



# Homeowner Manual

January 2020

This manual was updated as of the date set forth above and is current only as of that date. Best practices change as time goes on, and you are responsible for making sure that you follow manufacturers' recommendations, and making sure your maintenance and care practices are up to date.



Congratulations on your decision to purchase a new condominium home from Kamalani Ventures LLC. We share your excitement about your new residence and look forward to having you as a member of our community.

We designed this *Homeowner Manual* to assist you after the purchase of your home. A home requires regular care and maintenance, which is a homeowner's responsibility. This manual will help you maintain the value and appearance of your Kamalani home for years to come.

Please take time to review this material thoroughly. Note the amount of detail we have provided. Your new home received the same attention to detail. In addition, the manual's warranty section will help you understand Kamalani's Limited Warranty program, its limitations, and the claims process.

If you need clarification or additional details about any topic discussed, please give us a call. Our relationship with you, our customer, continues after the purchase of your new home - a reassurance that your investment is well protected.

Sincerely,

*The Kamalani Team*



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## SECTION 1 - INTRODUCTION

### Kamalani Ventures LLC:

A&B Properties Hawaii, LLC, Series T is the manager of Kamalani Ventures LLC and is part of the Alexander & Baldwin, Inc. (A&B) family of companies. Our roots as a kama'āina company growing sugarcane trace back to 1870. Transportation and real estate endeavors followed, and today we are a multi-market, multi-faceted company focused on growing our integrated businesses. Our real estate arm, A&B Properties Hawaii, LLC, Series T, embraces the creation of communities that reflect our island heritage, yet blend with contemporary Hawai'i. Once limited to historical landholdings on Maui, our development and investment activities have expanded from Maui to Kaua'i, Hawai'i Island, and O'ahu. Through our real estate activities, we have enabled generations of Hawaii families to enjoy the benefits and security of fee simple home ownership.

A&B has a long and proud history of providing housing for the people of Maui. In fact, the origin of A&B's real estate development activities dates back to 1947 when Frank and Harry Baldwin, sons of A&B co-founder Henry P. Baldwin fulfilled a dream of providing sugar plantation and railroad employees the opportunity to own their own homes at reasonable prices.

In 1950, after three years of planning, the first house-and-lot package was sold in "Dream City," a community in Kahului. By 1985, A&B had developed 14 housing increments in Dream City and sold more than 3,200 homes/lots to Maui residents, including 2,000 to employees and retirees of HC&S and A&B.

Since then, A&B has continued to provide homes for Maui's residents, as well as dining, shopping and recreational amenities, business activities, entertainment and other contributions that enable a contemporary island lifestyle.



## Who's Who?

### *Some Names You Should Know*

Two-way communication is vital to a mutually satisfactory relationship. Understanding what is happening and knowing whom to contact can smooth the home-buying process. We believe that it is our responsibility to establish and maintain clear lines of communication. The professionals listed below are glad to assist you or find the answers to your questions.

#### Developer

Kamalani Ventures LLC  
822 Bishop Street  
Honolulu, HI 96813  
Phone: Until July 1, 2020: (808) 868-6089  
Starting July 1, 2020: (808) 877-5523  
[info@kamalaniliving.com](mailto:info@kamalaniliving.com)

#### General Contractor

Coastal Construction Co., Inc.  
1900 Hau St.  
Honolulu, HI 96819  
Phone: (808) 847-3277

#### Customer Service (until July 1, 2020):\*

Kamalani Customer Care  
11 Pu'unēnē Avenue  
Kahului, HI 96732  
Phone: (808) 868-6089  
Fax: (808) 871-7497  
[customercare@kamalaniliving.com](mailto:customercare@kamalaniliving.com)

#### Property Manager

Hawaiiana Management Company  
140 Ho'ohana St., Suite 208  
Kahului, HI 96732  
Phone: (808) 270-3218  
Fax: (808) 873-7423  
[www.hmcmgt.com](http://www.hmcmgt.com)

\*The Customer Care center will be closing on June 30, 2020, about a year after the last Townhome and Flats closings. This should have provided ample time for any help as you settled in and got acquainted with your new home. After June 30, if you have any questions please contact the property manager, or for warranty claims, Kamalani Ventures LLC.



**Definitions:**

Certain terms are used in this Homeowner Manual. Please refer to the list of Definitions in the Declaration of Condominium Property Regime that you received at closing.



## SECTION 2 - CONSTRUCTION OF YOUR HOME

### **Locks and Keys**

Once exterior doors and locks are installed, we will access your home with a construction master key. Company policy prohibits staff members from loaning these keys to customers. Just prior to you taking possession, your permanent key was used in the lock for the first time, which repositioned the lock tumblers. The construction master key will no longer operate the lock to your home.

Please be aware that once the tumblers are repositioned, neither the developer nor property manager will be able to unlock your door for you. In the event of an inadvertent lockout, you will need to call a locksmith.

### **Plans and Specifications**

The County of Maui has reviewed and approved the plans and specifications for your home. We construct each home to comply with the plans and specifications approved by the County. Your specifications become part of our agreements with trade contractors and suppliers. Only written instructions from Kamalani Ventures LLC can change these contracts. While we make our best effort to ensure that the model home is representative of the production units, there are many factors that can cause variations between the model home you viewed and the home we deliver to you.

### ***Regulatory Changes***

From time to time, County agencies adopt new codes or regulations that can affect your home. Such changes are usually adopted in the interest of safety and are legal requirements with which Kamalani Ventures LLC must comply. Therefore, the same plan may be constructed slightly differently in two different jurisdictions or at two different times within the same jurisdiction.

### ***Individual Foundation Designs***

Another area where variations among homes can appear is in the foundation system. The foundation design is specific to each lot. Based on the results of a soil test, an engineer determines which foundation system to use. Because of variations in soil conditions among lots, your foundation may differ from your neighbors' foundation or that of the same home in another neighborhood.



### ***Topography and Homesite Conditions***

Because each homesite is different, the position of your home on the site may vary from others in the community. In addition, the exterior elevations of each home are affected by the topography, or surface contours, of your homesite. For instance, slope on the site may affect the number and configuration of the driveway, sidewalks, steps, and rails.

Exterior finish varies in accordance with the slope on the site and retaining walls are sometimes needed for extreme conditions.

### ***Utilities and Mailboxes***

The locations of meters, phone and electrical junction boxes, and mailboxes are examples of items outside the control of Kamalani Ventures LLC. The authority of the utility companies, County of Maui and/or the U.S. Postal Service to designate the placement of these items is well established.

### ***Changes in Materials, Products, and Methods***

The new-home industry, building trades, and product manufacturers are continually working to improve methods and products. In addition, manufacturers sometimes make model changes that can impact the final product. For instance, appliance manufacturers generally make design changes every year. The model homes will show the appliances that were current when the models were built although your home may have a more recent version.

In all instances, as required by your purchase agreement, any substitution of method or product that we make will have equal or better quality than that shown in our models. Since such substitutions or changes may become necessary because of matters outside our control, we reserve the right to make them without notification.

### ***Model Units***

Model units may be equipped with larger capacity air conditioners to accommodate high traffic; models also display many decorator items, window coverings, and furnishings.

Mature or private yard landscaping, extra sidewalks, fences, lighting, fountains, signs and flags are other examples of items which are not part of the home we will be building for you. Please review your home's specifications as well as information Kamalani Ventures LLC provides about optional items displayed in the models carefully to avoid misunderstandings. Contact your sales team with any questions. Because finish sizes can vary somewhat, you should measure for window coverings in your home rather than in any model.



### *Television and the Internet*

You may be aware of various home construction methods and materials from watching television programs or exploring the Internet. Kamalani Ventures LLC routinely reviews new approaches with a focus on building homes with materials and methods that perform predictably and to our standards. We take a conservative approach to utilizing new approaches until they have been proven over time. In addition, what is appropriate for a home in one area may not be appropriate for your home because of soil, climate, and other conditions.

### *Natural Variations*

Many trade contractors have assembled your home. The same individuals rarely work on every home and, even if they did, each one would still be unique. The exact placement of switches, outlets, registers, and so on will vary slightly from the model units and other homes of the same floor plan.

### **Quality**

Kamalani Ventures LLC will have your home built to the quality standards described in our documents and demonstrated in our model homes. Each new home is a handcrafted product—combining art, science, and raw labor. The efforts of many people with varying degrees of knowledge, experience, and skill come together.

### *Errors and Omissions*

From time to time during a process that takes months and involves dozens of people, an error or omission may occur. We have systems and procedures for inspecting our homes to ensure that the level of quality meets our requirements. We inspect every step of construction and are responsible for quality control. In addition, Kamalani Ventures LLC's professional consultants and the County conduct a number of inspections at different stages of construction. Your home must pass each inspection before construction continues.

### *Your Questions*

We also respect your interest and appreciate your attachment to the new home. Therefore, your questions are welcome.



### *General Contractor*

Our general contractor orders all materials and products from suppliers with whom they have established relationships. Although sweat equity arrangements are unavailable as a part of your purchase agreement, you are welcome to add your personal touches to the home after you close and take possession of it.

### **Trade Contractors**

Your home is built through the combined efforts of specialists in many trades—from excavation and foundation, through framing, mechanical, and insulation, to drywall, trim, and finish work. In order to ensure you the Kamalani Venture LLC's standard of construction, only the general contractor, its authorized suppliers, trade contractors, and employees are permitted to perform work in your home.

Each trade contractor works on a limited portion of the home; they may not be aware of all the details that affect the home and are not in a position to offer judgments. All questions or requests for changes should go through Kamalani Ventures LLC, and we will obtain input from the general contractor or trades when that is appropriate.

The general contractor, its suppliers and trade contractors have no authority to enter into agreements for Kamalani Ventures LLC. For your protection and theirs, the terms of our trade contractor agreements prohibit alterations without written authorization from Kamalani Ventures LLC. Their failure to comply with this procedure can result in termination of their contract. Discuss changes you are considering with your sales team.

Kamalani Ventures LLC may elect to allow outside vendors to showcase their products and/or materials in the model homes and distribute promotional material. This should not be construed as an endorsement of these vendors nor is any warranty on their products or services expressed or implied.



## Utility and Community Services

### Telephone

Hawaiian Telcom  
1177 Bishop Street  
Honolulu, HI 96813  
Customer Service: (808) 643-3456  
Customer Service: (877) 482-2211 (Toll Free)  
Technical Support: (808) 643-6111

### Electric

Maui Electric  
210 W. Kamehameha Ave.  
Kahului, HI 96732  
Customer Service: (808) 871-9777  
Bill Payment: 1-(888)-813-2207  
Property Damage: (808) 871-7777  
Internet: <https://www.mauielectric.com/customer-service/contact-us>

### Gas

Hawaii Gas  
70 Hāna Highway  
Kahului, HI 96732  
Phone: (808) 877-6557

### Cable Television

Spectrum  
158 Ma'a Street  
Kahului, HI 96732  
Phone: (844) 757-2833

### Property Manager

Hawaiiiana Management Co., Ltd.  
140 Ho'ohana St. 208  
Kahului, HI 96732  
Phone: (808) 270-3218

### Post Office

Kihei Post Office  
1254 S. Kihei Road  
Kihei, HI 96753  
Phone: (808) 879-1987

### Appliances

GE Appliances Service Request  
1-800-432-2737  
M-F 8:00 AM - 9:00 PM (EST)  
<https://www.geappliances.com/ge/service-and-support/service.htm>

Please have model and serial number available when calling for service.



## SECTION 3 - CARING FOR YOUR HOME

Kamalani Ventures LLC has had your home constructed with carefully selected materials and with the effort of experienced craftsmen and laborers under the supervision of the general contractor's field personnel and the administrative support of their office personnel. Although this group works from detailed plans and specifications, no two homes are exactly alike. Each one is unique; a home is one of the last hand-built products left in the world. Over time, each behaves differently.

Although quality materials and workmanship have been used in creating your home, similar to an automobile, it requires care from the first day. Regular homeowner maintenance is essential to providing a quality home for a lifetime. This section of our manual was assembled to assist you in that effort.

### **Homeowner Use and Maintenance Guidelines**

We are proud of the homes we build and the neighborhoods in which we build them. We strive to create lasting value. This is best achieved when you, as the homeowner, know and perform appropriate maintenance tasks. Periodic maintenance is necessary because of normal wear and tear, the inherent characteristics of the materials used in your home, and normal service required by the mechanical systems. Natural fluctuations in temperature and humidity also affect your home, resulting in maintenance items. The natural and manufactured materials, the components interact with each other and the environment.

We recognize that it is impossible to anticipate and describe every attention needed for good home care. We focused on items that homeowners commonly ask about. The subjects are listed in alphabetical order to make finding answers to your questions convenient. Because we offer homebuyers a variety of floor plans and optional features, this manual may discuss components that are not present in your home. A table is included at the end of this manual that lists some of the specific materials used in the construction of your home with the website address to the care and maintenance information.

### ***Checklists***

You will find several checklists included in this manual. These cover fire prevention reminders, energy and water conservation tips, suggestions for extended absences, appliance service information, a home maintenance supplies list, and a maintenance schedule. Again we make no claim that we have included every detail. We do believe we have provided you with a good start, and we've allowed space for you to add your own notes to our checklists.



### ***Prompt Attention***

In addition to routine care, many times a minor maintenance attention provided immediately saves you a more serious, time-consuming, and sometimes costly repair later. Note also that neglecting routine maintenance can void applicable limited warranty coverage on all or part of your home. By caring for your new home attentively, you ensure uninterrupted warranty coverage as well as your enjoyment of it for years. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

### ***Manufacturer Literature***

Please take time to read the literature (warranties and use and care guides) provided by the manufacturers of consumer products and other items in your home. The information contained in that material is not repeated here. Although much of the information may be familiar to you, some points may differ significantly from homes you have lived in.

We make every effort to keep the information in this manual current. However, if any detail in our discussion conflicts with the manufacturer's recommendations, you should follow the manufacturer's recommendations.

Activate specific manufacturer's warranties by completing and mailing any registration cards included with their materials. In some cases, manufacturer's warranties may extend beyond the first year and it is in your best interests to know about such coverages.

### **Homebuilder's Limited Warranty Guidelines**

While we strive to build a defect-free home, we are realistic enough to know that, with repeated use, an item in the home may fail to perform as it should. When this occurs, we will make necessary corrections so the item meets our warranty guidelines. In support of this commitment, Kamalani Ventures LLC provides you with a limited warranty.

### ***We Sometimes Break Our Own Rules-In Your Favor***

Our criteria for qualifying warranty repairs are based on the Residential Construction Performance Guidelines for Professional Builders & Remodelers, Fourth Edition, published by the National Association of Homebuilders. Please note that we reserve the right, at our discretion, to exceed these guidelines if common sense or individual circumstances make that appropriate, without being obligated to exceed all guidelines to a similar degree or for other homeowners whose circumstances are different.



### *We Sometimes Say No*

With a product as complex as a home, different viewpoints regarding which tasks are homeowner maintenance responsibilities and which are Kamalani Ventures LLC warranty responsibilities are possible. If you request warranty service on a maintenance item, we will explain to you the steps you should take to care for the item. We are available to answer your home-care questions during and after your warranty period. Providing normal maintenance for your home is your job.

If we deny a warranty claim and you don't agree with the denial, please refer to the Home Builder's Limited Warranty that you received at your closing for the procedures to follow if you would like to pursue your claim.

### *Warranty Specimen Provided for Your Review*

You will receive the signed limited warranty document at your closing. We provide a specimen copy for your review at the time you sign your purchase agreement. Please read through this information, as well as the service procedures and guidelines discussed on the following pages. If you have any questions, please contact us.

### **Warranty Reporting Procedures**

Providing warranty service for a new home is more complicated than for other products. When you purchased your home, you actually purchased hundreds of items and the work of many independent trade contractors. With so many details and people involved, a planned system is essential.

Our warranty service system is designed based on your written warranty service request. This provides you with the maximum protection and allows us to operate efficiently, thereby providing faster service to all homeowners. **We do not accept any warranty claims by phone or by any unwritten means.** Please put all warranty service requests in writing.

If you wish to initiate warranty service, you are welcome to do so by sending in a service request form (we've included a copy of this form at the back of this manual or it may be downloaded from the AOUO website) or simply by writing a letter or sending an e-mail.

We can provide service faster and more accurately if we have all the necessary information. With your warranty request, please include:

- Your name, address, e-mail address, and the phone numbers where you can be reached during business hours.
- A complete description of the problem, for example, "guest bath—cold water line leaks under sink," rather than "plumbing problem."



- Information about your availability or the best days or times to reach you. For instance, if calling you at work is acceptable, let us know. Otherwise, we will use your home phone number. If you are usually home on Thursday, mention that.

You are welcome to mail, fax, e-mail, or drop off your request in person at our main office. Keep a copy for your records. This written system permits Kamalani Ventures LLC personnel to focus their time producing results for you and following up. Experience has taught us that accuracy and efficiency suffer when we work outside this system and sacrifice careful documentation.

We schedule appointments for miscellaneous requests on a first come, first served basis between the standard appointments. As a result, service on miscellaneous requests may take a bit longer to address.

### **Warranty Item Processing Procedures**

When we receive a warranty service request, we may contact you for an inspection appointment. Warranty inspection appointments are available Monday through Friday, 7:00 a.m. to 3:00 p.m. We inspect the items listed in your written request to confirm warranty coverage and determine appropriate action.

Generally, reported items will be warranty items or maintenance items. If the matter is a warranty item and repairs are required, we will issue a warranty work order describing the situation to be addressed. If the item is home maintenance, we will review the maintenance steps with you and offer whatever informational assistance we can. Occasionally the inspection step is unnecessary. In that case, we issue the needed work orders and notify you that we have done so.

### **Help Us to Serve You**

#### ***Access to Your Home***

Kamalani Ventures LLC arranges for inspections of interior warranty items only when an adult is available to accompany our representative and point out the items you have listed. We will likewise perform repairs only when an adult is available to admit the workers to your home. An adult is a person 18 or older who has your authorization to admit service personnel and sign completed work orders.

We do not accept keys, nor will we permit our contractors to accept your key and work in your home without an adult present. While we recognize that this means processing warranty service items may take longer, we believe your peace of mind and security should be our first concern.

While we understand that having to be at home to meet the representative or tradesperson can be an inconvenience, please understand that our warranty personnel



also have schedules to keep. If a homeowner isn't present for a scheduled warranty appointment three times, then the warranty claim will be void.

### *Exterior Items*

Exterior items can usually be inspected and repaired without an adult present, provided access is available (for instance, no locked gate). However, we will contact you the day prior to any visit and let you know we will have someone on your property. If you prefer to meet with us and discuss the item(s) in question, we are happy to arrange an appointment to do that.

### *Repair Appointments*

Depending on the work needed, at the conclusion of the inspection appointment, our representative will most likely ask you to designate a *work date*—a date that is at least 10 days from the inspection date—for approved repairs to be made. This 10-day minimum time frame allows us to retain or notify appropriate contractors and trades people and arrange for repairs. Although some repairs may require more than one work date, many repairs can be done in one day and this system works well for most situations.

Once work date appointments are set, we confirm them the day before and our representative follows up to confirm repairs are completed.

### *Inspection and Work Hours*

Many homeowners ask whether evening and weekend appointment times are available. We understand the desire for appointments outside normal business hours. We recognize the trend to services being available "24/7" in many businesses.

However, in investigating how such appointments could be arranged, we discovered many factors that make extended service hours impractical.

- A significant portion of repairs require daylight for proper execution. This applies to drywall, paint, and exterior work of almost any type.
- We also found that most contractors and trades people — many of whom operate as small companies — are unable to work all week and also be available for extended hours. Therefore, the few repairs that could be performed in off-hours failed to eliminate the need for repair appointments during normal hours.
- Administrative staff and supervisors would need to be available to answer questions. Having some personnel work extended hours meant being short staffed during normal business hours.



For that reason, all work and inspections will generally be scheduled Monday through Friday, between 8:00 a.m. and 3:00 p.m.

### *Pets*

Kamalani Ventures LLC respects the pets that many homeowners count as members of their households. To prevent the possibility of an animal getting injured or lost, or giving in to its natural curiosity about tools and materials used for repairs, we ask that you restrict all animals to a comfortable location during any warranty visit, whether for inspection or warranty work. This policy is also for the protection of our employees, contractors and trades people. We will instruct our contractors and trades people to reschedule the appointment if pets have access to the work area.

### *Your Belongings*

In all work that we perform for our homeowners, we are concerned that their personal belongings be protected. When warranty work is needed in your home, we ask that you remove vulnerable items or items that might make performing the repair difficult. Also, we respectfully request that furniture is moved away from subject areas that are scheduled for warranty repair work. For example, if you have repairs scheduled for your bedroom window, kindly move any night stands, dressers and open window shades.

Kamalani Ventures LLC, its contractors, and trades people will reschedule the repair appointment rather than risk damaging your belongings.

### *Surfaces*

We expect all personnel who work in your home to arrive with appropriate materials to cover the work area, protecting it from damage and catching the dust or scraps from the work being performed. Similarly, all personnel should clean up the work area, removing whatever excess materials they brought.

Repair personnel will routinely check the work area for any existing damage to surfaces. They will document any scratches, chips, or other cosmetic damage prior to beginning repairs to avoid any later disagreement about how and when such damage occurred.

### *Signatures on Work Orders*

Signing a work order acknowledges that a technician worked in your home on the date shown and with regard to the items listed. It does not negate any of your rights under the warranty nor does it release us from any confirmed warranty obligation. If you prefer not to sign the work order, the technician will note that, sign the work order and return it to us for our records.



Our work order form includes a brief survey about the service provided. We appreciate your taking a moment to respond to the items listed and let us know your opinion. If you are dissatisfied with any service we provide, you can note that on the work order or call us with your feedback. We will review your concerns and determine whether our requirements have been met.

### *Completion Time*

Regular review of outstanding work orders is part of our office routine. Checking with trades and homeowners alike, we strive to identify the cause for delays and get all warranty work completed within an appropriate and reasonable amount of time.

We intend to complete warranty work orders within 15 workdays of the inspection unless you are unavailable for access. If a back-ordered part or similar circumstance causes a delay, we will let you know. Likewise, when weather conditions prevent the timely completion of exterior items, we track those items and follow up to ensure that they are addressed when conditions are right. This can mean a wait of several months.

### *Missed Appointments*

Good communication is one key to successful completion of warranty items. We strive to keep homeowners informed and to protect them from inconvenience. One of our challenges in this regard is when unexpected events sometimes result in missed appointments.

If a Kamalani Ventures LLC representative, its contractor, or trades person will be late, he or she should contact you as soon as the delay is recognized, offering you a choice of a later time the same day or a completely different appointment. If you must miss an appointment, we appreciate being alerted as soon as you realize your schedule has changed. We can put work orders on "hold" for 10 to 30 days and re-activate them when your schedule offers a better opportunity to arrange access to the home.

### *Alterations*

If a homeowner elects to modify a component of the home that is covered under a warranty, the subject areas of the improvement may no longer be covered by the warranty. For example, if a homeowner decides to cut a hole in the shower surround to install a new recessed soap dish, the warranty on the altered portion of the shower surround may be void. These determinations will need to be made on a case-by-case basis.

Similarly, any new improvements added by the homeowner will not be covered by the warranty. For example, if a homeowner adds an air conditioning system to the home, the air conditioning system will not be covered under the limited warranty.



## Emergencies

While emergency warranty situations are rare, when they occur prompt response is essential. Begin by checking items you can check. Troubleshooting tips appear in this manual for several of your home's components:

- Electrical
- Plumbing
- Roof (leak)
- Water heater

Please refer to the individual categories to review these hints; you will find them at the end of the corresponding sections. Often the appropriate action by you can solve a problem immediately or mitigate the situation until a technician arrives.

If your review of the troubleshooting tips fails to solve the problem, call the necessary utility company directly (if applicable). Their phone numbers are listed on the Emergency Phone Numbers sheet you receive at orientation. We suggest that you insert the Emergency Phone Numbers sheet in this section of your homeowner manual or secure it inside a kitchen cabinet, near your phone.

The local utility companies provide emergency responses to the following conditions:

- Total loss of electricity to the entire neighborhood (MECO)
- Total loss of water to the entire neighborhood (DWS)
- Plumbing leak that requires the entire water supply to be shut off (DWS)
- Any type of gas leak whether inside or outside the building (Hawaii Gas)

Note that if a service (gas, electricity, water) is out in an entire area, attention from the appropriate utility company is needed. Trade contractors are unable to help with such outages.

In addition to calling the utility company, or if the emergency does not involve a utility service, contact the Kamalani property manager. Submit a service request right away.

Roof Leak. While we agree with homeowners that a roof leak is indeed an emergency, the reality is that repairs cannot safely or effectively be performed while the roof is wet.

During business hours, contact the Kamalani property manager with the information, take appropriate steps to mitigate damage, and they will follow up when conditions make repairs possible.

Other Emergencies. In addition to emergency situations covered by our limited warranty, be prepared for other kinds of emergencies. Post phone numbers for the fire



department, police, paramedics, and poison control near phones in your home. Have companies in mind in the event you need a locksmith, water extraction, glass breakage repair, or sewer router service. If you are new to the area, neighbors may be able to recommend good service providers. Introduce your children to neighbors who might be available to help in an emergency if you are not home.

### **Kitchen Appliance Warranties**

The manufacturers of kitchen appliances have asked to work directly with homeowners if any repairs are needed for their products. Customer service phone numbers are listed in the use and care materials for each appliance. Be prepared to provide the model and serial number of the item and the closing date on your home. For your convenience, we have included an Appliance Service information sheet among the other checklists in this manual.

Appliance warranties are generally for one year; refer to the literature provided by the manufacturer for complete information. Remember to mail in any registration cards you receive with manufacturer materials. Being in the manufacturer's system assures that in the event of a recall the company can contact you and arrange to provide the needed correction.



## SECTION 4 - WARRANTY SERVICE SUMMARY

The many details of warranty coverage can be confusing. We hope this summary of key points will help. If you do not know whom to contact, ask us and we will guide you.

### Warranty Hours

- Inspection appointments: Monday through Friday, 8:00 a.m. until 3:00 p.m.
- Work appointments: Monday through Friday, 8:00 a.m. until 3:00 p.m.

### Warranty Claims

Mail, fax, e-mail, or drop off your service request at our office. You will find warranty service request forms at the end of this manual or you can request copies by calling our office.

Kamalani Ventures LLC  
822 Bishop Street  
Honolulu, HI 96813  
Fax (808) 871-7497  
Email until July 1, 2020: [customercare@kamalaniliving.com](mailto:customercare@kamalaniliving.com)  
Email starting July 1, 2020: [info@kamalaniliving.com](mailto:info@kamalaniliving.com)

### Emergency

First, check the troubleshooting tips under several individual headings in this manual. If those tips do not solve the problem, please contact the appropriate utility company directly using the emergency numbers you receive at your orientation, and the Kamalani property manager. Submit a service request right away if it is a warranty item.

### Storm Damage or Other Natural Disaster

For damage to the contents, contact your homeowner's insurance agent immediately. Contain damage as much as possible without endangering yourself. In extreme situations, photograph the damage. For damage to the exterior or other common elements, contact your property manager.

### Appliances

Contact the manufacturer directly with model and serial number, closing date, and description of problem. Refer to your Appliance Service information sheet.



## SECTION 5 - FIRE PREVENTION

Fire safety should be practiced by all family members. Awareness of potential dangers and preventive actions are preferable to even the fastest response. Keep these hints in mind and add your own reminders in the space provided on the next page.

### Train Family Members

- Ensure that all family members know what escape routes exist in your home.
- Conduct a fire drill with family members.
- Test the smoke detectors to assure they function and so that everyone recognizes the sound. Follow the manufacturer's directions for cleaning and servicing all of your smoke detectors.
- As soon as possible, teach young children how and why to dial 911.
- Have a general use fire extinguisher and instruct all family members in its location and use.
- Teach children the safe use of appliances such as irons and toasters.

### Practice Prevention

- Store matches away from children and heat sources.
- Avoid smoking in bed.
- Avoid leaving small children home alone, even for a short time.
- Maintain appliances in clean and safe working condition.
- Avoid overloading electrical outlets.
- Ensure that all electrical cords are in good repair.
- Use correctly sized fuses.
- Avoid having any flammable objects or materials near the stove.
- Keep the range hood filter clean to prevent a build up of grease.
- Allow space for cooling around electrical equipment.



- Remove lint from dryer vent after every use.
- Regularly clean the area where your clothes dryer connects to the duct, as lint and dust can accumulate there.
- Unplug the iron when it is not in use. Do not leave an iron that is on unattended.
- Use electric blankets with care, following manufacturer directions.
- Store volatile materials (paint, gasoline for the lawn mower, and so on) in appropriate containers, away from flames (such as pilots lights) or heat sources. Many trash collection services offer a means for you to dispose of hazardous items. Check with your service provider for details.
- Keep the barbeque clear of flammable objects and materials.
- During holidays, ensure that all cords and connections are in good condition and of appropriate capacity for electrical decorations.
- If you decide to remodel or add onto your home, obtain a building permit and work with trained professionals. Ensure that all building department inspections occur and that the work complies with all applicable codes. This also applies to installing a gas line for an outdoor barbeque, a gas fireplace, clothes dryer, and so on.
- If you decided to change any gas appliance, notify Hawaii Gas.

**Your Additional Reminders and Notes:**

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## SECTION 6 - EXTENDED ABSENCES

Whether for a vacation, business travel, or other reasons, nearly all of us occasionally leave our homes for days or weeks at a time. With some preparation, such absences can be managed uneventfully. Keep these guidelines in mind and add additional reminders that are appropriate to your situation.

### Plan-in-Advance

- Ask a neighbor to keep an eye on the property. If possible, provide them with a way to reach you while you are away.
- If you will be gone an especially long time (over two weeks) consider arranging for a house sitter.
- Arrange for someone to care for your yard area, if you will be gone a long time.
- Notify the property manager, local security personnel and/or police of the dates you will be away.
- Stop mail, newspapers, and other deliveries.
- Use lighting timers (available at hardware stores for \$10 to \$20).
- Confirm that all insurance policies that cover your property and belongings are current and provide sufficient coverage.
- Mark valuable items with identifying information. Consider whether you have irreplaceable items that should be stored in a safe deposit box.

### As You Leave

- Forward phone calls to a relative or close friend.
- Unplug computers and other electronic devices that might be harmed in an electric storm or power surge.
- Leave window coverings in their most typical positions.
- Confirm that all doors and windows are locked and the deadbolts are engaged.
- Shut off the main water supply. This is located above the access panel in the bathroom.



- Store items such as your lawn mower, bicycles, or ladders in the garage or storage closet.
- Disengage the garage door opener (pull on the rope that hangs from the mechanism). Use the manufacturer's lock to bolt the overhead door. *Caution:* Attempting to operate the garage door opener when the manufacturer's lock is bolted will burn out the motor of your opener. Upon your return, unlock the garage door first, then re-engage the motor (simply push the button to operate the opener and it will reconnect) to restore normal operation.
- Leave a second car in the drive, as applicable.
- Arm your security system, if applicable.

**Your Additional Reminders and Notes:**

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## SECTION 7 - ENERGY AND WATER CONSERVATION

Good planning and thoughtful everyday habits can save significant amounts of energy and water. In the process of conserving, you also save money as an additional benefit. Keep these hints in mind as you select and use your home's features:

### Cooling

- Ceiling fans cost little to operate and the moving air allows you to feel comfortable at temperatures several degrees higher.
- On hot days, close the window coverings on windows facing the sun to minimize solar heating. If you've installed air conditioning, close the windows and door to the room being cooled while the air conditioning is running.
- Keep the garage overhead doors closed.

### Water and Water Heater

- The thermostat on your water heater should already be pre-set. If you feel that the water temperature isn't appropriately set, please refer to the water heater owner's manual.
- Correct plumbing leaks, running toilets, or dripping faucets ASAP.
- Keep aerators clean.

### Appliances

- In selecting your home's appliances, compare the information on the (yellow and black) Energy Guide sticker. Sometimes spending a bit more up front can reduce operating costs over the life of the appliance, conserving energy at the same time.
- Use cold water when operating your disposal. This not only saves hot water you pay to heat, it preserves the disposal motor.
- When baking, preheat your oven just five minutes before you use it. When possible, bake several items at the same time or at least consecutively. Turn the oven off a few minutes before baking time is done.
- Microwave rather than using the range when possible, especially during hot weather.



- Run the dishwasher when it has a full load and use the air-dry cycle. Avoid regular use of the rinse and hold cycle.
- Refrigerators with the freezer on top generally use significantly less energy than side-by-side models. Select an appropriate size for your needs; two small refrigerators use more energy than one large one.

### **Electrical**

- Use LED, compact fluorescent bulbs or fluorescent tubes where possible. Incandescent bulbs are the least efficient source of light.
- Turn lights and other electric items off when you finish using them or leave the room.

### **Maintenance**

- Caulk in dry weather when temperatures are moderate. Check all locations, such as:
  - Around fans and vents
  - Joints between door or window frames and siding
- Check weather stripping on all exterior doors and adjust as needed. Ensure that door thresholds are a good fit—most are adjustable.
- After any activity in the attic, check that the insulation is evenly distributed.

### **Your Additional Reminders and Notes:**

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## SECTION 8 - APPLIANCE SERVICE

This sheet is for your convenience. For warranty service on an appliance, contact the appropriate manufacturer directly at the service number provided in the appliance literature. You will need to supply the model and serial number (usually located on a small metal plate or seal attached to the appliance in an inconspicuous location), and the date of purchase (your closing date).

Closing Date \_\_\_\_\_

| <i>Appliance</i> | <i>Manufacturer</i> | <i>Model #</i> | <i>Serial #</i> | <i>Service Phone #</i> |
|------------------|---------------------|----------------|-----------------|------------------------|
| Range            |                     |                |                 |                        |
| Range Hood       |                     |                |                 |                        |
| Dishwasher       |                     |                |                 |                        |
| Disposal         |                     |                |                 |                        |
| Washer           |                     |                |                 |                        |
| Dryer            |                     |                |                 |                        |
| Refrigerator     |                     |                |                 |                        |
|                  |                     |                |                 |                        |
|                  |                     |                |                 |                        |
|                  |                     |                |                 |                        |
|                  |                     |                |                 |                        |





## SECTION 10 - MAINTENANCE SCHEDULE

### Appliances

#### *Homeowner Use and Maintenance Guidelines*

Please see your *Appliance Service* information sheet.

#### *Homebuilder's Limited Warranty Guidelines*

We confirm that all appliance surfaces are in acceptable condition during your orientation. We assign all appliance warranties to you, effective on the date of closing. The appliance manufacturers warrant their products directly to you according to the terms and conditions of these written warranties.

### Attic Access

#### *Homeowner Use and Maintenance Guidelines*

The AOJO is responsible for maintenance and repair of the attic space.

The attic space is neither designed nor intended for storage. We provide access to this area for maintenance of mechanical equipment that may traverse the attic space. If you go into the attic, use caution and avoid stepping off wood members onto the drywall. This can result in personal injury or damage to the ceiling below. Your limited warranty does not cover such injury or damage.

#### *Homebuilder's Limited Warranty Guidelines*

Kamalani Ventures LLC inspects the attic before your closing to confirm insulation is correct.

### Cabinets

#### *Homeowner Use and Maintenance Guidelines*

#### Cleaning

Please refer to the Homeowner's Maintenance Checklist at the end of this manual for a link to the online laminate maintenance guide.

#### Hinges

If hinges catch or drawer glides become sluggish, a small amount of silicone lubricant will improve their performance.



### Moisture

Damage to cabinet surfaces and warping can result from operating appliances that generate large amounts of moisture (such as a crockpot or rice cooker) too near the cabinet. When operating such appliances, place them in a location that is not directly under a cabinet.

### Alignment

Doors, drawer fronts, and handles should be level and even. Cabinet faces more than 1/8 inch out of line, and cabinet corners more than 3/16 inch out of line are considered excessive.

### Operation

Cabinets should operate properly under normal use.

### Warping

Door or drawer warpage should not exceed ¼ inch as measured from the face frame to the point of furthest most warpage, with the door or drawer front in closed position.

### Handles and Hardware

Over time, the cabinet handles and hardware may need minor tightening and adjustment. This is a homeowner responsibility.

### ***Homebuilder's Limited Warranty Guidelines***

During the orientation, we will confirm that all cabinet parts are installed and that their surfaces are in acceptable condition.

### Separations

During the first year of the warranty period, we will correct gaps between cabinets and the ceiling or cabinets and the walls by caulking or other means if the gap exceeds 1/8 inch (locations behind appliances are excepted from this repair).

### Carpet

#### ***Homeowner Use and Maintenance Guidelines***

Please refer to the Homeowner's Maintenance Checklist at the end of this manual for a link to the online carpet maintenance guide.



### Burns

Take care of any kind of burn immediately. First snip off the darkened fibers. Then use a soapless cleaner and sponge with water. If the burn is extensive, talk with a professional about replacing the damaged area.

### Cleaning

You can add years to the life of your carpet with regular care. Carpet wears out because of foot traffic and dirt particles that get trampled deep into the pile beyond the suction of the vacuum. The dirt particles wear down the fibers like sandpaper and dull the carpet. The most important thing you can do to protect your carpet is to vacuum it frequently.

Vacuum twice each week lightly and once a week thoroughly. Heavy traffic areas may require more frequent cleaning. A light vacuuming is three passes; a thorough job may need seven passes. A vacuum cleaner with a beater-bar agitates the pile and is more effective in bringing dirt to the surface for easy removal.

Vacuuming high-traffic areas daily helps keep them clean and maintains the upright position of the nap. Wipe spills and clean stains immediately. For best results, blot or dab any spill or stain; avoid rubbing. Test stain removers on an out-of-the-way area of the carpet, such as in a closet, to check for any undesirable effects.

Have your carpet professionally cleaned regularly, usually after 18 months in your home and then once a year after that.

### Crushing

Furniture and traffic may crush a carpet's pile fibers. Frequent vacuuming in high-traffic areas and glides or cups under heavy pieces of furniture can help prevent this. Rotating your furniture to change the traffic pattern in a room promotes more even wear. Some carpets resist matting and crushing because of their level of fiber, but this does not imply or guarantee that no matting or crushing will occur. Heavy traffic areas such as halls and stairways are more susceptible to wear and crushing. This is considered normal wear.

### Fading

Science has yet to develop a color that will not fade with time. All carpets will slowly lose some color due to natural and artificial forces in the environment. You can delay this process by frequently removing soil with vacuuming, regularly changing air filters in heating and air conditioning systems, keeping humidity and room temperature from getting too high, and reducing sunlight exposure with window coverings.



### Fuzzing

In loop carpets, fibers may break. Simply clip the excess fibers. If it continues, call a professional.

### Pilling

Pilling or small balls of fiber can appear on your carpet, depending on the type of carpet fiber and the type of traffic. If this occurs, clip off the pills. If they cover a large area, seek professional advice.

### Rippling

With wall-to-wall carpeting, high humidity may cause rippling. If the carpet remains rippled after the humidity has left, have a professional re-stretch the carpeting using a power stretcher, not a knee-kicker.

### Seams

Carpet usually comes in 12-foot widths, making seams necessary in most rooms. Visible seams are not a defect unless they have been improperly made or unless the material has a defect, making the seam appear more pronounced than normal. The more dense and uniform the carpet texture, the more visible the seams will be.

Carpet styles with low, tight naps result in the most visible seams. Seams are never more visible than when the carpet is first installed. Usually with time, use, and vacuuming the seams become less visible. You can see examples in the model homes of how carpet seams diminish after they have been vacuumed repeatedly and have experienced traffic.

### Shading

Shading is an inherent quality of fine-cut pile carpets. Household traffic causes pile fibers to assume different angles; as a result, the carpet appears darker or lighter in these areas. A good vacuuming, which makes the pile all go in the same direction, provides a temporary remedy.

### Shedding

New carpeting, especially pile, sheds bits of fiber for a period of time. Eventually these loose fibers are removed by vacuuming. Shedding usually occurs more with wool carpeting than with nylon or other synthetics.



### Snags

Sharp-edged objects can grab or snag the carpet fiber. When this occurs, cut off the snag. If the snag is especially large, call a professional.

### Sprouting

Occasionally you may find small tufts of fiber sprouting above carpet surface. Simply use scissors to cut off the sprout. Do not attempt to pull it, because other fibers will come out in the process.

### Stains

No carpet is stain-proof. Although your carpet manufacturer designates your carpet as stain-resistant, some substances may still cause permanent staining. These include hair dyes, shoe polish, paints, and India ink. Some substances destroy or change the color of carpets, including bleaches, acne medications, drain cleaners, plant food, insecticides, and food or beverages with strongly colored natural dyes as found in some brands of mustard and herbal tea.

Refer to your care and maintenance brochures for recommended cleaning procedures for your particular fiber. Pretest any spot-removal solution in an inconspicuous area before using it in a large area. Apply several drops of the solution, hold a white tissue on the area, and count to ten. Examine both tissue and carpet for dye transfer and check for carpet damage.

### Static

Cooler temperatures outside often contribute to static electricity inside. To avoid the problem, look for carpets made with anti-static. You can also install a humidifier to help control static build-up.

### Edges

Edges of carpet along moldings and edges of stairs should be held firmly in place. In some areas, metal or other edging material may be used where carpet meets another floor covering.

### ***Homebuilder's Limited Warranty Guidelines***

During your orientation, we will confirm that your carpet is in acceptable condition. We will correct stains or spots noted at this time by cleaning, patching, or replacement.



Kamalani Ventures LLC is not responsible for dye lot variations if replacements are made.

### Seams

Carpet seams will be visible. During the first year of the warranty period, Kamalani Ventures LLC will arrange for the repair of any gaps or fraying.

## Caulking

### *Homeowner Use and Maintenance Guidelines*

Caulking around areas like the bathtub, countertops, and tiles is generally used to seal against moisture. However, time and weather will shrink and dry caulking so that it no longer provides a good seal. As routine maintenance, check the caulking and make needed repairs. Caulking compounds and dispenser guns are available at hardware stores. Read the manufacturer's instructions carefully to be certain that you select an appropriate caulk for the intended purpose.

### Colored Caulk

Colored caulking is available where larger selections are provided. As with any colored material, dye lots can vary.

### Latex Caulk

Latex caulking is appropriate for an area that requires painting, such as along the stair stringer or where wood trim meets the wall.

### Silicone Caulk

Caulking that contains silicone will not accept paint; it works best where water is present, for example, where tub meets tile or a sink meets a countertop.

*See also Countertops, Expansion and Contraction, Stairs, and Wood Trim.*

## Concrete Flatwork

### *Homeowner Use and Maintenance Guidelines*

By maintaining good drainage, you protect your home's foundation and the concrete flatwork: the floor, porch, concrete slab in the enclosed courtyards, driveway, garage floor, and sidewalks.



### Cleaning

Avoid washing exterior concrete slabs with cold water from an outside faucet when temperatures are high and the sun has been shining on the concrete. The abrupt change in temperature can damage the surface bond of the concrete. We recommend sweeping for keeping exterior concrete clean. If washing is necessary, do this when temperatures are moderate. Repeated cleaning of the garage floor by hosing can increase soil movement by allowing water to penetrate any existing cracks. We recommend sweeping to clean the garage floor.

### Cracks

A concrete slab shrinks as it cures. Some of this shrinkage shows up as cracks. Cracking of concrete flatwork also results from temperature changes that cause expansion and contraction.

During the summer, moisture finds its way under the concrete along the edges or through cracks in the surface. Maintaining drainage away from all concrete slabs will minimize cracking from this cause.

After the first year of the warranty period, concrete slab maintenance is the responsibility of the Association. Please notify the property manager if this is an issue.

### Spalling (Surface Chips)

Causes of spalling include repeated hosing of concrete for cleaning, animal urine, radiator overflow, or fertilizer. Repair of spalling in the garages, if not caused by one of the previously cited causes, will be repaired using materials designed for this purpose. Repair of spalling in the public areas or if not caused by the homeowner, is the responsibility of the Association. Please contact the property manager if this is an issue.

### Heavy Vehicles

Prohibit commercial or other extremely heavy vehicles such as moving vans and other large delivery trucks from pulling onto your driveway. We design and install concrete drives for conventional residential vehicle use only: family cars, vans, light trucks, bicycles, and so on.

### Chemicals

Protect concrete from abuse by chemical agents such as pet urine, fertilizers, radiator overflow, or repeated hosing. All of these items can cause spalling (chipping of the surface) of concrete.



### Sealer

A concrete sealer, available at paint stores, will help keep the concrete garage floors clean. Test any sealer in a small sample area prior to applying it on the entire floor. Be sure to evaluate whether there will be adequate slip resistance on the sealed surface. Do not use soap on unpainted concrete. Instead, use plain water and washing soda or, if necessary, a scouring powder. Never use acid solutions to clean concrete floors. Maintenance of the concrete slab is the Association's responsibility. Therefore, homeowners who wish to seal their concrete floors must first obtain the Association's consent.

### *Homebuilder's Limited Warranty Guidelines*

#### Color

Concrete slabs vary in color. Kamalani Ventures LLC provides no correction for this condition.

#### Cracks

During the first year of the warranty period, if concrete cracks reach 3/16 of an inch in width or vertical displacement, Kamalani Ventures LLC will patch or repair them once. Subsequently, concrete slab maintenance is the responsibility of the Association. Please notify the property manager if this is an issue.

#### Finished Floors

Kamalani Ventures LLC will correct cracks, settling, or heaving that rupture finish floor materials that we installed as part of the home as you originally purchased it.

#### Separation

Kamalani Ventures LLC will correct separation of concrete slabs from the home if separation exceeds one inch.

#### Settling or Heaving

Kamalani Ventures LLC will repair slabs that settle or heave in excess of 2 inches or if such movement results in negative drainage (toward the house) or hazardous vertical displacement.

#### Standing Water

Water may stand on exterior concrete slabs for several hours after precipitation or from roof run-off. Kamalani Ventures LLC will correct conditions that cause water to remain longer than 12 hours unless it is from roof run-off.



## Condensation

### *Homeowner Use and Maintenance Guidelines*

When warm, moist air comes into contact with cooler surfaces, the moisture condenses. Outside we see this as dew; inside you may see it as a layer of moisture on glass windows and doors. This condensation comes from high humidity within the home combined with low outside temperatures and inadequate ventilation. Family lifestyle significantly influences two out of three of these conditions.

### *New Construction*

Some experts have estimated that a typical new home contains 50 gallons of water. Water is part of lumber, concrete, drywall texture, paint, caulk, and other materials used in building. Wet weather during construction adds more. This moisture evaporates into the air as you live in your home—adding to the moisture generated by normal living activities. Over time, this source of moisture will diminish.

### *Normal Activities*

As you live in your home, your daily lifestyle contributes to the moisture in the air also. Cooking, laundry, baths and showers, aquariums, plants, and so on all add water to the air in your home. Likewise, your daily routine can mitigate the amount of moisture in your home and reduce condensation on interior surfaces.

### *Ventilation*

Develop the habit of using exhaust fans in bathrooms. When weather conditions permit, open windows so fresh air can circulate through your home. Keep the dryer exhaust hose clean and securely connected.

### *Homebuilder's Limited Warranty Guidelines*

Condensation results from weather conditions and a family's lifestyle. Kamalani Ventures LLC has no control over these factors. The limited warranty coverage excludes condensation.

## Laminate Countertops

### *Homeowner Use and Maintenance Guidelines*

Use a cutting board to protect your counters when you cut or chop. Protect the counter from heat such as hot coffee cups and extremely hot pans. If you cannot put your hand on it, do not put it on the counter. Do not use countertops as ironing boards and do not set lighted cigarettes on the edge of the counter.



Please refer to the Homeowner's Maintenance Checklist at the end of this manual for a link to the online maintenance guide for the laminate that was used in your home.

### Caulking

The caulking between the countertop and the wall, between the countertop and the pantry cabinet or refrigerator end panel, and around the sink may shrink, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the laminates and to prevent warping.

### Cleaning

Avoid abrasive cleaners and/or cleaning pads that will damage the luster of the surface. Never use steel wool or sand paper on laminate surfaces.

### Mats

Rubber drain mats can trap moisture beneath them, causing the laminated plastic to warp and blister. Dry the surface with a clean cloth as needed.

### Wax

Wax is not necessary, but it can be used to make counters gleam.

### Separation from Wall

Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. Kamalani Ventures LLC will recaulk these areas one time during the materials and workmanship warranty. Subsequently caulking will be your home maintenance responsibility.

### ***Homebuilder's Limited Warranty Guidelines***

During your orientation we confirm that all countertops are in acceptable condition. We repair noticeable surface damage such as chips, cracks, and scratches noted on the orientation list. Repair of surface damage noted subsequent to this is one of your home maintenance responsibilities.

### Laminates

Laminate countertops may have one or more discernible seams. During the first year of the warranty period, Kamalani Ventures LLC will repair gaps or differential at the seams that exceed 1/16 inch.



### Manufactured Marble

Edges should be smooth and even. Where backsplash joints occur at corners, the top edges should be even within 1/16 inch. During the first year of the warranty period, Kamalani Ventures LLC will repair gaps or differentials that exceed 1/16 inch.

### Countertop out of Level

Countertops will be no more than 3/8 of an inch in 10 feet out of parallel with the floor. During the first year of the warranty period, if the variation exceeds this, Kamalani Ventures LLC will make the necessary adjustments to meet the performance guidelines.

## Solid Surface Countertops

### *Homeowner Use and Maintenance Guidelines*

Please refer to the Homeowner's Maintenance Checklist at the end of this manual for a link to the online solid surface maintenance guide.

### *Homebuilder's Limited Warranty Guidelines*

During your orientation we confirm that all countertops are in acceptable condition. We repair noticeable surface damage such as chips, cracks, and scratches noted on the orientation list, but not natural discoloration, pores, or fissures. Repair of surface damage noted subsequent to this is one of your home maintenance responsibilities.

## Doors and Locks

### *Homeowner Use and Maintenance Guidelines*

The doors installed in your home are wood products subject to such natural characteristics of wood as shrinkage and warpage. Natural fluctuations caused by humidity and showers, and dishwashers, interior doors may occasionally require minor adjustments.

The interior doors and frames within your home, and the interior finished surfaces of the entry doors and frames to your home are your responsibility to maintain and repair. Responsibility for maintenance and repair of your home's entry doors, their exterior surfaces, and frames are the responsibility of the AOJU.

Please refer to the Homeowner's Maintenance Checklist at the end of this manual for a link to the online maintenance guide for the door that was installed in your home.



### Failure to Latch

If a door will not latch because of minor settling, you can correct this by making a new opening in the jamb for the latch plate (remortising) and raising or lowering the plate accordingly.

### Hinges

You can remedy a squeaky door hinge by removing the hinge pin and applying a silicone lubricant to it. Avoid using oil, as it can gum up or attract dirt. Graphite works well as a lubricant but can create a gray smudge on the door or floor covering beneath the hinge if too much is applied.

### Keys

Keep a duplicate privacy lock key where children cannot reach it in the event a youngster locks him- or herself in a room. The top edge of the door casing is often used as a place to keep the key. A small screwdriver or similarly shaped device can open some types of privacy locks.

### Locks

Lubricate door locks with graphite or other waterproof lubricant. Avoid oil, as it will gum up.

### Shrinkage

Use putty, filler, or latex caulk to fill any minor separations that develop at mitered joints in door trim. Follow with painting. Panels of wood doors shrink and expand in response to changes in temperature and humidity. Touching up the paint or stain on unfinished exposed areas is your home maintenance responsibility.

### Slamming

Slamming doors can damage both doors and jambs and can even cause cracking in walls. Teach children not to hang on the doorknob and swing back and forth; this works loose the hardware and causes the door to sag.

### Weather Stripping

Weather stripping and exterior door thresholds occasionally require adjustment or replacement. Maintenance of the exterior doors is the responsibility of the AOUO.



## *Homebuilder's Limited Warranty Guidelines*

During the orientation we confirm that all doors are in acceptable condition and correctly adjusted. Kamalani Ventures LLC will repair construction damage to doors noted on the orientation list.

### Adjustments

Because of normal settling of the home, doors may require adjustment for proper fit. During the first year of the warranty period, Kamalani Ventures LLC will make such adjustments.

### Drywall

The interior non load-bearing walls and partitions, and the finished surfaces of all ceilings, columns, and load-bearing and non load-bearing walls within your home are your responsibility to maintain and repair. Responsibility for maintenance and repair of your home's interior load-bearing walls and columns, perimeter walls and walls shared with your neighbors, and the unfinished surfaces of all ceilings, walls, and columns in your home are the responsibility of the AOOU.

### *Homeowner Use and Maintenance Guidelines*

Slight cracking, nail pops, or seams may become visible in walls and ceilings. These are caused by the shrinkage of the wood and normal deflection of rafters to which the drywall is attached. Any nail pop, blister or other blemish that's readily visible from a standing position facing the surface at a distance of 6 feet under normal lighting conditions is considered excessive.

### Ceilings

The ceilings in your home are easy to maintain: periodically remove dust or cobwebs as part of your normal cleaning and repaint as needed.

### Repairs

With the exception of the one-time repair service provided by Kamalani Ventures LLC, care of drywall is your and the AOOU's maintenance responsibility, as described above. Most drywall repairs can be easily made.

Repair hairline cracks with a coat of paint. You can repair slightly larger cracks with spackle or caulk. To correct a nail pop, reset the nail with a hammer and punch. Cover it with spackle, which is available at paint and hardware stores. Apply two or three thin coats. When dry, sand the surface with fine-grain sandpaper, and then paint. You can fill indentations caused by sharp objects in the same manner.



## *Homebuilder's Limited Warranty Guidelines*

During the orientation, we confirm that drywall surfaces are in acceptable condition.

### *Related Warranty Repairs*

If a drywall repair is needed as a result of poor workmanship (such as blisters in tape) or other warranty-based repair (such as a warranted plumbing leak), Kamalani Ventures LLC completes the repair by touching up the repaired area with the same paint that was on the surface when the home was delivered. The Homeowner is responsible for custom paint colors or wallpaper that has been applied subsequent to closing. The effects of time on paint and wallpaper, as well as possible dye lot variations, mean touch-up may not match the surrounding area.

## **Electrical System**

### *Homeowner Use and Maintenance Guidelines*

Know the location of the breaker panel; it includes a main shut-off that controls all the electrical power to the home. Individual breakers control the separate circuits. Each breaker is marked to help you identify which breaker is connected to which major appliances, outlets, or other service. Should a failure occur in any part of your home, always check the breakers in the main panel box.

### *Breakers*

Circuit breakers have three positions: on, off, and tripped. When a circuit breaker trips, it must first be turned off before it can be turned on. Switching the breaker directly from tripped to on will not restore service.

### *Breakers Tripping*

Breakers trip because of overloads caused by plugging too many appliances into the circuit, a worn cord or defective appliance, or operating an appliance with too high a voltage requirement for the circuit. The starting of an electric motor can also trip a breaker.

If any circuit trips repeatedly, unplug all items connected to it and reset. If it trips when nothing is connected to it, you need an electrician. If the circuit remains on, one of the items you unplugged is defective and will require repair or replacement.

### *Buzzing*

Fluorescent fixtures use transformer action to operate. This action sometimes causes a buzzing.



### Fixture Location

Moving fixtures to accommodate specific furniture arrangements or room use is your responsibility.

### GFCI (Ground-Fault Circuit-Interrupters)

GFCI receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFCI is a circuit breaker. Building codes require installation of these receptacles in bathrooms, the kitchen, outside, and the garage (areas where an individual can come into contact with water while holding an electric appliance or tool). Heavy appliances such as freezers or power tools will trip the GFCI breaker.

*Caution: Never plug a refrigerator or food freezer into a GFCI-controlled outlet. The likelihood of the contents being ruined is high and the limited warranty does not cover such damage.*

Each GFCI circuit has a test and reset button. Once each month, press the test button. This will trip the circuit. To return service, press the reset button. If a GFCI breaker trips during normal use, it may indicate a faulty appliance and you will need to investigate the problem. One GFCI breaker can control up to three or four outlets.

### Grounded System

Your electrical system is a three-wire grounded system. Never remove the bare wire that connects to the box or device.

### Light Bulbs

You are responsible for replacing burned-out bulbs other than those noted during your orientation. Most bulbs are compact fluorescent or replaceable LEDs, except for the Kitchen fixture. The kitchen fixture utilizes permanently installed LED bulbs. The fixture will need to be changed once the bulbs burn out. The bulbs are presently projected to last 50,000 hours.

Bulbs for these fixtures can be purchased at home centers or hardware stores. Avoid exceeding the wattage indicated inside the fixture.

### Modifications

If you wish to make any modifications, we recommend you contact the electrician listed on the Emergency Phone Number list you receive at the orientation. Having another electrician modify your electrical system during the warranty period can void that portion of your limited warranty.



## Outlets

If an outlet is not working, check first to see if it is controlled by a wall switch or GFCI. Next, check the breaker.

Teach children to never touch electrical outlets, sockets, or fixtures.

### **TROUBLESHOOTING TIPS: NO ELECTRICAL SERVICE**

#### **No Electrical Service Anywhere in the Home**

Before calling for service, check to confirm that the:

- Service is not out in the entire area. If so, contact the utility company.
- Main breaker and individual breakers are all in the on position.

#### **No Electrical to One or More Outlets**

Before calling for service, check to confirm that the

- Main breaker and individual breakers are all in the on position.
- Applicable wall switch is on
- GFCI is set (see details on GFCIs, earlier in this section)
- Item you want to use is plugged in
- Item you want to use works in other outlets
- Bulb in the lamp is good

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

#### ***Homebuilder's Limited Warranty Guidelines***

During the orientation, we confirm that light fixtures are in acceptable condition and that all bulbs are working. Kamalani Ventures LLC's limited warranty excludes any fixture you supplied. The repair and maintenance of the electrical system up to the electrical meter is the responsibility of the utility company. Any portion of the electrical system after the meter is a Limited Common Element and must be repaired and maintained by the homeowner serviced by that portion of the system.

#### **Designed Load**

Kamalani Ventures LLC will repair any electrical wiring that fails to carry its designed load to meet specifications. If electrical outlets, switches, or fixtures do not function as intended, Kamalani Ventures LLC will repair or replace them.



### GFCI (Ground-Fault Circuit-Interrupters)

Kamalani Ventures LLC is not responsible for food spoilage that results from your plugging refrigerators or freezers into a GFCI outlet.

### Power Surge

Power surges are the result of local conditions beyond the control of Kamalani Ventures LLC and are excluded from limited warranty coverage. These can result in burned-out bulbs or damage to sensitive electronic equipment such as TVs, alarm systems, and computers. Damage resulting from lightning strikes is also excluded from limited warranty coverage.

## Expansion and Contraction

### *Homeowner Use and Maintenance Guidelines*

Changes in temperature and humidity cause all building materials to expand and contract. Dissimilar materials expand or contract at different rates. This movement results in separation between materials, particularly dissimilar ones. You will see the effects in small cracks in drywall and in paint, especially where moldings meet drywall, and at mitered corners. While this can alarm an uninformed homeowner, it is normal.

Shrinkage of the wood members of your home is inevitable and occurs in every new home. Although this is most noticeable during the first year, it may continue beyond that time. In most cases, caulk and paint are all that you need to conceal this minor evidence of a natural phenomenon. Even though properly installed, caulking shrinks and cracks.

Maintenance of caulking is your responsibility.

## Fencing

### *Homeowner Use and Maintenance Guidelines*

The perimeter fencing around a yard is provided by the Developer and maintained by the AOUO. The maintenance of the demising fence between adjacent yards (where applicable) is the shared responsibility of the owners on either side of the fence. When the Developer installs fencing as part of your new home, we confirm its good condition during your orientation. All types of fencing require some routine attention.



## **Foundation**

### *Homeowner Use and Maintenance Guidelines*

We install the foundation of your home according to the recommendations of our consulting engineer. The foundations are poured concrete with steel reinforcing. The foundation is a common element. If you suspect that there's an issue with your home's foundation, please contact the property manager.

## **Garage Overhead Door**

### *Homeowner Use and Maintenance Guidelines*

Please refer to the Homeowner's Maintenance Checklist at the end of this manual for a link to the online garage overhead door and opener guide for the maintenance of the opener that was installed in your home.

## **Gas Shut-Offs**

### *Homeowner Use and Maintenance Guidelines*

Each home has its own gas meter and shut off valve. These are the property of Hawaii Gas and should not be altered or manipulated by the homeowner. Homeowner is not to shut off gas, they should call the gas company if needed.

### *Gas Leak*

If you suspect a gas leak, whether inside or outside the home, leave the home and call Hawaii Gas immediately for emergency service. The phone number is in this Homeowner Manual.

### *Homebuilder's Limited Warranty Guidelines*

The gas company is responsible for leaks up to the meter. The gas line from the meter into the home is a Unit Class Limited Common Element (i.e. Flats Unit Class or Townhome Unit Class) and the homeowner is responsible for repairs to it after the warranty period expires.

## **Ghosting**

### *Homeowner Use and Maintenance Guidelines*

Recent feedback from homeowners (in both old and new homes) regarding black sooty stains which develop on surfaces in homes (on carpet, walls, ceilings, appliances,



mirrors, and around area rugs—to list a few examples) have caused much investigation and research.

The conclusion of the research and laboratory tests has been that the majority of this staining or "ghosting" results from pollution of the air in the home caused by burning scented candles. Incomplete combustion of hydrocarbons as these candles burn contributes a considerable amount of soot to the air. This sooty substance then settles or accumulates on surfaces of the home. The sooty deposits are extremely difficult to remove; on some surfaces (light-colored carpet, for instance), they are impossible to clean completely away.

The popularity of scented candles has increased many-fold in recent years. If this is an activity that is part of your lifestyle, we caution you about the potential damage to your home. When this condition results from homeowners burning candles or other lifestyle choices, the resulting damage is excluded from our limited warranty coverage.

## **Grading and Drainage**

### *Homeowner Use and Maintenance Guidelines*

The final grades around your home have been inspected and approved for proper drainage of your lot. Use caution when installing landscaping in your yards to prevent water from ponding or flowing toward your home. Under no circumstances are homeowners to make modifications to the common element grading or landscaping.

### *Drainage*

Typically, the grade around your home should slope away from the building. In most cases, drainage swales do not follow property boundaries. Maintain the slopes around your home to permit the water to drain away from the home as rapidly as possible. This is essential to protect your foundation. Failure to do so can result in major structural damage and will void your warranty.

### *Roof Water*

Do not remove the splash blocks or downspout extensions from under the downspouts. Keep these in place at all times, sloped so the water drains away from your home quickly.

### *Subsurface Drains*

Occasionally Kamalani Ventures LLC installs a subsurface drain to ensure that surface water drains from a yard adequately. Keep this area and especially the drain cover clear of debris so that the drain can function as intended. *See also Landscaping.*



### *Homebuilder's Limited Warranty Guidelines*

We established the final grade to ensure adequate drainage away from the home. Maintaining this drainage is the AOOU's responsibility. If you alter the drainage pattern after closing, or if changes in drainage occur due to lack of maintenance, the limited warranty is void.

### *Backfill Settlement*

Backfilled or excavated areas around the foundation and at utility trenches should not interfere with the drainage away from your home. If these areas settle during the first year, Kamalani Ventures LLC will fill the areas if within your yard area.

### *Erosion*

Kamalani Ventures LLC is not responsible for weather-caused damage to non-landscaped yards after the final grade has been established or the closing date, whichever occurs last.

### **Gutters and Downspouts**

The gutters and downspouts are common elements. Repair and maintenance of these are the responsibility of the AOOU. These must not be altered by the homeowner in any way without prior approval by the AOOU.

### **Hardware**

#### *Homeowner Use and Maintenance Guidelines*

Doorknobs and locks should operate correctly with little attention. Over time, they may need slight adjustments due to normal shrinkage of the framing. Occasionally, you may need to tighten screws or lubrication.

#### *Homebuilder's Limited Warranty Guidelines*

We confirm that all hardware is in acceptable condition during orientation. The limited warranty excludes repairs for cosmetic damage subsequent to the orientation.

Kamalani Ventures LLC will repair hardware items that do not function as intended throughout the term of the general contractor's one-year warranty.

### **Insulation**

The insulation in the walls and attics are common elements and have been placed in their present locations intentionally. Homeowners should not alter the installation or



location of the insulation. The insulation may contain fiberglass, which can be an irritant. Contact with the fiberglass should be avoided.

## **Landscaping**

### *Homeowner Use and Maintenance Guidelines*

Providing complete details on landscape design is beyond the scope of this manual. Many excellent books, videos, and computer software programs are available that offer you this information. Local nurseries and landscape professionals can also assist you.

In planning your landscaping, think of proportion, texture, color, mature size, maintenance needs, soft and hard surfaces, lighting, fencing, edging, and water requirements. Please keep in mind that your landscaping must be contained within the boundaries of your fenced yard. A beautiful yard requires considerable planning and regular attention. Most homeowners take years to achieve the yard they want. Planning to install items in stages can spread the cost and work.

Whatever the source of your design, plan to install the basic components of your landscaping as soon after closing as weather permits. In addition to meeting your homeowner association requirements to landscape in a timely manner, well-designed landscaping prevents erosion and protects the foundation of your home.

Please refer to the Design Guidelines for more information on the landscape design, pre-approved plant material, and installation requirements.

## **Luxury Vinyl Tile Flooring**

### *Homeowner Use and Maintenance Guidelines*

Please refer to the Homeowner's Maintenance Checklist at the end of this manual for a link to the online luxury vinyl flooring maintenance guide.

## **Mildew**

### *Homeowner Use and Maintenance Guidelines*

Mildew is a fungus that spreads through the air in microscopic spores. They love moisture and feed on surfaces or dirt. On siding, they look like a layer of dirt. To determine whether you are dealing with mildew or dirt, wipe the surface with a cloth or sponge dampened with bleach. If the bleach causes the surface to lose its dark appearance, you are most likely seeing mildew.

Cleaning mildew from your home is your responsibility. Solutions that remove mildew are available from local paint or home improvement stores. Wear protective eyewear



and rubber gloves for this task; the chemicals that remove mildew are unfriendly to humans.

### *Homebuilder's Limited Warranty Guidelines*

We will remove mildew, if any, noted during the orientation. Kamalani Ventures LLC warranty excludes mildew that occurs after the orientation.

## **Mirrors**

### *Homeowner Use and Maintenance Guidelines*

To clean your mirrors, use any reliable liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid acidic cleaners and splashing water under, or on the sides of the mirror; either can cause the silvering to deteriorate. Acidic cleaners are usually those that contain ammonia or vinegar. Avoid getting glass cleaners on plumbing fixtures as some formulas can deteriorate the finish.

### *Homebuilder's Limited Warranty Guidelines*

We will confirm that all mirrors are in acceptable condition during the orientation. Kamalani Ventures LLC will correct scratches, chips, or other damage to mirrors that are visible from a distance of 10 feet under normal lighting conditions when noted during the orientation.

## **Paint and Stain**

### *Homeowner Use and Maintenance Guidelines*

Because of changes in the formula for paint (such as the elimination of lead to make paints safer), painted surfaces must be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, scouring pads, or scrub brushes. Flat paints show washing marks more easily than gloss paints do. Often better results come from touching up rather than washing the paint. Please note that painting of the outside of the multi-family buildings is the responsibility of the Association. Re-painting of the exterior by the homeowners is not allowed.

### *Colors*

You will be provided with a record of the paint and stain color names, numbers, and brands in your home.

### *Wall Cracks*

Minor wall cracks can be patched with spackling paste and re-painted.



*See also Drywall.*

### *Touch-Up Visible*

Paint touch-up is visible under certain lighting conditions.

### *Homebuilder's Limited Warranty Guidelines*

During your orientation we will confirm that all painted or stained surfaces are in acceptable condition. An unacceptable blemish is one that's visible from a distance of 6 feet under normal lighting conditions. Kamalani Ventures LLC will touch up paint as indicated on the orientation list. You are responsible for all subsequent touch-up, except painting we perform as part of another warranty repair.

### **Pests and Wildlife**

#### *Homeowner Use and Maintenance Guidelines*

Insects such as ants, spiders, wasps, and bees, and animal life such as mice, may fail to recognize that your home belongs to you. Addressing concerns involving these pests and wildlife goes with being a homeowner. Informational resources include, among others, the County of Maui, the State of Hawaii's Department of Health, pest control professionals, Internet, and public library.

### **Phone Jacks**

#### *Homeowner Use and Maintenance Guidelines*

Your home is equipped with telephone jacks as shown on the blueprints and selection sheets. Initiating phone service, additions to phone service, and moving phone outlets for decorating purposes or convenience are your responsibility.

#### *Homebuilder's Limited Warranty Guidelines*

Kamalani Ventures LLC will repair phone jacks and wiring that does not perform as intended from the phone service box into the home. From the service box outward, care of the wiring is the responsibility of the local telephone service company.

### **Plumbing**

#### *Homeowner Use and Maintenance Guidelines*

Your plumbing system has many parts, most of which require little maintenance. Proper cleaning, occasional minor attention, and preventive care will assure many years of good service from this system.



### Aerators

Even though your plumbing lines have been flushed to remove dirt and foreign matter, small amounts of minerals may enter the line. Aerators on the faucets strain much of this from your water. Minerals caught in these aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter.

### Cleaning

Follow manufacturer's directions for cleaning fixtures. Avoid abrasive cleansers. They remove the shiny finish and leave behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and soapy water (a nonabrasive cleaner or a liquid detergent is usually recommended by manufacturers). Then polish the fixtures with a dry cloth to prevent water spots.

### Clogs

The main causes of toilet clogs are domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, and children's toys.

Improper garbage disposal use also causes many plumbing clogs. Always use plenty of cold water when running the disposal. Do not dispose of grease or oil into the drains. Allow the water to run 10 to 15 seconds after shutting off the disposal.

Most clogs are a homeowner's responsibility and are excluded from the warranty program. You can usually clear clogged traps with a plumber's helper (plunger). If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures.

Clean a plunger drain stopper—usually found in bathroom sinks—by loosening the nut under the sink at the back, pulling out the rod attached to the plunger, and lifting the stopper. Clean and return the mechanism to its original position.

### Dripping Faucet

You can repair a dripping faucet by shutting off the water at the valve directly under the sink, then removing the faucet stem, changing the washer, and reinstalling the faucet stem. The shower head is repaired the same way. Replace the washer with another of the same type and size. You can minimize the frequency of this repair by remembering not to turn faucets off with excessive force. (Please note that some manufacturers do not use rubber washers.)



### Vikrell® Bath Tubs

For normal cleaning use a nonabrasive bathroom cleanser and sponge or nylon cleaning pad. Avoid steel wool, scrapers, and scouring pads. Refer to the Homeowner's Maintenance Checklist at the end of this manual for a link to cleaners recommended by the manufacturer.

### Leaks

If a major plumbing leak occurs, the first step is to turn off the supply of water to the area involved. This may mean shutting off the water to the entire building. If this is necessary, please notify the property manager as soon as possible. Then contact the appropriate contractor.

### Low Flush Toilets

We want to draw your attention to a water-saving regulation that went into effect in 1993, which prohibits the manufacture of toilets that use more than 1.6 gallons of water per flush. In the search for a balance among comfort, convenience, and sensible use of natural resources, the government conducted several studies. The 1.6-gallon toilet turned out to be the size that overall consistently saves water.

### Low Pressure

Occasional cleaning of the aerators on your faucets (normally every three to four months) will allow proper flow of water.

### Water Shut-Offs

Your unit has a master water shut-off valve. It's located above an access panel above the ceiling in one of the bathrooms. The location should have been pointed out to you during the Homeowner Orientation. You use this shut-off for major water emergencies such as a water line break in your home. This valve will only shut off the water to your unit.

Each toilet has a shut-off on the water line under the tank. Hot and cold shut-offs for each sink are on the water lines under the sink.

### Cultured Marble

Marble and manufactured marble will not chip as readily as porcelain enamel but can be damaged by a sharp blow. Avoid abrasive cleansers or razor blades on manufactured marble; both damage the surface. Always mix hot and cold water at manufactured marble sinks; running only hot water can damage the sink. Refer to the Homeowner's



Maintenance Checklist at the end of this manual for a link to cleaners recommended by the manufacturer.

### Running Toilet

Refer to the Maintenance Checklist at the end of this Manual for a link to the troubleshooting website for the toilet.

### Fire Sprinklers

The portion of the fire suppression system that services multiple units, is a common element. Maintenance and repair of this system is the responsibility of the AOOU.

The portion of the fire suppression system that serves only an individual unit is a Limited Common Element and the homeowner is responsible for repairs to it after the warranty period expires.

Because this is a life-safety system, the components should not be altered in any way nor should anything be hung from, or attached to, sprinkler heads.

### Stainless Steel

Refer to the Homeowner's Maintenance Checklist at the end of this manual for a link to the website for the cleaning instructions for your stainless steel sink.

### Tank Care

Avoid exposing the toilet to blows from sharp or heavy objects, which can cause chipping or cracking. Avoid abnormal pressures against the sides of the tank. It is possible to crack the tank at the points where it is attached to the bowl.

### Water Filter or Softener

If you install either a water filter or a water softener, carefully read the manufacturer's literature and warranty for your specific model.

## TROUBLESHOOTING TIPS: PLUMBING

### *No Water Anywhere in the Home*

Before calling for service, check to confirm that the:

- Main shut off valve inside your home (above the ceiling in the bathroom) is open.
- Main shut off at the exterior of the building is open. If this valve is closed, then none of the homes in your building will be receiving water.
- Individual shut-offs for each water-using item are open.



### ***No Hot Water***

See Tankless Water Heater

### ***Leak Involving One Sink, Tub, or Toilet***

Check caulking and grout.

- Confirm shower door or curtain was properly closed.
- Turn water supply off to that item.
- Use other facilities in your home and report problem on next business day.

### ***Leak Involving a Main Line in Your Home***

- Turn water off in your home. The valve is located above the access panel in the ceiling in the bathroom.
- Call emergency number for service.

### ***Back Up at One Toilet***

If only one toilet is affected, corrections occur during normal business hours.

- Shut off the water supply to the toilet involved.
- Use a plunger to clear the blockage.
- Use a snake to clear the blockage. Be careful to not scratch the porcelain. If you've never used a plumbing snake and the toilet isn't overflowing, we recommend that a plumber do this.
- If you've been in your home fewer than 30 days, contact Kamalani Ventures LLC or the plumber listed on your Emergency Phone Numbers sheet.
- If you've been in your home over 30 days, contact a router service.

### ***Sewer Back Up Affecting Entire Home***

- If you've been in your home fewer than 30 days, contact Kamalani Ventures LLC or the plumber listed on your Emergency Phone Numbers sheet.
- If you've been in your home over 30 days, contact a router service.
- Remove personal belongings to a safe location. If items are soiled, contact your homeowner insurance company.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

### ***Homebuilder's Limited Warranty Guidelines***

During the orientation we will confirm that all plumbing fixtures are in acceptable condition and are functioning properly, and that all faucets and drains operate freely.



The repair and maintenance of the water supply and sewer pipes that service an entire building are the responsibility of the AOUO. Any water pipe or sewer line that services only one home is a Limited Common Element and must be repaired and maintained by the homeowner serviced by those pipes.

### Clogged Drain

Kamalani Ventures LLC will correct clogged drains that occur during the first 30 days after closing. If a household item is removed from a clogged drain during this time, we will bill you for the drain service. After the first 30 days, you are responsible for correcting clogged drains.

### Cosmetic Damage

Kamalani Ventures LLC will correct any fixture damage noted on the orientation list. Repairing chips, scratches, or other surface damage noted subsequent to the orientation list is your responsibility.

### Exterior Faucets

Kamalani Ventures LLC will repair leaks at exterior faucets noted on the orientation list. Subsequent to orientation, repair of a broken line to an exterior faucet is your responsibility.

### Leaks

Kamalani Ventures LLC will repair leaks in the plumbing system. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, Kamalani Ventures LLC will repair or replace items that were part of the home as originally purchased. We do not make adjustments for secondary damages (for example, damage to wallpaper, drapes, and personal belongings). Insurance should cover these items.

### Noise

Changes in temperature or the flow of the water itself will cause some noise in the pipes. This is normal and requires no repair. Kamalani Ventures LLC will repair persistent water hammer. Expect temperatures to vary if water is used in more than one location in the home at the exact same time.

### Supply

Kamalani Ventures LLC will correct construction conditions that disrupt the supply of water to your home if they involve service from the main water supply to your home, provided actions of yours have not caused the problem. Disruption of service due to



failure of the County's Department of Water Service system is the responsibility of the Department to correct.

## **Railings**

The railings around the front porches of the Townhouses and along the second floor stairs of the Flats units are Limited Common Elements. Repair and maintenance of these items is the responsibility of the homeowner of that unit.

## **Resilient Flooring**

### *Homeowner Use and Maintenance Guidelines*

Although resilient floors are designed for minimum care, they do have maintenance needs. Please refer to the Homeowner's Maintenance Checklist at the end of this manual for a link to the online resilient flooring maintenance guide. Avoid using cleaning or finishing agents on the new floor until the adhesive has thoroughly set. This will take about two weeks.

### *Limit Water*

Wipe up spills and vacuum crumbs instead of washing resilient floors frequently with water. Limit mopping or washing with water; excessive amounts of water on resilient floors can penetrate seams and get under edges, causing the material to lift and curl.

### *Moving Furniture*

Moving appliances across resilient floor covering can result in tears and wrinkles. Install coasters on furniture legs to prevent permanent damage. If you damage the resilient floor, you can have it successfully patched by professionals.

### *No-Wax Flooring*

The resilient flooring installed in your home is the no-wax type. No-wax means a clear, tough coating that provides both a shiny appearance and a durable surface. However, even this surface will scuff or mark. Follow the manufacturer's recommendations for maintaining the finish.

### *Raised Nail Heads*

Raised nail heads are the result of movements of the floor joist caused by natural shrinkage and deflection. We have used special nails and glued the underlayment to help minimize this movement.



### Scrubbing and Buffing

Frequent scrubbing or electric buffing is harder on floors than regular foot traffic. Use acrylic finishes if you scrub or buff.

### Seams

Any brand or type of resilient flooring may separate slightly due to shrinkage. Seams can lift or curl if excessive moisture is allowed to penetrate them. You can use a special caulking at tub or floor joints to seal seams at those locations. Avoid getting large amounts of water on the floor from baths and showers.

### *Homebuilder's Limited Warranty Guidelines*

We will confirm that resilient floor covering is in acceptable condition during your orientation. Kamalani Ventures LLC limited warranty does not cover damage to resilient floors caused by moving furniture or appliances into the home. We can assist you in contacting professionals who can repair such damage if it occurs in your home. Kamalani Ventures LLC is not responsible for discontinued selections.

### Adhesion

Resilient floor covering should adhere. Kamalani Ventures LLC will repair lifting or bubbling and nail pops that appear on the surface.

### Seams

Seams will occur and are sealed at the time of installation. Kamalani Ventures LLC will correct gaps in excess of 1/16 inch where resilient flooring pieces meet or 1/8 inch where resilient flooring meets another material. Kamalani Ventures LLC will correct curling at seams unless caused by excessive water.

## **Roof**

### *Homeowner Use and Maintenance Guidelines*

We install the roof of your home according to the recommendations of our consulting architect and engineer. The roof is a Class Limited Common Element and is the responsibility of the AOUO. If you suspect that there's an issue with your home's roof, please contact the property manager.



## **Rough Carpentry**

### *Homebuilder's Limited Warranty Guidelines*

Some floor and stair squeaks are unavoidable. Although Kamalani Ventures LLC does not warrant against floor squeaks, a reasonable effort will be made to correct them.

### *Floor Deflection*

Floors will deflect (bend) when walked on. This will be more noticeable next to hutches, bookcases, pianos, chairs, and other heavy furniture. This is not a structural deficiency and Kamalani Ventures LLC will take no action for this occurrence.

### *Floor Level*

Floors will be level to within 1/4 inch within any 32-inch distance as measured perpendicular to any ridge or indentation. Kamalani Ventures LLC will correct floor slope that exceeds 1/240 of the room.

### *Plumb Walls*

Kamalani Ventures LLC will correct walls that are out of plumb more than 1/2 inch in an 8-foot distance or walls that are bowed more than 1/4 inch in any 32-inch measurement.

## **Shower Doors or Tub Enclosures**

### *Homeowner Use and Maintenance Guidelines*

Shower doors and tub enclosures require minimal care. Using a squeegee to remove water after a bath or shower will keep mineral residue and soap film to a minimum. A coating of wax can also help prevent build-up of minerals and soap.

Use cleaning products suggested by the manufacturer to avoid any damage to the trim and hardware.

Avoid hanging wet towels on corners of doors; the weight can pull the door out of alignment and cause it to leak.

Check and touch-up caulking on an as needed basis.

### *Homebuilder's Limited Warranty Guidelines*

During your orientation we will confirm the good condition of all shower doors and tub enclosures. Kamalani Ventures LLC warrants that shower doors and tub enclosures will function according to manufacturer specifications.



## **Siding**

### *Homeowner Use and Maintenance Guidelines*

We install the siding of your home according to the recommendations of our consulting architect and engineer. The siding is a Unit Class Limited Common Element. If you suspect that there's an issue with your home's siding, please contact the property manager.

## **Carbon Monoxide and Smoke Detectors**

### *Homeowner Use and Maintenance Guidelines*

Please refer to the Homeowner Maintenance Checklist for a link to a web page for detailed information on the care of your smoke detectors.

### *Battery*

If a smoke detector makes a chirping sound that is a sign that the battery needs to be replaced. Follow manufacturer instructions for installing a new battery. Most smoke detectors use a 9-volt battery.

### *Cleaning*

For your safety, clean each smoke detector monthly to prevent a false alarm or lack of response in a fire. After cleaning, push the test button to confirm the alarm is working.

### *Locations*

Smoke detectors are installed in accordance with building codes, which dictate locations. Kamalani Ventures LLC cannot omit any smoke detector and you should not remove or disable any smoke detector.

### *Homebuilder's Limited Warranty Guidelines*

Kamalani Ventures LLC does not represent that the smoke detectors will provide the protection for which they are installed or intended. We will test smoke detectors during the orientation to confirm that they are working and to familiarize you with the alarm. You are responsible for obtaining fire insurance for the contents of the home.



## Stairs

### *Homeowner Use and Maintenance Guidelines*

No known method of installation prevents all vibration or squeaks in a staircase. A shrinkage crack will develop where the stairs meet the wall. When this occurs, apply a thin bead of latex caulk and, when dry, touch up with paint.

### *Homebuilder's Limited Warranty Guidelines*

Although Kamalani Ventures LLC does not warrant against stair vibration and squeaks, a reasonable effort will be made to correct them.

## Termites

### *Homeowner Use and Maintenance Guidelines*

We treat the foundation of your home for termites and provide you with a certificate confirming that treatment. Plan to renew this treatment annually or as directed by the literature that accompanies the certificate. Treatment for other types of insects or animal infestations is your responsibility.

### Regular Inspections

Regularly inspect your home for signs of termites or conditions that would allow their attack.

- Check for wrinkles or waves in wood trim.
- Tap wood to see if it sounds or feels hollow.
- Inspect under the carpet tack strip by lifting the edge of carpet in the corner of a room. The tack strip is untreated and provides a convenient path for termites through your home.
- Watch for tubes of dirt, called mud tubes that extend from the soil up to your home.
- Keep soil away from any wood parts of your home.
- Be certain all roof water and precipitation moves quickly away from your home's foundation.
- Avoid storing wood on the ground and against your home.
- Maintain a safe zone of at least three feet in width around the perimeter of your home. Avoid planting grass or shrubs, installing any sprinkler device, or digging of any kind in this area. If you disturb this area, have it re-treated to restore protection.



- Before installing stepping-stones, river rock, concrete, or so on, against the home, chemically treat the area that will be underneath the new material.
- If you add onto or change the exterior of your home, be sure to have the areas treated first.

If you believe you see signs of termites or if you have any questions, contact your property manager as soon as possible.

### *Homebuilder's Limited Warranty Guidelines*

We certify treatment of your foundation for termites at closing. This is our final action for termites. Kamalani Ventures LLC warranty excludes treatment for any other insect (such as ants) or animal (such as mice) infestations.

## **Ventilation**

### *Homeowner Use and Maintenance Guidelines*

Homes today are built more tightly than ever. This saves energy dollars but creates a potential concern. Condensation, cooking odors, indoor pollutants, radon, and carbon monoxide may all accumulate. We provide mechanical and passive methods for ventilating homes. Your attention to ventilation is important to health and safety.

Building codes require attic and crawl space vents to minimize accumulation of moisture.

### *Attic Vents*

The multi-family buildings at Kamalani are equipped with solar-powered attic vents. Repair and maintenance of these is the responsibility of the AOUO.

Attic ventilation also occurs through vents in the eave blocking and at roof vents. Driving rain sometimes enters the attic through these vents. Do not cover them to prevent this.

### *Daily Habits*

Your daily habits can help keep your home well ventilated:

- Develop the habit of running the bath fans when bathrooms are in use.
- Air your house by opening windows for a time when weather permits.

Proper ventilation will prevent excessive moisture from forming on the inside of the windows. This helps reduce cleaning chores considerably.



### *Homebuilder's Limited Warranty Guidelines*

Kamalani Ventures LLC warranty guidelines for active components (for example, exhaust fans) are discussed under the appropriate headings (such as electrical systems).

## **Tankless Water Heater: Gas**

### *Homeowner Use and Maintenance Guidelines*

The tankless gas water heaters are leased from Hawaii Gas. There is an option for you to purchase the heaters after one year from your closing date. If the heater is owned by Hawaii Gas, the repair or maintenance is its responsibility. If you elect to purchase the water heater at any time, you will be responsible for the repair and maintenance of the heater.

Carefully read and follow the manufacturer's literature for your specific model of water heater.

### **TROUBLESHOOTING TIPS: NO HOT WATER**

Refer to the manufacturer's literature for specific locations of these items and possibly other troubleshooting tips.

Even if the trouble shooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

### *Homebuilder's Limited Warranty Guidelines*

Refer to the manufacturer's limited warranty for information regarding coverage of the water heater.

## **Windows, Screens, and Sliding Glass Doors**

The interior finished surfaces of window frames, window and door glass, cranks, and other window and door hardware are your responsibility to maintain and repair. The unfinished surfaces of doors, windows, and window frames, and their exteriors are the responsibility of the AOUO.

### *Homeowner Use and Maintenance Guidelines*

Please refer to the Homeowner's Maintenance Checklist at the end of this manual for a link to the online window maintenance guide.



### Condensation

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. Your family's lifestyle controls the humidity level within your home. If your home includes a humidifier, closely observe the manufacturer's directions for its use.

### Sills

Window sills in your home are made of wood product. The most common maintenance activity is dusting. Twice a year, check caulking and touch-up as needed. Protect sills from moisture. If you arrange plants on a sill, include a plastic tray under the pot.

### Sliding Glass Doors

Sliding glass doors are made with tempered glass, which is more difficult to break than ordinary glass. If broken, tempered glass breaks into small circular pieces rather than large splinters, which can easily cause injury.

Keep sliding door tracks clean for smooth operation and to prevent damage to the doorframe. Silicone lubricants work well for these tracks. Acquaint yourself with the operation of sliding door hardware for maximum security.

Under certain lighting conditions, door glass may be hard to see. If you keep the screen fully closed when the glass door is open, your family will be accustomed to opening something before going through. You may want to apply a decal to the glass door to make it readily visible.

### Sticking Windows

Most sliding windows (both vertical and horizontal) are designed for a 10-pound pull. Refer to the Homeowner Maintenance Checklist table at the end of this Manual.

### Weep Holes

In heavy rains, water may collect in the bottom channel of window frames. Weep holes are provided to allow excess water to escape to the outside. Keep the bottom window channels and weep holes free of dirt and debris for proper operation.

### ***Homebuilder's Limited Warranty Guidelines***

We will confirm that all windows, screens, and sliding glass doors are in acceptable condition during the orientation. Kamalani Ventures LLC will repair or replace broken windows or damaged screens noted on the orientation list. Windows should operate



with reasonable ease and locks should perform as designed. If they do not, Kamalani Ventures LLC will provide adjustments.

### Condensation

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. You influence the humidity level within your home; Kamalani Ventures LLC provides no corrective measure for this condition.

Condensation that accumulates between the panes of glass in dual-glazed windows indicates a broken seal. Kamalani Ventures LLC will replace the window if this occurs during the limited warranty period.

### Infiltration

Some air and dust will infiltrate around windows, especially before the installation of landscaping in the general area. Kamalani Ventures LLC's limited warranty excludes this occurrence.

### Scratches

Kamalani Ventures LLC confirms that all window glass is in acceptable condition at the orientation. Minor scratches on windows can result from delivery, handling, and other construction activities. Kamalani Ventures LLC will replace windows that have scratches readily visible from a distance of 10 feet under normal lighting conditions. Kamalani Ventures LLC does not replace windows that have scratches visible only under certain lighting conditions.

### Tinting

If you add tinting to dual-glazed windows, warranties may be voided. Damage can result from condensation or excessive heat build-up between the panes of glass if the wrong type of tinting film is applied. Refer to the manufacturer's literature for additional information. Tinting of windows requires approval of the Design Committee, however the selection of an appropriate tinting film is still the responsibility of the homeowner and the homeowner's window tint installer.



## **Wood Trim**

Responsibility for the maintenance and repair of any exterior wood trim is with the AOOU. You are responsible for maintenance and repair of wood trim inside your home.

### ***Homeowner Use and Maintenance Guidelines***

Shrinkage of wood trim occurs during the first two years or longer, depending on temperature and humidity. All lumber is more vulnerable to shrinkage during the drier seasons. Maintaining a moderate and stable temperature helps to minimize the effects of shrinkage. Wood will shrink less lengthwise than across the grain. Wood shrinkage can result in separation at joints of trim pieces. You can usually correct this with caulking and touch-up painting.

Shrinkage may also cause a piece of trim to pull away from the wall. If this occurs, drive in another nail close to, but not exactly in, the existing nail hole. Fill the old nail hole with putty and touch up with paint as needed. If the base shoe (small trim between base molding and the floor) appears to be lifting from the floor, this is probably due to slight shrinkage of the floor joists below. Again, you can correct this condition by removing the old nails and re-nailing.

*See also Expansion and Contraction*

### ***Homebuilder's Limited Warranty Guidelines***

During the orientation we will confirm that wood trim is in acceptable condition. Minor imperfections in wood materials will be visible and will require no action. Kamalani Ventures LLC will correct readily noticeable construction damage such as chips and gouges listed during the orientation.



## Homeowner Maintenance Checklist

|                 | Item   | By Homeowner |           |               |          |           | By Association | Recommendations and/or web address   |
|-----------------|--|--------------|-----------|---------------|----------|-----------|----------------|--|
|                 |  | Monthly      | Quarterly | Semi-Annually | Annually | As Needed |                |  |
| <b>Exterior</b> |  |              |           |               |          |           |                |  |
|                 | Inspect drainage for proper flow away from buildings |              |           |               |          |           | X              |  |
|                 | Inspect paint or stain, Exterior                     |              |           |               |          |           | X              |  |
|                 | Seal concrete cracks                                 |              |           |               |          |           | X              |  |
|                 | Touch up caulk, nails and screw heads, exterior      |              |           |               |          |           | X              |  |
|                 | Check for termite mud tunnels                        | X            |           |               |          |           |                |  |
|                 | Annual termite inspection                            |              |           |               |          |           | X              |  |
|                 | Check roofing condition                              |              |           |               |          |           | X              |  |
|                 | Caulk/seal around windows                            |              |           |               |          |           | X              |  |
|                 | Vinyl Fences <u>around</u> the courtyards            |              |           |               |          |           | X              | The fences around the courtyards are the responsibility of the Association.  |
|                 | Vinyl Fences <u>between</u> adjacent courtyards      |              |           |               | X        |           |                | The fence between adjacent courtyards is the responsibility of the two homeowners. Refer to Ply Gem Fence & Railing website for Care & Maintenance instructions. <a href="http://www.plygem.com/wps/portal/home/brands/plygem-fence-rail/support/care-maintenance">http://www.plygem.com/wps/portal/home/brands/plygem-fence-rail/support/care-maintenance</a> |
|                 | Check building water meters                          |              |           |               |          |           | X              | Association will look for unusual variances in water usage.  |



## Homeowner Maintenance Checklist

|                     | Item  | By Homeowner |           |               |          |           | By Association | Recommendations and/or web address   |
|---------------------|---|--------------|-----------|---------------|----------|-----------|----------------|--|
|                     |   | Monthly      | Quarterly | Semi-Annually | Annually | As Needed |                |  |
| <b>Garage Doors</b> |   |              |           |               |          |           |                |  |
|                     | Reset the code on the opener.                       |              |           |               |          | X         |                | This should be done upon move-in.<br><a href="http://www.liftmaster.com/catalogresourcesv3/en-us/shared/files/tucmanuals/114a4772/default.htm">http://www.liftmaster.com/catalogresourcesv3/en-us/shared/files/tucmanuals/114a4772/default.htm</a><br>and<br><a href="https://www.youtube.com/watch?v=CXYt9wLfvqU">https://www.youtube.com/watch?v=CXYt9wLfvqU</a> |
|                     | Conduct reversal test and force setting test.       | X            |           |               |          |           |                | <a href="http://www.amarr.com/residential/service_and_support/care_and_maintenance">http://www.amarr.com/residential/service_and_support/care_and_maintenance</a><br>and<br><a href="https://www.youtube.com/watch?v=Z31AB1ilygo">https://www.youtube.com/watch?v=Z31AB1ilygo</a>  |
|                     | Check chain tension on automatic garage door opener |              |           | X             |          |           |                | Refer to garage door opener Owner's Manual for directions on how to do this. See Liftmaster link above.  |
|                     | Check manual operation of garage door               |              |           | X             |          |           |                | Refer to garage door opener Owner's Manual for directions on how to do this. See Liftmaster link above.  |



## Homeowner Maintenance Checklist

|                                 | Item   | By Homeowner |           |               |          |           | By Association | Recommendations and/or web address  |
|---------------------------------|--|--------------|-----------|---------------|----------|-----------|----------------|---|
|                                 |  | Monthly      | Quarterly | Semi-Annually | Annually | As Needed |                |   |
| <b>Garage Doors (Continued)</b> |  |              |           |               |          |           |                |   |
|                                 | Lube garage overhead door and tighten bolts    |              |           | X             |          |           |                | Use a lubricant specifically designed for garage doors. <a href="http://www.amarr.com/residential/service_and_support/care_and_maintenance">http://www.amarr.com/residential/service_and_support/care_and_maintenance</a>   |
|                                 | Oil garage door rollers, bearings and hinges   |              |           | X             |          |           |                | Use a lubricant specifically designed for garage doors. See Liftmaster link above.  |
| <b>Doors and Windows</b>        |  |              |           |               |          |           |                |   |
|                                 | Repainting inside of the fiberglass entry door |              |           |               |          | X         | X              | The interior of the door may be repainted or by the Owner. Refer to the Masonite website for instructions on painting fiberglass doors. <a href="http://www.masonite.com/residential/learn/installation-care">http://www.masonite.com/residential/learn/installation-care</a> |
|                                 | Clean window weep holes                        |              |           | X             |          |           |                | <a href="https://www.milgard.com/learn/window-and-door-care/care-and-maintenance">https://www.milgard.com/learn/window-and-door-care/care-and-maintenance</a>   |
|                                 | Clean/lubricate sliding window tracks          |              |           | X             |          |           |                | Use a lubricant specifically designed for vinyl sliding windows. <a href="https://www.milgard.com/learn/window-and-door-care/care-and-maintenance">https://www.milgard.com/learn/window-and-door-care/care-and-maintenance</a>  |



## Homeowner Maintenance Checklist

|            | Item  | By Homeowner |           |               |          |           | By Association   | Recommendations and/or web address |
|------------|---|--------------|-----------|---------------|----------|-----------|--|------------------------------------|
|            |   | Monthly      | Quarterly | Semi-Annually | Annually | As Needed |  |                                    |
| Electrical |   |              |           |               |          |           |  |                                    |
|            | Clean and test smoke alarms                   | X            |           |               |          |           | Refer to Owner's Manual for testing procedures.<br><a href="http://www.brkelectronics.com/product/9120B">http://www.brkelectronics.com/product/9120B</a>   |                                    |
|            | Test and reset all GFCIs                      | X            |           |               |          |           |  |                                    |
|            | Lighting fixtures                             |              |           |               |          | X         | Replace bulbs as needed. Wiring issues must be performed by a licensed electrician.  |                                    |
| Plumbing   |   |              |           |               |          |           |  |                                    |
|            | Operate pressure relief valve on water heater |              |           |               | X        |           | Refer to owner's manual or call Hawaii Gas for instructions <u>before</u> operating valve for the first time.<br><a href="http://www.hawaiigas.com/customer-service">http://www.hawaiigas.com/customer-service</a>                                 |                                    |
|            | Check toilet for leaks                        |              |           | X             |          |           | Visual inspection as well as listening for running water while the tank <u>isn't</u> refilling.<br><a href="https://www.sterlingplumbing.com/onlinecatalog/pdf/1145188_2.pdf">https://www.sterlingplumbing.com/onlinecatalog/pdf/1145188_2.pdf</a> |                                    |
|            | Check sink drains and traps for leaks         |              | X         |               |          |           | Look under the sink for any signs of dripping water.<br><a href="https://www.epa.gov/watersense/fix-leak-week">https://www.epa.gov/watersense/fix-leak-week</a>  |                                    |



## Homeowner Maintenance Checklist

|                             | Item  | By Homeowner |           |               |          |           | By Association | Recommendations and/or web address  |
|-----------------------------|---|--------------|-----------|---------------|----------|-----------|----------------|---|
|                             |   | Monthly      | Quarterly | Semi-Annually | Annually | As Needed |                |   |
| <b>Plumbing (continued)</b> |   |              |           |               |          |           |                |   |
|                             | Check exterior faucets for leaks, private yards |              |           | X             |          |           |                |   |
|                             | Clean deposits from faucet aerators             |              |           | X             |          |           |                | <a href="http://www.us.kohler.com/us/Care-&amp;-Cleaning/article/CNT121300049.htm">http://www.us.kohler.com/us/Care-&amp;-Cleaning/article/CNT121300049.htm</a>   |
|                             | Clean deposits from shower heads                |              |           | X             |          |           |                | <a href="http://www.us.kohler.com/us/Care-&amp;-Cleaning/article/CNT121300049.htm">http://www.us.kohler.com/us/Care-&amp;-Cleaning/article/CNT121300049.htm</a>   |
|                             | Clean bath tubs                                 |              |           |               |          | X         |                | Do NOT use abrasive cleaners. See manufacturer's list of recommended cleaners.<br><a href="https://www.sterlingplumbing.com/care-and-cleaning">https://www.sterlingplumbing.com/care-and-cleaning</a>   |
|                             | Clean stainless steel kitchen sinks             |              |           |               |          | X         |                | <a href="http://www.us.kohler.com/us/Care-&amp;-Cleaning/article/CNT121300049.htm">http://www.us.kohler.com/us/Care-&amp;-Cleaning/article/CNT121300049.htm</a>   |
|                             | Clean debris from Garbage Disposal              |              |           |               |          | X         |                | <a href="https://www.insinkerator.com/resources/media?key=7868689-3-8a25-4b99-8aae-2284a14ed895&amp;languageCode=en&amp;countryCode=US&amp;type=document">https://www.insinkerator.com/resources/media?key=7868689-3-8a25-4b99-8aae-2284a14ed895&amp;languageCode=en&amp;countryCode=US&amp;type=document</a> |



## Homeowner Maintenance Checklist

|                   | Item                                  | By Homeowner |           |               |          |           | By Association | Recommendations and/or web address   |
|-------------------|---------------------------------------|--------------|-----------|---------------|----------|-----------|----------------|--|
|                   |                                       | Monthly      | Quarterly | Semi-Annually | Annually | As Needed |                |  |
| <b>Appliances</b> |                                       |              |           |               |          |           |                |  |
|                   | Test the washing machine              |              |           |               |          | X         |                | Make sure someone is at home the first time the washing machine is operated to make sure there are no leaks.   |
|                   | Vacuum refrigerator and freezer coils |              |           | X             |          |           |                | <a href="http://www.geappliances.com/ge/service-and-support/refrigerators-freezers.htm">http://www.geappliances.com/ge/service-and-support/refrigerators-freezers.htm</a><br>or<br><a href="https://www.whirlpool.com/owners.html">https://www.whirlpool.com/owners.html</a>   |
|                   | Clean range hood filters              |              |           | X             |          |           |                | Do <b>not</b> steel wool or harsh or abrasive cleaners. Wash grease filters (most grease filters are dishwasher safe but refer to owner's manual to confirm). Refer to NuTone website for "Installation, Cleaning and Maintenance."<br><a href="http://www.nutone.com/nutone-customer-technical-service-support/faq/faq---range-hoods">http://www.nutone.com/nutone-customer-technical-service-support/faq/faq---range-hoods</a> |
|                   | Clean clothes dryer vent pipe         |              |           |               |          | X         |                | Clean more often as needed depending on usage.   |



## Homeowner Maintenance Checklist

|                                  | Item  | By Homeowner |           |               |          |           | By Association | Recommendations and/or web address   |
|----------------------------------|---|--------------|-----------|---------------|----------|-----------|----------------|--|
|                                  |   | Monthly      | Quarterly | Semi-Annually | Annually | As Needed |                |  |
| <b>Cabinetry and Countertops</b> |   |              |           |               |          |           |                |  |
|                                  | Plastic laminate kitchen countertops            |              |           |               |          | X         |                | Refer to Formica website for "Formica Laminate Cleaning Guide".<br><a href="http://www.formica.com/en/us/advice-and-ideas/formica-laminate-cleaning">http://www.formica.com/en/us/advice-and-ideas/formica-laminate-cleaning</a>   |
|                                  | HiMacs Solid Surface Countertops                |              |           |               |          | X         |                | <a href="http://www.lghimacsusa.com/pages/30/care-and-maintenance">http://www.lghimacsusa.com/pages/30/care-and-maintenance</a>  |
|                                  | Cultured Marble bathroom countertops            |              |           |               |          | X         |                | Refer to Cultured Marble website for care instructions. Do <b>not</b> use any abrasive cleaners (e.g. Ajax, Comet, Soft Scrub, etc.).<br><a href="http://www.southernculturedmarble.com/products/cultured-marble/care-and-maintenance/">http://www.southernculturedmarble.com/products/cultured-marble/care-and-maintenance/</a> |
| <b>Finishes</b>                  |   |              |           |               |          |           |                |  |
|                                  | Touch up caulk, nails and screw heads, interior |              |           | X             |          |           |                |  |
|                                  | Carpet (regular maintenance)                    |              |           |               |          | X         |                | Vacuum twice a week and deep clean every 18-24 months (refer to carpet care instructions on CGA Global Partners website for more information)<br><a href="https://www.carpetone.com/flooring-guide/care-and-maintenance">https://www.carpetone.com/flooring-guide/care-and-maintenance</a>                                       |



## Homeowner Maintenance Checklist

|  | Item  | By Homeowner |           |               |          |           | By Association | Recommendations and/or web address   |
|--|---|--------------|-----------|---------------|----------|-----------|----------------|--|
|  |   | Monthly      | Quarterly | Semi-Annually | Annually | As Needed |                |  |
|  | Finishes (continued)  |              |           |               |          |           |                |  |
|  | Care of Londeck surface on Upstairs Flats Entry Lanai floor |              |           |               |          | X         |                | <a href="http://www.lonseal.com/Documents/MG_Unfinished_071015.pdf">http://www.lonseal.com/Documents/MG_Unfinished_071015.pdf</a>  |
|  | Sheet Vinyl   |              |           |               |          | X         |                | Do <b>not</b> use the beater bar on your vacuum cleaner. Do <b>not</b> use “mop and shine” products, paste wax, solvent-based polishes or highly abrasive scrubbing tools. Refer to Armstrong Flooring website for more sheet vinyl care instructions. <a href="http://www.armstrong.com/flooring/floor-care/vinyl-care-instructions.html">http://www.armstrong.com/flooring/floor-care/vinyl-care-instructions.html</a> |
|  | Luxury Vinyl Tile flooring                                  |              |           |               |          | X         |                | Daily cleaning as required. Do <b>not</b> use treated dust mops. Refer to USF Contract website for “Engineered Vinyl Flooring Maintenance and Protection” instructions for more information. <a href="http://www.usfcontract.com/docs/lvt/V009_USFC_STRATUM_Maintenance_Protection_Hilway.pdf">http://www.usfcontract.com/docs/lvt/V009_USFC_STRATUM_Maintenance_Protection_Hilway.pdf</a>                               |