Fixture Problems

These are generally caused by shorts or other defects in the appliance's wiring. Sparks or smoke at the outlet or in the appliance indicate a short or other wiring defect. The circuit breaker will probably trip. Turn the breaker to that circuit OFF immediately. Unplug the appliance from the outlet. Turn the breaker ON. If the breaker trips again, turn it OFF and have the circuit checked by a qualified electrician. If the breaker does not trip again,

contact the appropriate appliance manufacturer for repairs to the appliance.

#### 6. Circuit Overloads

This is probably the most common type of circuit failure. If the total current requirement of all the appliances and devices on a circuit is more than the circuit breaker is designed to carry, the breaker will trip, disconnecting the circuit and all outlets connected to it. If this happens, unplug appliances or devices until the circuit is no longer overloaded. Occasionally, a circuit breaker may be faulty and trip even if the load on the circuit is less than the breaker capacity. In that case, the breaker should be checked and/or replaced by a qualified electrician.

**WARNING: Never "upsized" a breaker to eliminate tripping. Circuit breakers are sized for the specific load and wire size used for the circuit. A serious fire hazard can be created by "upsizing" circuit breakers.**

## Plumbing System Troubleshooting

Plumbing system problems usually fall into two general categories—leaks and stoppages. If you experience either of these situations, you should seek service from a plumbing professional.

If a main water line is leaking or broken or if you have a major leak problem, turn off the main water supply to your Home.

If a faucet or fixture is leaking, turn off the water supply to that fixture.

You can adjust the temperature of your hot water by setting the control on the water heater. Be sure to allow enough time for the water to reach the desired temperature.

## Heating/Air Conditioning System Troubleshooting

Read the owner's manual for your heating/air conditioning system before you begin operating it. Instructions for filter cleaning and replacement, as well as other operating instructions, are in the owner's manual.

If your heating/air conditioning system fails to operate, check the circuit breaker. If the circuit breaker is tripped and continues to trip after you reset it, contact an authorized service center.

Remember, it may take ten or more hours to cool your Home if the outside temperature is over 85 degrees. Similarly, if your Home has been unheated during cold weather, the furnace may operate for many hours before the whole house is warmed.

## Structural Troubleshooting

If your homesite was properly prepared and your Home properly set up and leveled, you should experience very few structural problems.

Settling of your homesite will be the biggest single factor affecting the structure of your Home. If you notice any problems, have your Home releveled. Inspect your homesite. All support stands and piers should be vertical and tight up against your Home's frame members. They should be located as shown in the Installation Manual.

## Roof Noise

If your home has a sheet metal roof, you may occasionally hear a low pitched rumble or thumping noise during high wind conditions. This sound is normal. It is caused by the roof material flexing in the wind. After an extended period of very high winds or sharp gusts, you should inspect your roof as outlined in the maintenance section of this manual.

## Living Tips

Walls can be damaged by door knobs. Be sure door stops are installed to prevent the interior door knobs from contacting wall surfaces.

Proper care of carpeting includes frequent vacuuming to remove surface dirt and deeper cleaning every few years by a professional carpet cleaning service. For linoleum/tile surfaces, regular mopping or waxing will help protect the finish. Use care when moving furniture or appliances across linoleum/tile surfaces. The surfaces can be cut or gouged.

Should you have occasion to have your Home moved, a licensed, reputable firm specializing in home moving should be retained. A qualified firm will be equipped to protect your Home and will abide by all state and local regulations.

The licensed moving company must properly prepare your manufactured Home for shipment prior to moving. Please make sure that you follow all of the directions given to you by the licensed moving company. The open portions of a multi-section home must be braced and enclosed with weather resistant materials to ensure the protection and safety of your Home. Failure to properly prepare your Home for moving can result in damage to your Home and/or injury to people. **Your warranty will terminate if you move your Home from its original installation.**

As noted above, the Manufacturer strongly recommends that you follow the licensed moving company's instructions with regard to preparation of your manufactured Home for shipment. In addition, we recommend that you also prepare a checklist. You should discuss the items on the checklist with the person in charge of your move, including site preparation and set-up. Please keep in mind that there may be some things that the moving company will not handle and that you may wish to handle yourself.

The following is a list of helpful tips:

1. Remove ALL furniture and personal items from the home.

**WARNING: The Home was not designed to transport personal items of any kind. The only items that can be left in the home during transport are: range, refrigerator, washer and dryer.**

2. Secure the range, refrigerator, washer and dryer to the floor using screws and brackets. Additionally, secure the refrigerator door from opening, and attach the refrigerator to the wall with a padded strap to prevent overturning.
3. Secure all doors and drawers to prevent them from sliding or swing open during transit.
4. Have electrical power, water supply, gas supply and under home drain lines disconnected by properly trained personnel.
5. Cap water, gas and drain lines.
6. Lock all doors and close all windows.
7. Obtain insurance coverage for your Home during the move. Your licensed moving company may provide such coverage, and it is usually available on term or trip basis. You should inquire about coverage prior to the move.

**NOTE:** Some Modular Homes are constructed to be set off frame and this section would not apply.

## Important Health Notice

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

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

High indoor temperatures and humidity raise formaldehyde levels. When a home is to be located in areas subject to extreme summer temperatures, an air-conditioning system can be used to control indoor temperature levels. Check the comfort cooling certificate to determine if your Home has been equipped or designed for the installation of an air-conditioning system.

If you have any questions regarding the health effects of formaldehyde, consult your doctor or local health department.

## Manufactured Housing Standards Act

The National Manufactured Housing Construction and Safety Standards Act of 1974 was enacted to improve the quality and durability of manufactured homes and to reduce the number of injuries and deaths caused by manufactured home accidents. The Federal Manufactured House Construction and Safety Standards issued under the Act govern how manufactured homes must be constructed. Your home was manufactured to the standards. The standards cover the planning and construction of your home. They were developed so that you would have a safe, durable home. The standards do not cover such aspects of the home as furniture, carpeting, certain appliances, cosmetic features of the home and additional rooms or sections of the manufactured home that you have added. The Act provides that if for some reason your manufactured home is found not to meet the standard or to contain safety hazards, the manufacturer of the home must notify you of that fact. In some cases where there is a safety hazard involved, the Act requires the manufacturer to correct the manufactured home at no cost to you or to replace the home or refund all or a percentage of the purchase price. If you believe you have a problem for which the Act provides a remedy, you should contact the Manufacturer, the manufactured home agency in your state (see the list on pages 39-44 of this manual), or the Department of Housing and Urban Development. Our address is set forth in this Homeowner's Manual. We recommend that you contact us first because that is the quickest way to have your complaint considered.

## Modular Homes

Modular Homes are constructed in accordance with local building codes, and may be subject to local permitting requirements when your Home is installed. The Manufacturer is not responsible for the failure to comply with local permitting and installation rules and regulations.



## Preventive Maintenance

The electrical, heating and plumbing systems of your Home were designed and installed in accordance with accepted engineering practices. However, normal use through time will cause some expected breakdowns on components just as would happen in any other building or Home. To prevent major problems, watch for tell-tale danger signals, such as continuous damp areas under drain and water lines, oil and gas leaks in your fuel system, overloading of electric circuits resulting in a fuse or breaker continuously tripping off, or unusual flickering of lights. Become acquainted with the Service and Care Manuals provided by the appliance manufacturers and follow their instructions.

If a breakdown does occur, consult someone specializing in the specific area of trouble.

Complete the information requested in the Directory of Service Firms (on the following pages) as soon as possible so that you will have a ready reference in case of emergency.

If your Home is equipped with gas appliances, a shut-off valve is installed within 6 feet of the appliance in case you have any problems. The electric distribution panel has a main shut-off switch to be used if it is ever necessary to cut off electricity throughout the house. The main shut-off valve for the water system should be shut off if any break occurs in the water system.

## Directory of Service Firms

### **First Aid for your Home**

Names, locations and phone numbers that will help you if warranty or local maintenance service is necessary.

Should service be needed for your Home or any of the appliances, it will save you time and effort if information regarding the service representatives is readily available. The retailer who sold your home to you will have this and can provide it. It may also be located in the operational instructions that usually accompany the various appliances. For problems which you feel we are responsible, contact us at our address which is printed in the Limited Warranty section.

## DIRECTORY OF SERVICE FIRMS

<b>YOUR HOME RETAILER</b> Name _____ Street _____ City _____ State _____ Zip _____ Serial Number of Your Home _____ Year Purchased _____ Serial Number of Keys _____ Warranty Expiration Date _____	<b>WASHER SERVICE</b> Model Number _____ Make _____ Representative _____ Phone _____ Warranty Expiration Date _____
<b>RANGE SERVICE</b> Model Number _____ Make _____ Representative _____ Phone _____ Warranty Expiration Date _____	<b>DRYER SERVICE</b> Model Number _____ Make _____ Representative _____ Phone _____ Warranty Expiration Date _____
<b>DISHWASHER SERVICE</b> Model Number _____ Make _____ Representative _____ Phone _____ Warranty Expiration Date _____	<b>GARBAGE DISPOSAL SERVICE</b> Model Number _____ Make _____ Representative _____ Phone _____ Warranty Expiration Date _____
<b>FURNACE SERVICE</b> Model Number _____ Make _____ Representative _____ Phone _____ Warranty Expiration Date _____	<b>AIR CONDITIONER SERVICE</b> Model Number _____ Make _____ Representative _____ Phone _____ Warranty Expiration Date _____
<b>WATER HEATER SERVICE</b> Model Number _____ Make _____ Representative _____ Phone _____ Warranty Expiration Date _____	<b>EMERGENCY NUMBERS</b> _____ _____ _____ _____ _____

# HOME MAINTENANCE INSPECTION CHART

You are responsible for taking proper care of your Home. If you follow the instructions in this manual and the instructions in the Owner's/Operator's Manuals for your appliances and other systems, your Home should be comfortable and efficient for many years.

Use this maintenance chart to remind you of important items that need regular attention. More detailed instructions for your appliances may be included in the Operator's Manuals for those appliances. Items marked with an asterisk (\*) should be maintained as outlined in the Operator's Manual or tags/labels supplied with or attached to the item.

## Once Each Year

Air conditioning system\*  
Clothes dryer\*  
Clothes washer\*  
Kitchen & bath vent fans  
Furnace\*  
Microwave oven\*  
Stove & oven\*  
Trash compactor\*  
Fire extinguisher\*  
Skirting  
Metal roof  
Exterior finish  
Exterior caulking/sealants  
Shingle roof

## Every Three Months

Evaporative cooler\*  
Water heater\*  
Windows/doors  
Anchors & tie downs  
Locks & latches

## Every Month

Smoke Alarm\*  
Furnace/air conditioner filters  
Ground Fault Interrupter (GFI)

Here is a seasonal checklist you can use to help you keep your Home in good condition.

## Spring

Check anchoring system  
Inspect roof  
Wash & wax exterior (metal siding only)  
Check fuel tank monthly for dirt and water  
Check kitchen & bath exhaust fans  
Clean interior walls

## Summer

Check air conditioning system  
Clean or replace air filters  
Inspect roof  
Check exterior caulking and sealants  
Check kitchen & bath exhaust fans

## Fall

Clean furnace  
Top off heating fuel supply  
Check anchor ties  
Wrap exposed oil lines  
Check fuel oil system  
Check heat tapes on water lines, if installed

## Winter

Lubricate window mechanisms

# HOME MAINTENANCE SCHEDULE

DATE	MAINTENANCE	DATE	MAINTENANCE

## HUD DISPUTE RESOLUTION PROCESS

Many states have a consumer assistance or dispute resolution program that homeowners may use to resolve problems with manufacturers, retailers, or installers concerning defects in their manufactured homes that render part of the home unfit for its intended use. Such state programs may include a process to resolve a dispute among a manufacturer, a retailer, and an installer about who will correct the defect. In states where there is not a dispute resolution program that meets the federal requirements, the HUD Manufactured Home Dispute Resolution Program will operate. These are "HUD administered states." The HUD Manufactured Home Dispute Resolution Program is not for cosmetic or minor problems in the home. You may contact the HUD Manufactured Housing Program Office at (202) 708-6423 or (800) 927-2891, or visit the HUD website at [www.hud.gov](http://www.hud.gov) to determine whether your state has a state program or whether you should use the HUD Manufactured Home Dispute Resolution Program. Contact information for state programs is also available on the HUD website. If your state has a state program, please contact the state for information about the program, how it operates, and what steps to take to request dispute resolution. When there is no state dispute resolution program, a homeowner may use the HUD Manufactured Home Dispute Resolution Program to resolve disputes among the manufacturer, retailer, and installer about responsibility for the correction or repair of defects in the manufactured home that were reported during the 1-year period starting on the date of installation. Even after the 1-year period, manufacturers have continuing responsibility to review certain problems that affect the intended use of the manufactured home or its parts, but for which correction may no longer be required under federal law.

### **HUD Manufactured Home Dispute Resolution Program**

The steps and information outlined below apply only to the HUD Manufactured Home Dispute Resolution Program that operates in HUD-administered states, as described under the heading "Dispute Resolution Information" in this manual. Under the HUD Manufactured Home Dispute Resolution Program, homeowners must report defects to the manufacturer, retailer, installer, a State Administrative Agency, or HUD within 1 year after the date of the first installation. Homeowners are encouraged to report defects in writing, including, but not limited to, email, written letter, certified mail, or fax, but they may also make a

report by telephone. To demonstrate that the report was made within 1 year after the date of installation, homeowners should report defects in a manner that will create a dated record of the report: for example, by certified mail, by fax, or by email. When making a report by telephone, homeowners are encouraged to make a note of the phone call, including names of conversants, date, and time. No particular format is required to submit a report of an alleged defect, but any such report should at a minimum include a description of the alleged defect, the name of the homeowner, and the address of the home.

Homeowners are encouraged to send reports of an alleged defect first to the manufacturer, retailer, or installer of the manufactured home, or a State Administrative Agency. Reports of alleged defects may also be sent to HUD at:

**HUD, Office of Regulatory Affairs and Manufactured Housing  
Attn: Dispute Resolution  
451 Seventh Street, SW.  
Washington, DC 20410-8000  
Fax to (202) 708-4213  
Email to [mhs@hud.gov](mailto:mhs@hud.gov)  
or report telephonically at (202) 708-6423 or (800) 927-2891**

If, after taking the steps outlined above, the homeowner does not receive a satisfactory response from the manufacturer, retailer, or installer, the homeowner may file a dispute resolution request with the dispute resolution provider in writing, or by making a request by phone. No particular format is required to make a request for dispute resolution, but the request should generally include the following information:

The name, address, and contact information of the homeowner;

The name and contact information of the manufacturer, retailer, and installer of the manufactured home;

The date or dates the report of the alleged defect was made;

Identification of the entities or persons to whom each report of the alleged defect was made and the method that was used to make the report;

The date of installation of the manufactured home affected by the alleged defect; and

A description of the alleged defect.

Information about the dispute resolution provider and

## HUD MANUFACTURED HOME DISPUTE RESOLUTION PROGRAM CONTINUED

how to make a request for dispute resolution is available at <http://www.hud.gov> or by contacting the Office of Manufactured Housing Programs at (202) 708-6423 or (800) 927-2891.

A screening agent will review the request and, as appropriate, forward the request to the manufacturer, retailer, installer, and mediator. The mediator will mediate the dispute and attempt to facilitate a settlement.

The parties to a settlement include, as applicable, the manufacturer, retailer, and installer. If the parties are unable to reach a settlement that results in correction or repair of the alleged defect, any party or the homeowner may request nonbinding arbitration. Should any party refuse to participate, the arbitration shall proceed without that party's input. Once the arbitrator makes a non-binding recommendation, the arbitrator will forward it to the parties and HUD. HUD will have the option of adopting, modifying, or rejecting the recommendation when issuing an order requiring the responsible party or parties to make any corrections or repairs in the home. At any time before HUD issues a final order, the parties may submit an offer of settlement to HUD that may, at HUD's discretion, be incorporated into the order.

In circumstances where the parties agree that one or more of them, and not the homeowner, is responsible for the alleged defect, the parties will have the opportunity to resolve the dispute outside of the HUD Mediation and Arbitration process by using the Alternative Process. Homeowners will maintain the right to be informed in writing of the outcome when the Alternative Process is used, within 5 days of the outcome. At any time after 30 days of the Alternative Process notification, any participant or the homeowner may invoke the HUD Manufactured Home Dispute Resolution Program and proceed to mediation. The HUD Manufactured Home Dispute Resolution Program is not a warranty program and does not replace the manufacturer's or any other warranty program.

# STATE ADMINISTRATIVE AGENCIES

If the Manufacturer is unable to resolve any issue concerning your Manufactured Home or Modular Home (where applicable), then please contact your State's Administrative Agency at the following addresses and telephone numbers:

## ALABAMA

Jim Sloan, Administrator  
Alabama Manufactured Housing Commission  
350 South Decatur Street  
Montgomery, AL 36104-4306  
PH: (334) 242-4036 ext. 25  
FAX: (334) 240-3178  
Designee: Tommy Colley  
Program Manager  
PH: (334) 242-4036 ext. 22  
FAX: (334) 240-3178

## ALASKA

Use HUD address below

## ARIZONA

Robert L. Barger, Director  
Arizona Department of Fire, Building and Life Safety  
Office of Manufactured Housing  
1100 West Washington, Suite 100  
Phoenix, AZ 85007-2935  
PH: (602) 364-1003  
FAX: (602) 364-1063  
Complaints: Joni Cage  
PH: (602) 364-1032  
FAX: (602) 364-1063

## ARKANSAS

Whit Waller, Director  
Arkansas Manufactured Home Commission  
101 E. Capitol Avenue, Suite 210  
Little Rock, AR 72201-3826  
PH: (501) 324-9032  
FAX: (501) 683-3538

## CALIFORNIA

Kevin Cimini, Administrator  
Department of Housing and Community Development  
Manufactured Housing Section  
1800 Third Street, Suite 260  
Sacramento, CA 95814-6900  
Mailing Address  
P.O. Box 31  
Sacramento, CA 95812-0031  
PH: (916) 445-3338  
FAX: (916) 327-44712

## COLORADO

Steve Bernia, Program Manager  
Housing Technology & Standards Section  
Division of Housing  
1313 Sherman Street, #321  
Denver, CO 80203-2244  
PH: (303) 866-4656  
FAX: (303) 866-3072

## CONNECTICUT

Use HUD address below.

## DELAWARE

Use HUD address below.

## DISTRICT OF COLUMBIA

Use HUD address below

## FLORIDA

Dr. Dwight D. Davis, Chief  
State of Florida  
Division of Motor Vehicles  
Bureau of Mobile Homes and RV  
2900 Apalachee Parkway, MS66  
Tallahassee, FL 32399-0640  
PH: (850) 617-2808  
FAX: (850) 488-7053  
Complaints: Vickie Ladd  
PH: (813) 740-4298 ext. 233

## GEORGIA

Chris Stephens, Assistant State Fire Marshal  
Manufactured Housing Division  
State Fire Marshal's Office  
#2 Martin Luther King Jr. Drive, #620 West Tower  
Atlanta, GA 30334  
PH: (404) 656-3687  
FAX: (404) 657-6971  
Complaints: Nicole Cole  
PH: (404) 656-9498  
FAX: (404) 657-6971

# STATE ADMINISTRATIVE AGENCIES

## HAWAII

Use HUD address below.

## IDAHO

Tom Rodgers, Manufactured Homes Supervisor  
Division of Building Safety–Building Bureau  
1090 E. Watertower Street  
Meridian, ID 83642  
Mailing Address: P.O. Box 83720  
Meridian, ID 83720-0600  
PH: (208) 332-8991  
FAX: (208) 855-9399  
Complaints: Janice Atherton  
PH: (208) 332-7139  
FAX: (208) 855-9399

## ILLINOIS

Justin DeWitt  
Illinois Department of Public Health  
Division of Environmental Health  
General Engineering Section  
525 West Jefferson Street  
Springfield, IL 62761  
PH: (217) 782-3517  
FAX: (217) 785-5897  
Designee: John D. Reilly, Jr., SAA Administrator  
PH: (217) 785-3043  
FAX: (217) 785-0253

## INDIANA

Richelle Wakefield, CBO  
Director, Fire & Building Code Enforcement Division  
Indiana Department of Homeland Security  
Division of Fire & Building Safety  
302 W. Washington Street, Room E-241  
Indianapolis, IN 46204  
PH: (317) 233-1407  
FAX: (317) 233-0307  
Designee: Don LeBrun, Assistant Director  
PH: (317) 232-1417  
FAX: (317) 233-0307

## IOWA

Rich Bolten, Manufactured Housing Coordinator  
State Fire Marshal Division  
215 E. 7th Street  
Des Moines, IA 50319-0047  
PH: (515) 725-6145  
FAX: (515) 725-6140

## KANSAS

Use HUD address below.

## KENTUCKY

Dan Chapman  
Chief Deputy State Fire Marshal  
Manufactured Housing Division  
Kentucky Fire Marshal's Office  
101 Sea Hero Road, Suite 100  
Frankfort, KY 40601-4322  
PH: (502) 573-1795  
FAX: (502) 573-1004

## LOUISIANA

Sammy J. Hoover, Administrator  
Manufactured Housing State Administrative Agency  
Louisiana Manufactured Housing Commission  
11606 South Fork Avenue, Suite 103  
Baton Rouge, LA 70819-5235  
PH: (225) 295-8500  
FAX: (225) 295-8503

## MAINE

Robert V. LeClair, Executive Director  
Maine Manufactured Housing  
Department of Professional and Financial Regulations  
35 State House Station  
Augusta, ME 04333-0035  
PH: (207) 624-8678  
FAX: (207) 624-8637

## MARYLAND

Ed Landon, Director  
Maryland Code Administration  
Department of Housing & Community Development  
100 Community Place  
Crownsville, MD 21032-2023  
PH: (410) 514-7220  
FAX: (410) 987-8902  
Designee: Charles Cook  
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## U.S. Department of Housing and Urban Development (HUD)

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HUD is the Federal Agency which administers the Act and questions concerning the Act or your rights under the Act can be directed to HUD or to the approved SAA in your state which acts as HUD's agent. To contact HUD, refer to the Department of Housing and Urban Development under listings for the U.S. Government in your telephone book. In calling or writing your local HUD office, address your inquiry or call to the "Consumer Complaint Officer". If you live in a small town or rural area, your local HUD office will probably be located in a nearby city. You may also contact the Central HUD Office directly by writing or calling the Mobile Home Standards Division, Department of Housing and Urban Development, Washington, D.C. 20410 (Phone 202-708-6423 or (800) 927-2891). For the most current SAA information log on to:  
<http://www.hud.gov/offices/hsg/sfhlmhs/mhssaa.cfm>

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