

Homeowner Warranty Guide

HUD Code Manufactured Homes



DREAM IT. DESIGN IT. BUILD IT. LOVE IT.



Dear Homeowner:

Thank you and congratulations on the purchase of your new home manufactured by Adventure Homes located in Garrett, Indiana. On behalf of all the employees, we wish you the best as you continue your life's adventures in your new home for years to come!

The information and recommendations on the following pages will help you enjoy and allow you to protect your investment. You will also find essential safety information to review for you and anyone else living in the home. Please read this guide carefully and store it for regular reference.

The following pages will also describe the Adventure Homes one-year limited warranty that comes with the purchase of your brand-new home. Please consult with your Adventure Homes Customer Service Representative with any questions concerning the build of your home that are not answered in this manual. As soon as you can, we recommend reaching out to Adventure Homes to activate your warranty. Once you make contact, you will receive a warranty activation number you can reference for any service your home may require. Please write the number below and reference this or the serial number each time you talk with your Customer Service Representative.

Warranty Activation Number

Home Serial Number

Once again, our dedicated employees thank you for choosing one of our many homes. We understand there are many manufacturing companies to choose from and appreciate the trust you have in Adventure Homes. We work hard and strive to make sure your home brings you many years of comfort and satisfaction.

Sincerely,

Adventure Homes



DREAM IT. DESIGN IT. BUILD IT. LOVE IT.

CONTACT INFORMATION - SERVICE AND MAINTENANCE

Your Retailer can provide the following contact information for your home's warranty and maintenance service providers. This information may also be located in the appliance manufacturer's warranty and operational instructions for each of the various appliances in your home.

FURNACE SERVICE

Name _____
Address _____
Phone _____
Serial # _____

GARBAGE DISPOSER SERVICE

Name _____
Address _____
Phone _____
Serial # _____

WATER HEATER SERVICE

Name _____
Address _____
Phone _____
Serial # _____

WASHER SERVICE

Name _____
Address _____
Phone _____
Serial # _____

RANGE SERVICE

Name _____
Address _____
Phone _____
Serial # _____

DRYER SERVICE

Name _____
Address _____
Phone _____
Serial # _____

REFRIGERATOR SERVICE

Name _____
Address _____
Phone _____
Serial # _____

FIREPLACE SERVICE

Name _____
Address _____
Phone _____
Serial # _____

DISHWASHER SERVICE

Name _____
Address _____
Phone _____
Serial # _____

AIR CONDITIONER SERVICE

Name _____
Address _____
Phone _____
Serial # _____

MICROWAVE SERVICE

Name _____
Address _____
Phone _____
Serial # _____

HOME SERIAL NUMBER

RETAILER INFORMATION

Name _____
Address _____

Phone _____
Email _____

MANUFACTURER INFORMATION

Adventure Homes Service Department
1119 Fuller Drive,
Garrett, IN 46738
(877) 510-1963
Service@AdventureHomes.net

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INTRODUCTION

HOMEOWNER'S INFORMATION PACKET

Your new home is a major investment. To help you get the most enjoyment and benefit from it, we have put together the Homeowner's Information Packet containing the following important documents. Please store these documents in a safe place for future reference.

1. ***Homeowner Warranty Guide*** – This is the document you are currently reading. It describes many important home features and gives guidelines for ongoing care and upkeep that will help protect your purchase. This guide provides important safety warnings regarding health information and it also includes information regarding our limited warranty. It is our written commitment to you concerning any questions or concerns you may have with the build of your home as any issues may arise.
2. ***Installation / Consumer Manual*** – Your home must be properly installed for its long-term comfort and durability. The Installation Manual contains instructions for the proper installation of your home. It includes instructions for site preparation and drainage and outlines the minimum requirements for the proper supporting foundation and anchoring of your home, as well as guidelines for connecting the utilities.
3. ***Homeowner Information Cards*** – These cards must be filled out and returned to Adventure Homes, per the HUD code. These cards may be filled out by the retailer you purchased your home from before you receive this packet. Your cooperation in returning these cards filled out is greatly appreciated! (see below for more specific information)
4. ***Appliance Warranty Information Booklets*** – These booklets provide warranty and information about how to operate each appliance included in your home packet or with the appliance itself.

HOMEOWNER'S INFORMATION CARDS

The Federal Manufactured Home Construction and Safety Standards Act requires every producer of manufactured homes to provide in each home a booklet containing at least three (3) detachable information cards. It is important that we receive the information requested on these cards. If you purchased your home from a retailer, please be sure the retailer completes and mails a card on your behalf. If you acquired your home from someone other than a retailer, please fill out and send a card to us promptly at the address shown on your home's Data Plate located under the kitchen sink. It is important that you keep this Homeowner Warranty Guide while you own the home and then give it to any person who buys the home from you.

DATA PLATE

A completed Data Plate for your home is located inside the cabinet underneath the kitchen sink. The Data Plate provides various identification numbers and identifies the wind zone, roof load zone, and climatic zone for which your home was designed. Maps included on the Data Plate geographically identify the wind, snow and climatic zones for the United States. Your home should not be located in or relocated to a zone which has requirements exceeding those for which the home was designed. The following information is included on the Data Plate: certified climate zones suitable for the home's location, model and serial numbers, a listing of the major factory-installed appliances & the manufacturing plant's name and location.

INTRODUCTION

SERIAL NUMBER

The serial number of your home is included on the data plate and is permanently stamped on the front of your home's steel frame. When contacting your retailer or manufacturing plant for service, please have the serial number available for identification purposes.

HOW TO FIND YOUR HUD LABEL

The National Manufactured Housing Construction and Safety Standards Act of 1974 (Act) 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 Home Construction and Safety Standards issued under the Act govern how manufactured homes must be constructed. Your manufactured home was manufactured to these 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 manufactured home as furniture, carpeting, certain appliances, cosmetic features of the home and additional rooms or sections of the 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 manufactured 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 state-by-state list in this manual), or the Department of Housing and Urban Development (HUD). We do recommend that you contact Adventure Homes first, as it is the quickest way to have your complaint considered.

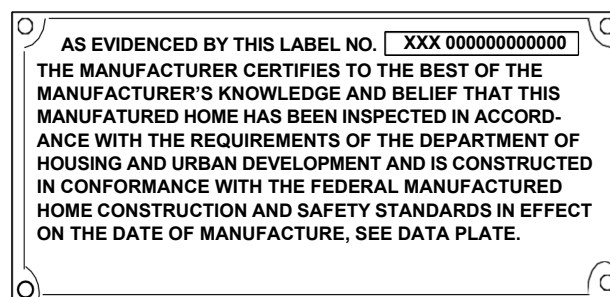
Address

Adventure Homes
Attention: Service Department
P.O. Box 330 / 1119 Fuller Drive
Garrett, IN 46738

Location of HUD Label(s)

Single Section – Rear of Home on Endwall
Multi-Section – Rear of Home on Sidewall

HUD Label Example



LIMITED WARRANTY

ADVENTURE HOMES LIMITED WARRANTY

Subject to the exclusions and conditions outlined in this Limited Warranty, your new home (which includes the steel structure beneath the floor, plumbing, heating, electrical systems, and all components installed by Adventure Homes) is warranted by the Adventure Homes manufacturing plant that built your home to be free from defects in materials and/or workmanship for one (1) year from the date of the close of the sale of the home.

The One-Year Limited Warranty covers your home for normal use as a single-family dwelling. If the home is used primarily for business, office, or commercial purposes, the period covered will be 60 days from first date of such use.

Warranty work is provided upon request and for the benefit of homeowner(s) only. This Limited Warranty is nontransferable if you sell the home or if you relocate the home from its original installation location.

Before making warranty visits to the home, Adventure Homes requires electricity and/or gas, as well as a water source to be turned on inside the home since utilities are required to make repairs.

NOTICE: When the water is turned on to the home, it is the retailer or homeowners' responsibility to check all fittings throughout the home to verify there are no leaks or drips. Multiple fittings are behind access panels in some areas, such as shower walls and at the washer box. These fittings can come loose during transportation and may need to be tightened or replaced.

This Limited Warranty covers only those defects that become evident within the applicable warranty period and where notice is provided to the Retailer or the Adventure Homes Service Department.

- Cosmetic warranty is defined as any defects noticeable by the naked eye. Examples are caulking, loose trim, warranted drywall cracks, etc. Cosmetic items need to be reported within the first 60 days of possession of the home. Adventure Homes allots one cosmetic visit per home.
- Structural warranty is defined as items that are not visible to the naked eye. Examples are plumbing issues, electrical issues, wood built structures of the home. The structural warranty is covered during the One-year Limited Warranty period.

All warranty repairs or replacements provided by Adventure Homes under this Limited Warranty are free of charge. Any parts or components that are replaced or repaired under this Limited Warranty are covered only until the applicable warranty expires. Any such replaced or repaired parts or components are the property of Adventure Homes. Adventure Homes will make the final decision whether to repair or replace parts/components. Adventure Homes has the sole authority to determine the manner in which the repairs are made and the personnel used to complete the repairs. Adventure Homes will attempt to accommodate, but will not guarantee, special times, requests, or specific personnel.

NOTICE: Please remember your 1 year warranty period (12 months) starts on the 1st day of ownership or the effective date of your lease.

LIMITED WARRANTY

This Warranty Does Not Cover

Appliance issues. All appliances (including the furnace and water heater) are covered by the specific manufacturer's warranty. For instance, the kitchen appliances are covered by their specific manufacturer's warranty, the furnace and hot water heaters are covered by their specific manufacturer's warranty. The warranty information will be located in your home, or you can call Adventure Homes for the contact phone numbers.

NOTICE: You will need the model and the serial number of the appliance/water heater/furnace and purchase date of home when calling into the manufacturer.

Defects, damage, or problems caused by or related to:

- Improper site preparation or installation, leveling or re-leveling of the home or installation of skirting or other accessories provided by your Retailer or third party.
- Home is not set to the manufacturer requirements as found in the Installation/Consumer Manual. Including improper or no support blocking under exterior doors or large windows
- Drywall transportation flex cracks above and below doors and windows on drywall product. These are to be expected when homes are transported and should be repaired at time of trim-out. Minor drywall imperfections and/or cracks defined as: anything smaller than 24" in length, that you can see with natural light from approximately 4-6' away.
- Settling of the home or shifting soil conditions (such as: glass/mirror cracking or breakage, door adjustments, drywall, tape and texture and ceiling cracks).
- Abuse, misuse, negligence, or accidental damage due to theft, vandalism, natural disasters, high winds, hail or "Acts of God".
- Alteration, modification, movement, and reinstallation of the home.
- Moving your home from its original site.
- The use of a kerosene heater or other type of fuel-burning portable heater in the home.
- Normal deterioration due to wear or exposure.
- Problems caused by lack of maintenance.
- Using the home as a support structure for objects attached to it such as awnings, carports, garages, etc.
- Problems resulting from condensation.
- Faucet aerator blockage.
- Adjustment of toilet floats.
- Failure to comply with instructions contained in the Homeowner's Guide and/or the Adventure Homes Installation Manual.
- Vibration or movement in the home. This may be a result of the operation of appliances, wind or people moving in the home.
- Appliances, accessories, components or site improvements provided, modified, or installed by the Retailer or homeowner.
- Damage due to inadequate water drainage, which allows standing water under the home.
- Problems resulting from closed, blocked or improper ventilation of skirting or foundation.

The following items are considered part of homeowner maintenance and not covered by warranty:

- Carpet wear in high traffic areas.
- Caulking on the interior and exterior of the home.
- Minor ceiling cracks due to settling.
- Minor drywall imperfections, tape and texture nail pops and/or cracks due to settling defined as anything smaller than 24" in length and that you cannot see with natural light from approximately 6' away.

ABOUT YOUR HOME

PLUMBING SYSTEM

Water Heater Operation - Before operating your water heater read and understand the manufacturing instructions and warnings. Never operate your water heater before the tank is properly filled with water.

Water Lines Can Freeze - If your home is located where freezing temperatures occur, 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. Pipes not adequately insulated could result in frozen pipes that may cause damage to the plumbing system, your home and contents. A number of suitable insulating materials are available. An electric heating element, generally referred to as “heat tape,” may also be used. When the heat tape is wrapped around the pipe and plugged into an electrical outlet, it will normally protect the pipe against freezing.

NOTICE: THE HEAT TAPE RECEPTACLE UNDER THE HOME IS NOT TO BE USED AS AN OUTSIDE POWER SOURCE; IT SHOULD ONLY BE USED TO POWER THE HEAT TAPE TO PREVENT THE WATER SUPPLY LINE FROM FREEZING.

NOTICE: Your home may be equipped with a main water shut-off valve that shuts off the water to your entire home. Familiarize yourself with the location of the main water shut-off valve.

Leaks - Leaks anywhere in the water distribution system can cause extensive damage if not found early. A regular check of your water lines - especially the fittings - both inside and outside the home, is a worthwhile precaution (see Homeowner’s Maintenance Calendar on page 27). The installation of the home may cause plumbing leaks that occur after the home has been set up. Such plumbing leaks are NOT covered by the factory warranty. If a leak occurs after you have moved into the home, check for stresses on the plumbing lines. The home may need to be re-leveled.

NOTICE: Failure to adequately and/or timely address and repair leaks could cause damage to the home and personal property.

ABOUT YOUR HOME

HEATING SYSTEM

Your home has a central heating system. You can balance the airflow throughout your home by opening or closing various vent registers. The manufacturer of the gas furnace provides instructions for the installation, adjustment, alteration, service, and maintenance and how to light and operate the furnace. These instructions are usually placed within the furnace burner compartment or attached to the furnace door before the home is shipped from the factory. Review and carefully follow the furnace manufacturer's instructions at all times. Improper care and use of heating systems may result in higher energy bills, release of carbon monoxide, fire or explosion that can cause property damage, personal injury or loss of life. It is your sole responsibility to make certain that the furnace has been correctly set up and adjusted to operate properly. **Never attempt to alter or modify the furnace. If a malfunction occurs, contact a qualified service technician.**

NOTICE: MAKE CERTAIN YOUR GAS APPLIANCES HAVE THE PROPER ORIFICES FOR THE SPECIFIC TYPE OF GAS (PROPANE, NATURAL GAS, ETC.) SUPPLY BEING USED.

NOTICE: Under no condition should the combustion air intake or the outside draft opening on the furnace be blocked or obstructed.

NOTICE: IF YOU CHOOSE TO INSTALL AN AIR CONDITIONING UNIT YOU MUST ENSURE THE UNIT IS PROPERLY SIZED FOR YOUR HOME AND LOCATION.

FURNACE MAINTENANCE

Maintaining your heating system on a regular basis can increase its efficiency and life. Consult the furnace manufacturer's maintenance manual for specific care and maintenance requirements and warnings. All furnaces should be serviced at the beginning of each heating season by a qualified service technician. Dust Filters- remove and clean or replace the filters on a regular basis. Minimally, the filters should be cleaned or replaced twice a season, and more often in dusty areas. Your local home improvement store may have the proper replacement filter or a factory replacement can be obtained from a furnace distributor near you (see list included with the furnace owner's manual).

Beware of Roof Vent - Ice may form on the furnace roof vent during extremely cold weather. A small amount of ice present is no problem, but excessive ice on the air inlet or exhaust portions of the roof vent must be removed.

NOTICE: Unvented fuel exhaust heaters can cause excessive condensation in your home, and can contribute to serious issues such as headaches, drowsiness, and even asphyxiation. Never install or use unvented combustible fuel heaters (e.g., kerosene, propane, natural gas, wood, etc.) in your home.

ABOUT YOUR HOME

FIREPLACES

If your home is factory-equipped with a fireplace (gas, wood- burning or electric), any modifications should be done only in accordance with the fireplace manufacturer's specifications. The fireplace is NOT an alternative heat source for the home and is not intended to heat your home. Before you start your first fire, read the Fireplace Manufacturer's Care and Operations Manual carefully. Your fireplace and chimney (if applicable) should be inspected and checked twice a year.

NOTICE: INSPECT THE CHIMNEY ROOF ASSEMBLY AND THE FLUE PIPE TO ENSURE PROPER INSTALLATION PRIOR TO OPERATING THE FIREPLACE. (DOES NOT APPLY FOR ELECTRIC FIREPLACE)

NOTICE: DO NOT BLOCK OR OBSTRUCT THE COMBUSTION AIR INTAKE OR DRAFT OPENINGS FOR WOOD BURNING OR GAS APPLIANCES. (DOES NOT APPLY FOR ELECTRIC FIREPLACE)

NOTICE: Your fireplace is equipped with glass doors and should ONLY be operated with the doors fully opened or fully closed. Partially opened doors may draw out gas and flames that may result in fire and smoke hazards. (does not apply for electric fireplace)

ENERGY SUPPLY SYSTEMS

LP or Natural Gas Systems - If your home has gas appliances, it is equipped from the factory with a gas distribution system that handles natural gas. If your home requires liquefied petroleum gas (LP-gas), a conversion kit is provided with the appliance. A qualified and/or licensed service technician should perform any and all installation, conversions or service of gas appliances.

NOTICE: When connecting gas to your home, check for leaks by applying soapy water to joints and connections and look for any sign of bubbles. A match or open flame should NEVER be used in checking for gas leaks.

Oil Supply - If your home uses oil as a heating fuel, keep the oil tank full when not in operation to prevent condensation and rusting. Check the oil lines from oil tank to furnace for leaks and/or kinks in tubing. In extremely cold climates, the oil line should be completely insulated to keep oil from congealing.

Electric Power Supply - Your home is equipped with a 120/240 volt, 4-wire power supply system. A tag on the side of the home at the power supply service entrance identifies the specific capacity of your system. Before installing your home, check the placement site to ensure that the electric power supply there meets your capacity needs. Inadequate electric supply can result in low voltage and may decrease the efficiency of lights and appliances.

NOTICE: Failure to properly ground the electrical system increases the risk of fire or electrical shock. See the Installation / Consumer Manual for proper grounding procedures.

ABOUT YOUR HOME

Electrical Distribution Panel - Within your electrical distribution panel in the home is a series of circuit breakers that protects the wiring against electrical current overload. Each circuit breaker is designed to cut off power to the circuit it controls if problems occur. If circuit breakers frequently trip, cutting off power, contact your retailer or manufacturer first. If not reachable or it's after hours, then consult a licensed electrician as you may be overloading the system with small electrical appliances, televisions, computers, etc. and you may need to add additional circuits to your system.

NOTICE: In an emergency, you can cut off electrical power to the entire home by tripping the main breaker or pulling the main fuse.

Ground Fault Circuit Interrupter - Several of your home's electrical receptacles, or outlets, are equipped with a ground fault circuit interrupter (GFCI). The GFCI is a safety device that protects from electrical shock in the event of a ground fault in the circuit. If a fault occurs, the GFCI will trip to the "off" position and interrupt the electrical supply to the receptacle. There are two types of GFCI: one is installed in the main electrical panel box, the other in the receptacles. Receptacles with a GFCI are on the outside wall of the home, in the bathroom and within 6 feet of the kitchen sink. The GFCI is equipped with a "Test" button. Check the operation monthly, or at the frequency recommended by the manufacturer, by pressing the test button. The interrupter will trip if the GFCI is not operating properly. To restore service, reset the breaker by pressing the "Reset" button. If the GFCI continues to trip and cut off power, contact an electrician. GFCI-protected circuits should not have appliances with continuous motor loads connected in them (i.e., refrigerators, freezers, etc.).

NOTICE: OVERLOADED OR IMPROPERLY CONNECTED GAS, OIL, OR ELECTRICAL DISTRIBUTION SYSTEMS CAN RESULT IN FIRE, EXPLOSION, OR ELECTRICAL SHOCK. ANY CHANGES TO THESE SYSTEMS, INCLUDING REPAIRS OR INSTALLATION OF MAJOR APPLIANCES, SHOULD ONLY BE DONE BY LICENSED ELECTRICIANS OR FULL-SERVICE PROFESSIONALS.

SAFETY, HEALTH, AND COMFORT

MOISTURE, MOLD AND HOMEOWNER'S RESPONSIBILITIES

Moisture can often be the root cause of building durability problems in the United States. Excessive moisture is also the leading cause of mold and mildew growth. To protect your investment and reduce the likelihood of moisture-related damage and related repairs, this section will provide you with some basic information about controlling moisture in your home.

According to the U.S. Environmental Protection Agency, *"Molds are part of the natural environment. Outdoors, molds play a part in nature by breaking down dead organic matter such as fallen leaves and dead trees, but indoors, mold growth should be avoided... There are many types of mold, and none of them can grow without water or moisture. It is impossible to get rid of all mold and mold spores indoors.... If there is mold growth in your home, you must clean up the mold and fix the water problem."*

There is much debate over the extent to which molds may cause or aggravate human illness, but nearly everyone agrees that mold should be removed promptly before it can damage the material on which it is growing. Health agencies and experts do not recommend testing homes as a first line of mold detection and prevention. Reliable sampling for mold can be expensive and there are no standards for judging whether the mold level could cause problems for the occupants. The key to mold investigation and containment is prompt moisture control. Here are some ways you can do that:

Exterior maintenance

1. If you have gutters and downspouts installed, be sure to regularly clean and repair. Downspouts should extend and drain away from the home foundation wall.
2. It is critical that the ground slopes away from the home and foundation so that water does not collect around or under the home.

Interior maintenance

1. Immediately clean up any standing or spilled water.
2. Vacuum and clean regularly to remove possible sources of mold growth.
3. Keep the humidity level in your home between 30% and 50%.
4. Use an air conditioner that's properly sized for your home.
5. Use a dehumidifier during humid months (drain and clean collection trays frequently).
6. Be sure the home has enough exposure to outside air, including exhaust fans in the kitchen and bathrooms. Routinely clean bathrooms with fungus-killing products (e.g., bleach).
7. Clean refrigerator drip pans regularly.
8. In portions of your home susceptible to moisture (e.g., bathrooms, basements), use area rugs or washable floor surfaces rather than wall-to-wall carpet.
9. Remove or replace soaked carpets, upholstery or other materials.

To decrease the potential for mold, regularly clean and maintain areas that are often damp or other sources of moisture. Such areas include showers, bathrooms, kitchens, clothes-dryer vents, houseplants, aquariums and pets, along with humidifiers, windows and doors.

SAFETY, HEALTH, AND COMFORT

It is impossible to eliminate all mold and mold spores, but indoor mold growth can and should be prevented by controlling indoor moisture. If mold is growing in your home, clean up the mold and fix the water problem. If you clean up the mold, but do not fix the water problem, the mold could return.

The Manufacturer's limited warranty on your home DOES NOT include mold evaluations or inspections. Please use caution if you choose to hire a company to test your home for mold. As noted, there are no Federal standards for such testing, and the costs can be high and the results unreliable. Overall, it is your responsibility as a homeowner to perform regular maintenance and care of your home.

CONDENSATION, RELATIVE HUMIDITY, AND VENTILATION

Condensation on windows and cold surfaces is usually a sign of excessive relative humidity inside your home, which can cause problems. Relative humidity is a measure of the amount of moisture in the air. High relative humidity indicates excessive moisture in the air, which can severely damage your home by causing wood and other building products, including the thermal insulation, to fail. The following are some suggestions for managing relative humidity:

1. Reduce the amount of moisture being put into the air. Sources of moisture include the bath, shower, and cooking areas. Other more controllable sources of moisture include humidifiers, large numbers of houseplants, large aquariums, and laundry dried inside the house. Kerosene heaters add more than a gallon of water to the air for every gallon of kerosene burned and should never be used inside a home.
2. Remove moisture from the air by using a dehumidifier.
3. Replace moist indoor air with drier, outdoor air through ventilation.

Provide proper ground drainage around the sides and underneath the home so that water flows away from the home and does not accumulate. Also, placing a vapor barrier on the ground will reduce the amount of ground moisture that gets into the crawl space. Don't let moisture-producing equipment empty into the crawlspace. For instance, clothes dryer vents and air conditioning condensation lines should be routed outside of the home and not underneath the home. Finally, ventilate the space underneath the home so that moisture can escape. If there is skirting around the bottom of the home, the ventilation should keep the relative humidity of the air in the crawl space at about the same level as the outside air.

NOTICE: HIGH HUMIDITY IS NOT THE RESULT OF A DEFECT IN THE HOME. DAMAGE CAUSED BY HIGH HUMIDITY, INCLUDING CONDENSATION, IS NOT COVERED BY THE WARRANTY.

SAFETY, HEALTH, AND COMFORT

WHOLE HOUSE VENTILATION OPERATING INSTRUCTIONS

Your home is constructed with a Whole House Ventilation System. The purpose of this ventilation system is to allow the homeowner a way to improve the quality of the air inside the home. This is due to many different conditions that may occur in the home, such as elevated levels of moisture, interior odors or fumes, etc. The homeowner should operate the ventilation system when the home is occupied. The runtime needed to achieve the desired results will vary and, therefore, the homeowner should determine the necessary runtime to achieve his/her own level of comfort. Inside your home there will either be a labeled switch or thermostat control mounted on a wall. The switch will look similar to the other switches in your home but it has a label that reads, “WHOLE HOUSE VENTILATION”. The fresh air supply ventilation system to your home may be energized at any time by turning this switch or thermostat control “on” to activate the ventilation system. An example of this label is shown below. Please Note: this system DOES NOT shut off automatically; to deactivate the ventilation system, the switch must be returned to the “off” position.

WHOLE-HOUSE VENTILATION

FIRES AND FIRE SAFETY

You must be aware of possible fire hazards and vigilant about fire prevention to protect yourself, your family, and your home. At a minimum, you should follow this crucial Four (4)-point plan:

1. Maintain the fire protection systems provided with your home.

The smoke alarms near each sleeping area of your home could save your life by providing early warning of a fire! Make sure that you read, understand, and follow the operational and maintenance instructions provided by the smoke detector manufacturer. Keep the instructions for future reference. The smoke detectors in your home are connected to the electrical wiring of the home and are equipped with a backup battery to assure proper operation in the event of an electrical failure. The batteries should be checked and replaced regularly. If a smoke detector becomes inoperable, replace it immediately.

Each home is equipped with at least two exit doors. These doors are operable from the inside without the use of keys. Keep these doors and their operating mechanisms in good repair and do not obstruct the pathway on either side. Each bedroom is equipped with a safety- exit escape window that includes operating instructions. Do not block access to the exit window or otherwise restrict its operation.

2. Do not allow fire hazards in or near your home.

- a. Do not store flammable liquids or hazardous materials in or underneath the home.
- b. Maintain electrical appliances, devices and their connecting cords in good repair; do not overload electrical outlets. Use extension cords only temporarily.
- c. Do not smoke in bed - keep matches, lighters, and other flammable materials away from small children.
- d. Do not store materials or restrict air movement around heat-producing appliances.
- e. Never pour water on a grease fire.

3. Maintain the energy distribution and energy-consuming systems provided with your home.

Cooking and heating equipment are major causes of fire. At least once a year check the condition of your major appliances, including the furnace, range, water heater and any wood-burning appliances. If you smell gas or experience electrical problems, stop using the system immediately and have it inspected by a professional. Do not ignore suspected problems!

4. Educate yourself and your family about the dangers of fire and how to respond to it.

Fires produce heat, smoke and poisonous gases that may be deadly. All three products usually become more concentrated the closer they are to the ceiling. Therefore, always stay low to the ground in the presence of a fire.

Most fire fatalities are caused by inhalation of smoke or toxic gas, not by heat or flame. Even a few breaths of toxic gas can cause complete disorientation and unpredictable behavior. The most breathable air is usually low to the ground. A damp cloth held over the mouth and nose may offer some protection from smoke and gas inhalation. Fires need oxygen to burn. In case of fire, close any window or door near you and do not open any door without first touching it to feel for heat buildup on the other side. If there is fire on the other side of the door, opening the door could provide oxygen to the fire, causing it to “flash” and spread rapidly. If you feel heat coming through a door, exit the room through another door or window.

Plan emergency escape routes that include two alternate paths from anywhere in the house, and practice routes at least once a year. Meet outside in a prearranged meeting spot.

If there are small children, elderly, or disabled persons in the home who may not be able to escape a fire on their own, make plans and provisions for a primary and a secondary route to reach them. Consider that the secondary route may need to be from outside the house, through a window, in the event that the occupant’s room is blocked by fire.

SAFETY, HEALTH, AND COMFORT

WINDSTORM PROTECTION

For your home to be secure against high winds, it must be anchored to the ground and tied down. Homes that are not properly anchored or tied down, may be at risk of wind damage when high wind conditions occur. Even if your home is properly anchored and tied down, your home still may not be able to resist severe windstorms such as hurricanes and tornadoes. It is not safe to remain inside the home during the threat of an extreme windstorm.

Tornadoes - During a Tornado Warning, evacuate your home immediately and seek emergency shelter or, if your home is over a basement foundation, proceed to the basement.

AIR QUALITY

To promote energy conservation, manufactured homes are designed and built in accordance with the Department of Housing and Urban Development (HUD) standards. These standards greatly reduce air infiltration – the seepage of outside air into the house – by making the construction “tight.” However, reduced air infiltration may also reduce the purity of the indoor air. Odors, gases, particulates, and allergens tend to accumulate in the air from such sources as furniture, carpeting, clothing, building materials, cleaning materials, and cosmetic sprays. Other sources include cooking, smoking, and even breathing. If the various particulates, allergens, or gases (including formaldehyde) are allowed to accumulate, they may produce physical discomfort. You can increase air purity by using the exhaust vents (your home has automatic and/or manual ventilating systems) and by opening one or two windows periodically to keep air circulating within the home. It may also help to give the home a regular and thorough “airing out.”

INTERIOR MAINTENANCE

WALLS AND CEILINGS

Most, if not all, of your walls and ceilings in the home are made of gypsum drywall. Though there are several different types of surface finishes, they can generally be categorized as either prefinished or textured.

Cleaning:

Painted drywall surfaces may be lightly dusted or vacuumed to remove dust and loose dirt, but should be wiped lightly as not to remove paint.

Prefinished surfaces can be cleaned with a damp cloth or a mild detergent. Strong soaps or cleansers are not advisable.

Mold, mildew, or water stains on the wall or ceiling indicate moisture in the drywall panels. If this happens, it is extremely important that you find the source of the moisture and correct it. Do not overlook the possibility of high relative humidity or condensation as explained in the section on page 10 titled “Condensation, Relative Humidity, and Ventilation”. Once you correct the moisture problem, you can usually remove the stain with bleach or a commercial cleaner.

Repairing:

Painted drywall surfaces – Scrape or sand down and make sure the panels are secure and the joints properly taped. Fill in any cracks with pre-mixed drywall compound. Use the same pre-mixed drywall compound finish consistent with the rest of the surface. Home improvement or hardware stores carry commercial applicators that help obtain a professional look. Next, sand smooth and prime the surface with a vapor resistant primer-sealer and then apply a finish coat of paint, provided from factory if you have not repainted with something different.

Prefinished surfaces – This type of surface is relatively smooth and finished with paper, coated paper, or vinyl. Small scrapes, scratches or chips can be repaired or filled with a matching putty and then wiped with a clean cloth. A deep scratch may require more than one application. Major damage may require significant repair or replacement of the panel.

NOTICE: WALL AND CEILING CRACKS THAT OCCUR AFTER THE HOME HAS BEEN SET UP ARE USUALLY CAUSED BY SETTLING. THEY ARE NOT MANUFACTURING DEFECTS AND ARE NOT COVERED BY THE WARRANTY.

FLOORS

Floors are covered with vinyl floor covering or carpeting. Vinyl flooring looks better and lasts longer when cleaned regularly. Avoid excessive water application, as it may cause lifting and curling. Carpeting fades when exposed to direct sunlight. Carpet, as well as draperies and upholsteries, should be protected from direct sunlight. Fading of carpeting due to sunlight is not considered a carpet defect and is not warranted. Carpets and drapery should be cleaned and vacuumed regularly.

INTERIOR MAINTENANCE

DOORS

Occasionally, after the home has been set up on site and leveled, minor adjustments to the door hang may be necessary. Check with your retailer to have adjustments made. This usually will not be covered under your factory warranty because the doors were fit at the factory when the home was level. If doors begin binding after the home has been set, it may be an indication that the home is settling and that leveling adjustments are necessary. Since a level and solid foundation is critical to the long-term integrity and performance of your home, do not overlook the possibility that binding doors may indicate that the foundation or level of your home may need adjustments. You may be able to correct a door problem by adjusting the swing; however, you should check the level and foundation of the home as well.

WINDOWS

In cold climates, condensation may accumulate on windows or exposed glass. (Condensation is a warning signal; see the section on page 10, “Condensation, Relative Humidity, and Ventilation”). If your windows are difficult to open or close or do not close tightly against the frame, check to see if the casing guides need cleaning or lubrication. Mild soap, WD-40 or a similar lubricant may fix the problem. However, a minor adjustment in the seating or framing of the window may be necessary. If this is the case, the imperfect window alignment may be an indication that the foundation is settling and/or the home needs to be re-leveled. Do not ignore such warnings!

COUNTERTOPS

Countertops should be protected from extreme heat. Exposure to extreme heat can cause cracks, chips or discoloring. Hot pots, dishes or utensils should not be placed on any laminated surface; place a trivet, wire rack or protective pad under the hot item until it has cooled. Cutting food and other items directly on the countertop should be avoided as this may slice, cut and damage the countertop. Be sure to use a cutting board when using knives, choppers and other sharp objects.

CABINET DRAWERS

If a drawer in your built-in cabinetry does not slide properly, check the drawer glides for proper alignment. They can be adjusted by loosening a screw, adjusting, and then tightening the screw.

INTERIOR MAINTENANCE

FIXTURES

Sinks - Light washing with mild soap or detergent will remove everyday dirt; and occasional scouring with a household cleaner will make your sink shine like new. For stains and tougher jobs, use commercial cleaners specifically designed for your sink – there are various cleaners for stainless steel, porcelain enamel, fiberglass or plastic sink types. Avoid bleaches containing chlorides (they tend to corrode materials), and strong scouring agents (they can scratch surfaces).

Bathtubs and Showers - Clean the bathtubs and showers by applying dishwashing detergent with a soft cloth. Thoroughly rinse off the detergent to eliminate any film. Do not use abrasive materials that can dull or scratch the surface. Mold may form in tubs and showers, particularly on surfaces where moisture is allowed to stand for extended periods (small ledges, corners, etc.) To reduce the occurrence of mold or mildew, minimize the humidity in the bathroom by:

1. using fans or vent windows during baths or showers
2. keeping wash cloths and other moisture- trapping objects off of fixture surfaces
3. wiping the shower or tub after use with a towel
4. cleaning regularly with fungus-killing products
5. wipe the floor clear of any standing water

Toilets - Use commercial toilet bowl cleansers. If yellow rings form inside the bowl from mineral deposits in the water, consider water softening or purifying services.

EXTERIOR MAINTENANCE

SIDING

Vinyl Siding - Vinyl siding resists airborne dirt. Normal rainfall or periodic rinsing with a water hose will keep the siding free of most dirt. If an unusual amount of dirt accumulates, use an ordinary, nonabrasive household detergent. Use a rag, sponge, or soft bristle brush with gentle rubbing action to clean the siding. Rinse thoroughly.

Wood or Composition Siding - These sidings provide long-term resistance to weathering when adequately protected by house paint and are usually warranted by siding manufacturers. Generally, however, the siding manufacturer's warranty does not apply to deterioration caused by moisture that has penetrated the siding's surface. To prevent excessive moisture, follow the siding manufacturer's recommendations, as well as the following maintenance tips.

1. Manage moisture environment in the home. High relative humidity levels inside the home or in the crawl space beneath the home can cause moisture to penetrate the siding from the back or underside of the board where there is little or no resistance. To prevent this, see page 10 titled "Condensation, Relative Humidity, and Ventilation".
2. Maintain the exterior finish. Periodically repainting the siding is necessary, with the frequency depending on the climate, your home's exposure, and the quality of paint used. Use quality paint suitable for exterior use, wood-type siding, as recommended by the siding manufacturer or your paint supplier. If the board is exposed, use a primer before refinishing. The exterior finish will last longer if the siding is kept clean. Wash with plain water or as recommended by the manufacturer; avoid soaps, detergents and solvents as they can wear away the finish. Mold or mildew should be removed using commercially available fungicides. Bushes, trees, plants, and other materials or structures that press or rub against the siding should be removed or controlled so they do not scratch the finish or allow moisture to stand against the surface.
3. Re-caulk and re-nail as necessary. If factory-provided caulking hardens, cracks, or loses its seal, replace it by applying high quality caulk. Caulk and seal any joints, cracks, nail holes, seams or other areas (e.g., windows, kitchen, bathrooms, doors, siding, roof, etc.) where moisture may cause damage. Re-nail any loose siding or trim, taking care that the head of the nail itself provides a good seal with the siding surface.

EXTERIOR MAINTENANCE

ROOF

The smallest leak or break in the roof or roof edges could result in damaged ceilings, interior panels, and even personal property. Most costly roof troubles can be prevented:

1. The roof should not be walked on unless absolutely necessary. If walking on the roof cannot be avoided, walk only on sections supported by rafters or stringers, or use boards or panels to distribute your weight. Carefully place ladders against the side of the house or roof to protect against damage to siding or roof shingles.
2. Do not remove and reinstall the furnace or furnace pipes without checking the exterior roof stack. A crack in the stack caulking or a loosened stack could cause a roof leak. A loose roof stack or furnace pipe could result in emission of carbon monoxide, fire or explosion; inspect and check thoroughly and re-caulk stacks regularly as needed.
3. Inspect the roof and roof edges for leaks, breaks or openings at least twice yearly, and remove any accumulated or decomposing debris.

NOTICE: Failure to adequately and/or timely repair leaks could damage your home and personal property and could cause the growth of mold and mildew.

Shingled Roof - Periodically inspect the shingled roof for any tearing, cracking, or rolling of individual shingles. Shingles that have been rolled up by the wind can be flattened out and cemented down with approved roof mastic. Replace cracked or torn shingles. This is extremely important to prevent leaks that could damage the interior of your home.

Roof Stacks and Vents - Rusted stacks or vents that do not function properly should be replaced. Before replacing, remove the old, dried caulking around them and apply new caulking. In setting stacks and vents, apply caulking to the underside of the base of the fixture and to the roof where it is to be set. Secure the fixture firmly in place with screws, nails or other suitable fasteners. Apply caulking so that it completely covers all stack or vent fasteners. Even if stacks and vents do not have to be replaced, the old dried caulking around them should be scraped away and a new coating of caulk liberally applied as regular inspection dictates.

Roof Maintenance - Accumulations of organic standing or decomposing debris including leaves, pine needles, and ice and snow can damage your roof. In particular, ice or debris dams along the eaves can cause leaks that are not covered under the warranty. Inspect and maintain your roof frequently, especially during the winter, after heavy snow, high winds and heavy rain. Do not let buildups occur - remove the risk.

EXTERIOR MAINTENANCE

SKIRTING

Before a covering or skirting is installed around the bottom of your home, make sure the skirting is adequately vented. For directions, read the section on page 10 titled “Condensation, Relative Humidity, and Ventilation”, as well as the requirements and recommendations in the Installation Manual. Once the skirting is installed, do not close the air vents, even in winter. The open vents will minimize moisture accumulation and also provide the needed combustion air for appliances.

BOTTOM BOARDS

Carefully inspect the protective covering material on the bottom side of the home for any damage such as: failed seams, tears, splits or punctures which may have occurred during transportation or installation. This special under-covering is known as “bottom board” and can be made from different materials. This covering is designed to protect against moisture, insects, rodents, as well as to isolate the floor cavity from outside air. It is important that all necessary repairs be completed whether skirting is to be installed around the perimeter of the home or not.

CAULKING

As with any type of house, your home should be caulked and re-caulked periodically. Caulk or seal all cracks and openings, no matter how small. These cracks can occur around the moldings, joints, rails, windows, doors and roof vents. Tighten or replace exposed or loose nails and screws so moisture cannot enter. Sealing compounds come in a variety of colors to match the existing finish. The best caulking compounds do not dry out to a hardened state, but remain elastic. Caulk can be applied with a caulking gun or putty knife.

LOCKS

Interior and exterior door locks should be periodically lubricated with a powdered graphite lubricant. The latch bolt and door strike must be kept in alignment. If they are not aligned, adjust so that the door strike and latch bolt line up properly. If the latch goes out of alignment, an adjustment to the door may be necessary.

WINTER PROTECTION DURING NON-OCCUPANCY

If you are not living in your home for extended periods, especially during cold or winter months:

1. Drain all sink and lavatory traps or pour antifreeze into them.
2. Always pour non-toxic antifreeze into bathroom commodes and tub traps.
3. Do not allow water to remain in the commode tank.
4. Completely drain all hot and cold water lines to prevent bursting.
5. Close the shut-off valve on the main water supply.
6. Leave all faucets open and blow air through the lines to drain water from low spots in the traps.

EXTERIOR MAINTENANCE

INSURANCE

No matter where you live or your financial status, it is important to protect your home with adequate insurance. There are four basic types of insurance:

1. Homeowner Insurance (contents and personal property) - Coverage for physical contents and personal property. You may have to pay extra and list property such as computers, cameras, jewelry, art, antiques, musical instruments, stamp collections, etc.
2. Liability Insurance (sometimes called Third Party Insurance) - Coverage for claims or lawsuits filed against you by people who are accidentally hurt by your actions or because of your activities.
3. Physical Damage Insurance (sometimes called Hazard Insurance) - Coverage for the structure of your home and associated structures, such as carports or garage, from covered losses. Covered losses may include, fire, vandalism, hailstorms and other natural disasters.

You should thoroughly review specific insurance policies, including the type, coverage amounts and deductibles, with an insurance agent of your choice. You may want to deal with an agent who has policies specifically designed for manufactured housing. Be sure that your coverage and rates factor in how your home is tied down and whether it is in a park or on private property. Also, if you intend to transport, move or relocate the home, make sure that you, the transporter and set-up company have proper insurance coverage.

RESALE AND RELOCATION OF YOUR HOME

HOME RESALE

If you sell your home, review this Guide with the purchaser before new possession and occupancy. It is important to maintain consistent upkeep over the life of the home. Please be sure the second or third time buyer fully understands the maintenance instructions in this Guide. The second-time buyer should also fill out and send in the Homeowner's Information Cards described on page 1.

NOTICE: The warranty is NON-Transferable.

RELOCATING YOUR HOME

Only professional manufactured home movers should move manufactured homes. Firms specializing in manufactured home relocation have offices in most major cities. It is important to consult your insurance agent for special insurance for the move including any insurance coverage to be provided by the mover.

Never attempt to move your home yourself. Consult an expert and follow their instructions on how to prepare and conduct your move.

NOTICE: The warranty does not cover any damages due to the home being moved.

TROUBLE-SHOOTING GUIDE

As the owner of your new home, it is your responsibility, working in conjunction with your retailer, to ensure that your home is properly leveled and set-up at the site, including all necessary tests and adjustments described in this Homeowner Warranty Guide. It is also your responsibility to provide routine preventive maintenance as may be required.

This Trouble-Shooting Guide is intended to help reduce or eliminate minor service calls on your home by explaining minor adjustments you can make on your own. To use this Trouble-Shooting Guide, find your specific problem along with the recommended solution directly underneath.

PLUMBING

1. Leak under the sink at the water line.
 - a. Tighten fitting at connection to faucet.
2. Leak under the sink at the drain.
 - a. Tighten collars on trap fittings.
3. Leak at showerhead.
 - a. Turn off the water. Contact retailer or contractor.
4. Leak at any gas fitting.
 - a. Turn off the gas. Contact the gas company, and then your retailer or contractor.
5. Leak on the water line to the commode.
 - a. Tighten the fitting at the bottom of the tank.
6. Leak between the tank and the bowl on the commode.
 - a. Tighten the nuts between the tank and the bowl.
7. Leak at the base of the commode on the floor.
 - a. Tighten the nuts at floor level to the seal wax ring.
8. No water to the sinks, dishwasher, or washer.
 - a. Make sure valves are open.
9. Leak on the sewer line.
 - a. Contact retailer or contractor.

ELECTRICAL

1. No power to the home.
 - a. Check the main power source outside the home to ensure breakers are in the “on” position. Check the breaker box inside the home to ensure all are in the “on” position.
2. Partial power to home.
 - a. Check the main power source outside the home to ensure breakers are in the “on” position. Check the breaker box inside the home to ensure all are in the “on” position.
3. No power to the bathroom receptacles.
 - a. Reset GFCI breaker.
4. No power to isolated switches or receptacles.
 - a. Do not use. Contact retailer or contractor.
5. Smoking or sparking at any switch or receptacle.
 - a. Disconnect the main breaker. Contact retailer or contractor.

TROUBLE-SHOOTING GUIDE

DOORS AND WINDOWS

1. Leak around doors or windows.
 - a. Use a silicone base caulking around the edges and top. Check the level of the home. If you are not able, call the manufacturer.
2. Doors and windows that bind, sag, or will not close tightly.
 - a. Check the level of the home. Adjust the striker places to catch the plunger. If you are not able, call the manufacturer.
3. Delaminating or warping of doors.
 - a. Contact retailer or contractor.
4. Windows are hard to open or close.
 - a. Lubricate the window hinges and guides with a light machine oil or WD-40.
5. Excessive condensation on glass.
 - a. Refer to the section on Condensation and Ventilation.

APPLIANCES

1. No power to an appliance.
 - a. Make sure the power cord is plugged in. Check breaker for “on” position.
2. Faulty operation of appliance.
 - a. Contact the appliance manufacturer through a local representative.
3. Water heater (electric) not heating.
 - a. Disconnect power. Contact the retailer or appliance manufacturer.
4. Water heater (gas) not heating.
 - a. Check that the gas source is on. Check the pilot light. If the pilot light needs relit, contact a professional for information on this process.

HEATING AND AIR CONDITIONING

1. Furnace not working.
 - a. Check the power source. Check the fuel source. Check the pilot light. Check the thermostat. Contact the retailer or contractor.
2. Furnace smokes.
 - a. This is common only on the initial start-up. Let the furnace run and ventilate the home.
3. A/C not working.
 - a. Check the power source. Check the breakers. Check the thermostat. Contact the retailer or contractor.

TROUBLE-SHOOTING GUIDE

FLOORS, WALLS, AND CEILINGS

1. Loose moldings or trim.
 - a. Re-nail as needed.
2. Loose hinges, knobs, drawer pulls, etc.
 - a. Tighten as needed.
3. Walls, partitions, or floor buckling.
 - a. Check the level of the home. Check for water leaks. Reduce or eliminate humidity.
4. Floor covering is wrinkled or loose.
 - a. Check the level of the home. Contact the retailer or contractor.
5. Floor feels soft and spongy.
 - a. Check for water leaks or standing water under the home. Reduce or eliminate humidity.
6. Floor squeaks.
 - a. Check for loose lag bolts or loose decking.
7. Exterior siding is bowed or cracked.
 - a. Check for excessive humidity. Re-nail siding.
8. Ceiling is marked.
 - a. Use soft white chalk or touch-up paint to cover up. Check for water leaks.
9. Panels mildewed or stained.
 - a. Refer to the section on “Condensation and Ventilation”.

ROOF

1. Leak from roof.
 - a. Seal around the seams, edges, and vents with good-quality roof coating.
2. Shingles torn, cracked or curling.
 - a. Replace torn or cracked shingles. Curled shingles can be flattened with roof mastic sealer.

HOMEOWNER'S MAINTENANCE CALANDER

SEASONAL MAINTENANCE CHECKS

The following list is a maintenance seasonal schedule that lists the minimum guidelines for inspecting, maintaining, and preserving your home.

Spring

- Wash the exterior, repaint as necessary
- Clean interior walls
- Inspect the roof, clean off debris, and wash off with water
- Check and clean the exhaust-fan systems, check to make sure they are operational, and clean the grill covers
- Check the anchoring system and tie downs, make sure they are tight with no slack
- Clear all debris inside site installed gutters

Summer

- Check the air conditioner and evaporative cooler and have them serviced by a licensed technician
- Check exterior caulk and sealants
- Check roof vents and appliance exhausts

Fall

- Clean and check the furnace and have serviced by a licensed technician
- Check oil supply, if applicable
- Caulk all small openings
- Check heat tapes on water lines, if installed
- Clear all debris inside site installed gutters

Winter

- Lubricate window slide tracks
- Lubricate door locks
- Check Electric Heat Tape for operation

PERIODIC MAINTENANCE CHECKS

NOTE: Not all items on this list may be installed on or in your home.

Monthly (once a month)

- Smoke alarm or c/o detectors, test button
- Ground Fault Circuit Interrupter (GFCI), test button
- All filters, change or clean monthly, or as directed
- Locks and knobs, if not used regularly... check to make sure they are operational and lock

Quarterly (once every 3 months)

- Water heater... check vents
- Anchors & Tie Downs...make sure they are tight with no slack
- Bathroom exhaust fans... operational, clean grill covers

Yearly (once a year)

- Air conditioning system... serviced by licensed technician
- Clothes dryer... vent not plugged/clogged
- Clothes washer... hook-ups not leaking
- Evaporative cooler/Air conditioner... service by licensed technician

Yearly (once a year) (continued)

- Furnace... serviced by licensed technician
- Microwave oven... per manufacturer's instructions
- Stove and oven... per manufacturer's instructions
- Garbage Disposal... per manufacturer's instructions
- Fire Extinguisher... charge still current
- Skirting... in place, vents not blocked
- Shingled and/or Metal Roof... check for loose fasteners and sealants
- Exterior finish... check sealants, mend holes
- Exterior caulking/sealants... at windows, doors, receptacles, faucets, porch light, a/c disconnect
- Shingle roof... check for missing pieces
- Interior caulking/sealants... countertops, sinks, tubs
- Windows/doors... operational, sealed
- Change smoke alarm batteries... minimum annually, recommended every 6 months
- Kitchen vent fans... clean grill covers, operational

DISPUTE RESOLUTION PROCESS

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 <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.

Additional Information: 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 Process” 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., Room 9164, Washington, DC 20410-8000; faxed to (202) 708-4213; e-mailed to mhs@hud.gov, or reported telephonically at (202) 708-6423 or (800) 927-2891.

DISPUTE RESOLUTION PROCESS

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:

1. The name, address, and contact information of the homeowner;
2. The name and contact information of the manufacturer, retailer, and installer of the manufactured home;
3. The date or dates the report of the alleged defect was made;
4. 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;
5. The date of installation and serial number of the manufactured home affected by the alleged defect; and
6. A description of the alleged defect.

Information about the dispute resolution provider and 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 non-binding 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

ALABAMA - Alabama Manufactured Housing Commission, 350 South Decatur Street, Montgomery, AL 36104-4306, (334) 242-1418 ext. 25, Fax (334) 240-3178

ALASKA - Use HUD address at end

ARIZONA - AZ Department of Fire, Building & Life Safety, Office of Manufactured Housing, 1100 West Washington, Suite #100, Phoenix, AZ 85007-2935, (602) 771-1035, Fax (602) 771-1002

ARKANSAS - AR Manufactured Home Commission, 101 E. Capitol Ave., Suite 210, Little Rock, AR 72201-3826, (501) 324-9032, Fax (501) 683-3638

CALIFORNIA – Dept. of Housing and Community Development, Manufactured Housing Section, Sacramento, CA 95812-0031 FOR UPS & FEDEX USE: 1800 Third Street, Suite 260, Sacramento, CA 95826, (916) 263-7430, Fax (916) 263-4713

COLORADO - Housing Technology & Standards Section, CO Division of Housing, 1313 Sherman St., #321, Denver, CO 80203-2244, (303) 864-7838, Fax (303) 684-7857

CONNECTICUT - Use HUD address at end

DELAWARE - Use HUD address at end

DISTRICT OF COLUMBIA (Washington, DC) – Use HUD address at end

FLORIDA - State of Florida, Div. of Motor Vehicles, Bureau of Mobile Homes & RV, (352) 512-6793, Fax (352) 732-1459

GEORGIA - Manufactured Housing Div., State Fire Marshal's Office, #2 Martin Luther King Jr. Dr., #620 West Tower, Atlanta, GA 30334, (404) 656-3205, Fax (404) 657-6971

HAWAII - Use HUD address at end

IDAHO - Dept. of Economic Development, Division of Building Safety - Building Bureau, 1090 East Watertower Street, Meridian, ID 83642, (208) 332-7132, Fax (208) 855-2164

ILLINOIS - Use HUD address at end

INDIANA - Use HUD address at end

IOWA - Use HUD address at end

KANSAS - Use HUD address at end

KENTUCKY - Manufactured Housing Division, KY Fire Marshal's Office, 101 Sea Hero Road, Suite 100, Frankfort, KY 40601-4322, (502) 573-1795, Fax (502) 573-1059

LOUISIANA - Manufactured Housing Division, LA Fire Marshal's Office, 8181 Independence Blvd., Baton Rouge, LA 70809, (225) 925-4911 or (800) 256-5452, Fax (225) 925-3813

MAINE - Maine Manufactured Housing Board, Dept. of Professional and Financial Regulations, 35 State House Station, Augusta, ME 04333-0035, (207) 624-8678, Fax (207) 624-8637

MARYLAND - Maryland Code Administration, Dept. of Housing & Community Development, (410) 767-0548, Fax (410) 767-2986

MASSACHUSETTS - Use HUD address at end

MICHIGAN - Use HUD address at end

MINNESOTA - MN Dept. of Labor and Industry, Construction Codes and Licensing Div., Building Codes and Standards Division, 443 Lafayette Road North, St. Paul, MN 55155-4341, (651) 284-5869, Fax (651) 284-5749

MISSISSIPPI - Manufactured Housing Division, State Fire Marshal's Office, Woolfolk State Office Bldg., (601) 359-1061, Fax (601) 359-1076

MISSOURI - Missouri Public Service Commission, Manufactured Housing and Modular Units Programs, 200 Madison Street, Suite 500, PO Box 360, Jefferson City, MO 65102-3254, (800) 819-3180, Fax (573) 522-2509

MONTANA - Use HUD address at end

STATE ADMINISTRATIVE AGENCIES

NEBRASKA – Housing and Recreational Vehicle Department, NE Public Service Commission, PO Box 94927, Lincoln, NE 68509-4927 FOR UPS & FEDEX USE: 1200 “N” Street, 300 The Atrium, Lincoln, NE 68508, (402) 471-0518, Fax (402) 471-7709

NEVADA - Department of Business & Industry, Manufactured Housing Division, (775) 68-2950, Fax (775) 684-2949

NEW HAMPSHIRE - Use HUD address at end

NEW JERSEY - Use HUD address at end

NEW MEXICO - Manufactured Housing Division, Regulation and Licensing Dept., (502) 222-9808

NEW YORK - Manufactured Housing Unit, One Commerce Plaza, Suite 1160, 99 Washington Ave., Albany, NY 12231-0001, (518) 474-4073, Fax (518) 486-4487

NORTH CAROLINA - NC Dept. of Insurance, Manufactured Building Division, (919) 647-0053

NORTH DAKOTA - ND Dept. of Commerce, Division of Community Services, 1600 East Century Ave., Suite 2, PO Box 2057, Bismark, ND 58502-2057, (701) 328-5300, Fax (701) 328-5320

OHIO - Use HUD address at end

OKLAHOMA - Use HUD address at end

OREGON - Department of Consumer & Business Services, Building Codes Division, PO Box 14470, Salem, OR 97309-0404 FOR UPS & FEDEX USE: 1535 Edgewater Street, NW, Salem, OR 97304-4635, (503) 378-4133, Fax (503) 378-2322

PENNSYLVANIA - Housing Standards Division, Dept. of Community & Economic Development, Commonwealth Keystone Bldg., 400 North Street, 4th Floor, Harrisburg, PA 17120-0225, (717) 720-7416, Fax (717) 783-4663

RHODE ISLAND – State of Rhode Island Building Code Commission, One Capitol Hill, (401) 889-5484, Fax (401) 889-5535

SOUTH CAROLINA - Dept. of Labor, Licensing and Regulation, SC Manufactured Housing Board, P. O. Box 11329, Columbia, SC 29211-1329, (803) 896-4688, Fax (803) 896-4814

SOUTH DAKOTA - SD Dept. of Public Safety, Office of State Fire Marshal, 118 West Capitol Avenue, Pierre, SD 57501-2000, (605) 773-3562, Fax (605) 773-6631

TENNESSEE - State of Tennessee, Dept. of Commerce & Insurance, State Fire Marshal's Office, 500 James Robertson Parkway, Third Floor, Nashville, TN 37243-1162, (615) 253-5317, Fax (615) 741-9388

TEXAS - Manufactured Housing Div., TX Dept. of Housing & Community Affairs, Twin Towers Office Center, (512) 475-3589 or (800) 500-7074, Fax (512) 936-9635

UTAH - State of Utah, Div. of Occupational and Professional Licensing, PO Box 146741, 160 E. 300 South, Salt Lake City, UT 84111-6741, (801) 530-6720, Fax (801) 530-6511

VERMONT - Use HUD address at end

VIRGINIA - State Building Code Administrative Office, Dept. of Housing and Community Development, Main Street Centre, 600 East Main Street, Richmond, VA 23219, (804) 371-7161, Fax (804) 371-7092

WASHINGTON - State of Washington, Dept. of Labor and Industries, Factory Assembled Structures, Installer/SAA Program, PO Box 44420, Olympia, WA 98504-4220 FOR UPS & FEDEX USE: 7273 Linderson Way SW, Tumwater, WA 98501-5414, (360) 902-5225, Fax (360) 902-5229

WEST VIRGINIA - West Virginia Deputy Commissioner, State Capitol Complex, (304) 558-7890, Fax (304) 558-2447

WISCONSIN - Department of Commerce, Safety & Buildings Division, (608) 267-9420, Fax (608) 267-9723

WYOMING - Use HUD address at end

NON-SAA STATES-HUD

Office of Regulatory Affairs and Manufactured Housing U.S. Department of Housing and Urban Development 451 Seventh Street, SW, Rm. 9164, Washington, DC 20410-8000, (202) 708-6423 or (800) 927-2891, Fax (202) 708-4213 Email: mhs@hud.gov

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