

WELCOME

To the **EDGE**homes family and the customer service department.

Here at EDGEhomes we want your experience to be the best it can be. While every effort was made to build your home as if it were our own, occasionally service needs arise after the close date. If this happens, we have a qualified service team, here to help.

As discussed during your new homeowner orientation, you have a **1, 2 & 10-year warranty** through EDGEhomes which covers the workmanship and materials of your home minus appliances, paint touch ups, cosmetic repairs, concrete cracks, concrete spalling, and homeowner maintenance items.

If any service needs should arise or if you simply have a question about your home, there are multiple ways to reach us:

————— edgehomes.com/warranty-request/ —————

If necessary, please include photos in your service request or question. Submitting a service request through our website or our app is the preferred route and allows us to track your request and complete it as quickly as possible.

————— **Hours of operation are from**
8 a.m. to 5 p.m. Monday - Friday —————

Please remember to register your appliances and HVAC units.

Alterations to the HVAC, Electrical, or Plumbing may void the warranty.

For emergencies, call **801.885.6157** (no texts) to leave us a voicemail and one of our on-call representatives will respond right away based on urgency. We have limited resources outside of business hours, so please leave a voicemail only if you have a warranty emergency. Warranty emergencies include plumbing leaks, flooding, winter-time furnace failures, safety concerns, or issues causing damage. If applicable, please do what can be done to minimize any damage until we arrive such as shutting off water or power. If a non-emergency request is submitted to our emergency line after hours, we will follow up with them the following business day.

We look forward to serving you. And remember to review our landscaping and HVAC infographic for information about how to maintain these systems on your new home.

Thanks again and welcome to our growing EDGE family!

ORIENTATION REVIEW



Warranty

- **1-year EDGEhomes Warranty.** Covers the workmanship and materials of your home minus appliances, concrete cracks, paint touch ups and cosmetic repairs, and homeowner maintenance items. A one-time repair of naturally occurring drywall cracks and nail pops is available during the first year – recommended to wait until month 11 to reach out to us for this.
- **2-year EDGEhomes Warranty:** Covers major systems “inside the walls” (see separate handouts for more info)
- **PWSC 10 year structural warranty** (see separate handouts for more details).
- **Customer Service Department** Submit requests at edgehomes.com or via the app.

Our Customer Service Team and our Trade Partners are available **Mon-Fri 8-5**. For after hours emergencies (defined as a water leak, flooding, or furnace out in winter, safety concerns, or issues causing damage) call 801.885.6157.

Transfer utilities into your name within **48 hours** after closing.

HOA packet will be given at closing (if applicable).



Kitchen/Dining room

- **Countertops** Keep heat off. Use a cutting board. Avoid oils & food colors. Seal granite countertops per manufacture's specs.
- **Cabinets** Clean with damp rag and mild soap. Avoid contact with high amounts water. Hinges are adjustable.
- **Backsplash** Seal grout lines.
- **Flooring** Laminate – Do not use wet mops or steam mops. Use felt tabs under chairs/stools. Touch-up can be done with Gel stains or wax. Seal grout lines per manufactures specs.
- **Appliances** Register with manufacturer. Report problems directly to manufacturer. Anti-tip bracket on installed under range, pull out from bottom. Dishwasher attached to countertop. Clean microwave, hood vent, and dishwasher filter periodically. Keep gas ranges cleaned. Before first use of oven, run for 30 minutes at 400 degrees to burn off oils from manufacturing.
- **Fridge Hook-up** Use braided stainless-steel line and keep an eye on the connection for a few days before pushing the fridge back into place, leaks are a homeowner responsibility. Recommend having them installed by a professional and use moisture alarm.
- **Plumbing** Water supply - Hot/left Cold/right. Shut off valves - parallel/on, perpendicular/off. P-traps check every 6months - Hand tighten if dripping. Don't overload the cabinet with products. Disposal - Key or wrench included in case of a clog, don't run dishwasher if clogged, reset button located on bottom. Moen fixtures have a lifetime product warranty.

- **Sink** Nothing abrasive to clean stainless-steel sinks. A 50% mix of water and white vinegar can be used to remove limescale deposits.
- **Electrical** Kitchen, laundry, baths, and garage are GFI protected, several outlets on same circuit. Reset with button on GFI outlet or possibly with the breaker in panel
- **Shelving** 70 lbs. per foot max
- **Sliding Glass Doors** Wheels on bottom can be adjusted. Screen may need to be adjusted throughout the year. Keep lubricated with furniture polish or silicon spray.
- **Swing Patio Doors** Keep snow/debris off of threshold. Driving rain/wind may leak through if wind is strong.



Laundry Room

- **Washer Hook-up** Use new hoses for washer (change every 5 years). Zip-tie drain hose to water supply. Double check hot/cold on first load and check connections for the first few days after install.
- **Dryer Hook-up** Use soft flex hose. Clean lint traps.
- **Breaker Panel** (may be in basement): Breakers all labeled as to locations. Some are ARC fault or GFCI, (more sensitive). Reset by switching to "OFF" then back to "ON"



Family Room

- **Ceiling Fan** Weight-rated box. Standard fan light and fan speed are adjusted with pull chains or wall slider control. Blade direction can be reversed with the switch on fan.
- **Fireplace** Self-lighting pilot light. There may be a delay after turning on the wall switch. Remote included on upgraded units. If selected, fan comes on 8 minutes after ignition and turns off when cooled down. Dust and humidity burn can be smelled when not used for a while.
- **Windows** Low-E glass. Water designed to drain outside through weep holes if collected in track. Operable side is removable for cleaning. Lubricate with silicone spray or furniture polish.
- **Carpet** Vacuum regularly to minimize friction and wear of carpet. Professionally steam clean, with good extraction process every 12-18 months. Use scissors to cut away stray fibers on hook and loop style carpets strands.



Entry/Hallway

- **Fiberglass door** No nails, be cautious with drilling any holes. Thresholds need seasonal homeowner adjustments.
- **Switched Eave Outlet** For Christmas lights or heat tape. Switch behind front door (sometimes in entry closet).
- **Thermostat** Programmable. Fan in "ON" position helps to even out air in home. Will need to switch between "HEAT" and "COOL" manually. Leave on "HOLD" for best results.
- **Smoke Detector/CO2** All connected together. Constant power. Change batteries every year.



Bathrooms

- **Tub Maintenance** Nothing abrasive when cleaning.
- **Cultured Marble** Nothing abrasive when cleaning.
- **Shower Doors/Glass** Recommend using **RainX** and **Windex** for cleaning.
- **Tile** Seal grout lines per manufacture's specs.
- **Plumbing** Keep an eye on p-traps under sink. Shut-off valves for sink and toilet. Toilet float adjustment in tank.
- **GFI Outlets** Outlets are **GFI** protected with several outlets on the same circuit. Reset a tripped outlet by finding the one on the circuit that has the button.
- **Cabinets** Clean with damp rag and mild soap. Avoid contact with high amounts water. Hinges are adjustable. Touch up kit included.



Bedrooms

- **Closet Doors** Latch with magnetic catch, highly recommended to leave bottom magnet in place to avoid warping.
- **Smoke Detectors** Tied to others throughout the home. Change battery every **YEAR**. Test monthly.
- **Primary Bedroom Ceiling Fan Pre-wire:** Weight-rated box. Two wires lead into a single switch ready to change out if a fan is installed. Recommend using an electrician if adding a fan.



Basement

- **Insulation** All exterior basement walls are insulated. Keep in place when finishing basement - Do not compress more than **50%**.
- **Foundation/Floor** Cracks are common with concrete. Anything over **1/4"** wide or vertical is covered by warranty. Foundation cracks that allow water in can be sealed from the inside - report to customer service.
- **Unconditioned Under Porch Storage** Not water tight, not recommended to finish room, needs ventilation, not recommended to seal off from rest of basement. Can get warm in summer and cold in winter.
- **Main Water Shut Off/PRV** Turn off if you will be gone for more than a few days. Parallel/on, perpendicular/off. Only a plumber should adjust pressure regulator.
- **Furnace** **96%** efficient. Register with manufacturer. Critical to change filter **ONCE a month**. Recommend using a non-obstructive filter. Condensate water drains under normal operation.
- **Tankless Water Heaters** Endless hot water (**not instant**). Adjust temperature with remote on side of unit. **25 year warranty**. Register with manufacturer. To keep manufacturer's warranty in place the unit must be flushed every **12 months**. You can use a plumber or do it yourself with cleaning kit. Visit <http://noritz.com/techtips/> for instruction on cleaning and safety information.

- **Low Voltage Wiring** Some wires run to exterior of home for utility company to tie on to. Remaining lines go to pre-selected rooms throughout home. Homeowner utility company is responsible for connection.
- **Future Plumbing** Tub line 18"-24" below floor. Rough-in location may not be exact.
- **Basement Windows:** Recommend to re-caulk all windows when finishing basement.



Garage

- **Garage Door Opener** Sensors at bottom of garage door tracks can be bumped out of alignment but are easy to adjust by hand. Look for a solid green light on one of the sensors. Wall button has motion sensor and can be locked (if desired). Car remotes included. Keypad can be reprogrammed using the instructions on flap. Opener can be programmed to **WIFI (instructions included in packet)**. (Optional) battery can be purchased for opener. In case of power outage, emergency pull will allow door to be opened by hand. It is recommended to lubricate once per year focusing on all of the hinges and wheels and spraying the spring above the door with a garage door lube or silicone spray.
- **Attic Access** Allows access into attic. Trusses are not designed for storage.
- **GFI Outlets** Often times, tied to other exterior outlets. Reset with button



Exterior

- **Concrete maintenance** Keep concrete sealed - voucher given at closing for single family and townhomes. Use a weed sprayer for easy application Keep snow/ice off. Never use any kind of ice-melt (even those that say they are safe for concrete). Cracks and spawling are not covered.
- **Meters** Culinary (drinking water) and secondary (sprinklers) meters are located near street (not applicable in some cities). Shut off secondary (sprinklers) before winter to prevent freezing. Drain or disconnect backflow preventers to prevent freezing.
- **Hose Bibs** Disconnect all hoses during winter.
- **Final Grading** Final grade on homes, that do not receive landscaping, is for directing water away from the home. It will still be necessary to bring in top soil. Important to maintain 5% slope away from home. "Ponding" water is possible until landscaping is installed and is not builder's responsibility if 10' from home. Homeowner responsible to maintain or control water on property after closing.
- **Future Landscaping** Downspout extensions should extend a minimum of 10' from home and terminate with a pop-up drain. Only a drip system is recommended within 5' of the home. Maintain water on your property with berms and swales as necessary.
- **Included Landscaping** Landscaping may require a few seasons to establish. Be mindful of watering and avoid excess water that may affect neighboring properties. On sloping yards, it is recommended to "soak and cycle" in more frequent short runs rather than a single long run. Condos and Townhomes are maintained by the HOA and concerns should be reported to them. Sprinkler maintenance is a homeowner / HOA responsibility. Winterize your sprinklers system every fall. Do not over water. And keep your sprinkler heads and pop up drains clear of debris and overgrowth.
- **Deck/Railing** Keep decking material clean. No maintenance is necessary on both the decking or railing.
- **Roof** Be cautious with penetrations (holes from satellite dishes, solar panels, etc. can cause leaks and are not covered by warranty). Use caution accessing roof when shingles are hot or frozen as they can be damaged.

