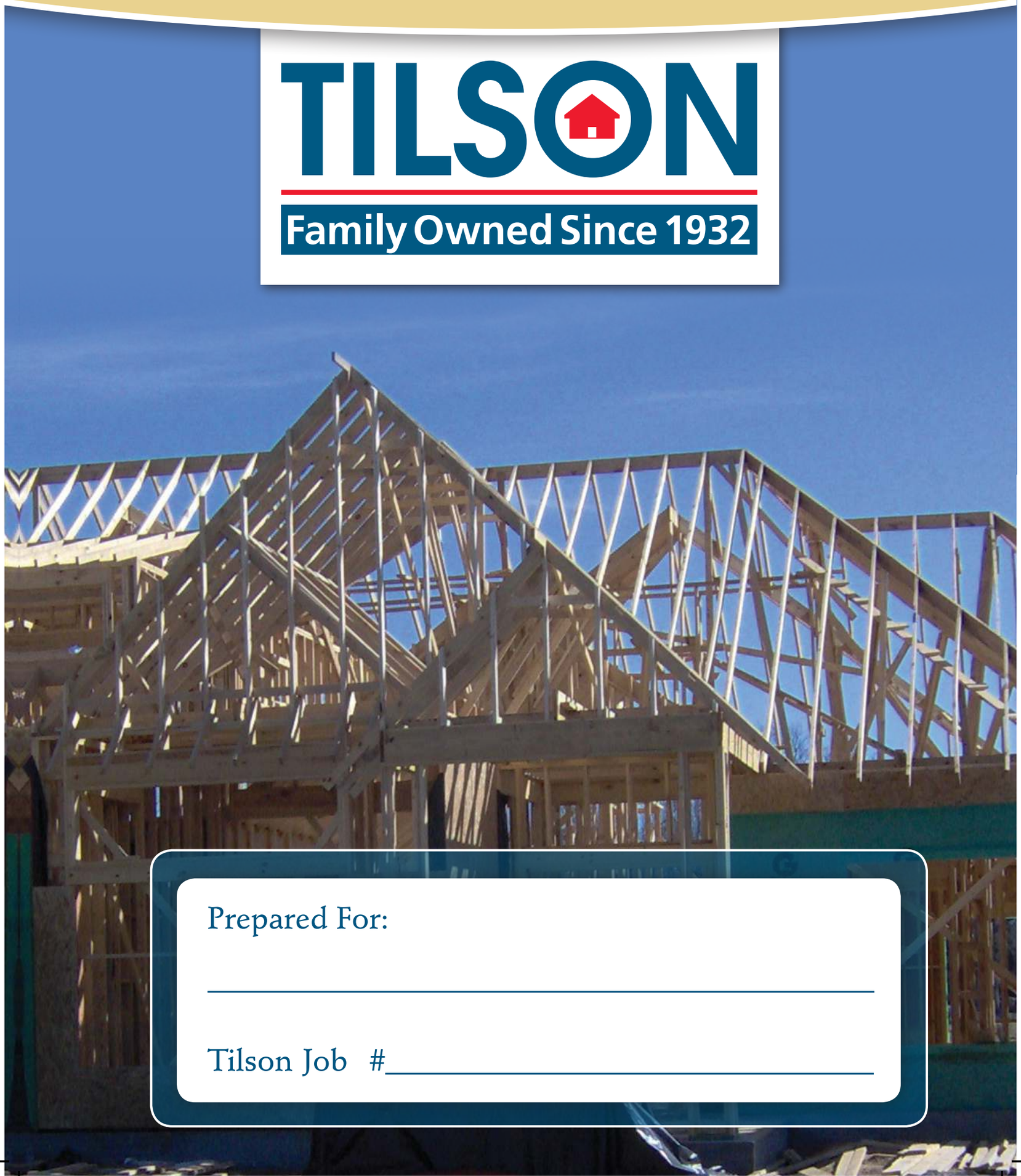
Home Introduction & Maintenance Guide

TILSON

Family Owned Since 1932



Prepared For:

_____

Tilson Job #_____

The information provided in this guide is to assist you with basic knowledge of how your home works and about items found in your home. Basic care and maintenance information can also be found here. Please take some time to look this over and feel free to discuss any of the points with your Builder prior to the completion of your new home introduction.

By signing below I / we acknowledge that we have reviewed the information contained in this Home Introduction and Maintenance Guide. After further review with our Builder, we understand the information contained on its pages.

_____ _____

Owner **Owner**

_____ _____

Builder **Date**

Home Introduction Handouts

- ❑ Armstrong Flooring Guide
- ❑ Acme Brick
- ❑ James Hardie Warranties
- ❑ Krestmark Windows
- ❑ Owens Corning Shingle Warranty
- ❑ Bathtub Information
- ❑ Hoelscher Wood Doors
- ❑ Oakcraft Doors
- ❑ ODL Glass Door Inserts
- ❑ Paint Information
- ❑ Foundation Information
- ❑ Appliance Registration Information
- ❑ Home Owner Maintenance Guidelines
- ❑ Warranty Manager Letter

Note: Some items listed above may not be in your packet since they are not included in your home.

- ❑ Stove and Oven
- ❑ Microwave Oven
- ❑ Dishwasher
- ❑ Other Appliances
- ❑ Garbage Disposal
- ❑ HVAC System
- ❑ Thermostat
- ❑ Water Heater
- ❑ Fireplace
- ❑ Ceiling Fans
- ❑ Garage Door Opener
- ❑ Smoke Detectors
- ❑ Water Well and Septic

Note: All appliances in the house should be registered with the manufacturer within 30 days after closing.

Exterior Features:

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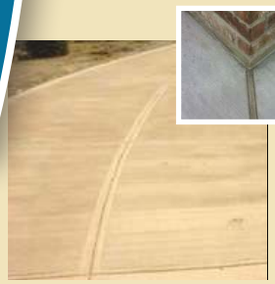
Concrete flatwork includes driveways, sidewalks, and patios. Great care is taken when installing this element. However, due to movement of our Texas soils, some minor cracking can be expected.



To minimize cracks in the flatwork, **expansion joints** and control joints have been added. These consist of wood members or simply tooled joints in the concrete. Even with these joints, some cracks may occur.

If your home is hooked up to a public water supply, there will be a **water meter** in an underground box in your yard. One or two shutoff valves may be located here to allow the water to the house to be shut off.

If your home has natural gas provided to it, there will be a **gas meter** located at or near the house. The metal gas lines may be bonded at this point as evidenced by a clamp and a copper wire. If you smell gas, call your gas provider.

A home that has propane gas service will have a tank located in the yard. From there, a gas line will be run to the house. A shutoff valve is located just before the **regulator**. The metal gas lines may be bonded at this point as evidenced by a clamp and a copper wire.

As mentioned previously, **propane tanks** will always be located in the yard of a home. Do not block access to the tank so it can be serviced when needed. There is a valve at the tank to shut off the propane.

Your **electric meter** is located on the exterior of your home. Most utility companies are now installing "smart meters." These meters have digital numbers on them instead of dials. These meters bring about a new era of services.

Electric panels may be located in the garage, inside the home, or on the exterior. Each breaker is labeled. When resetting a breaker, first push it all the way to the "off" position and then reset it. To turn off power to the entire house, simply flip the main breaker to the "off" position.

Your yard was **graded** in order to drain rain water away from the foundation. Do not alter or block the drainage patterns. This could adversely affect the foundation. (See the "Foundations and Maintenance" handout.)

Ground Fault Circuit Interrupters (GFCIs) are electrical safety devices that serve exterior and interior outlets. (See the "GFCIs and Arc-Faults" handout.) This style of outlet is common in areas under a covered porch or patio.

GFCIs on the outside are usually located at exterior doors, by the A/C unit, on balconies and porches, or on the outside of a garage. The one shown to the left (in a protective box) is common when it is exposed to the weather.

The connection points for your **phone and TV wires** are usually close to the electrical service. The blue wire is for phone service and the black wires are for TV service. These wires will run from the outside to a structured wiring box located inside the house.

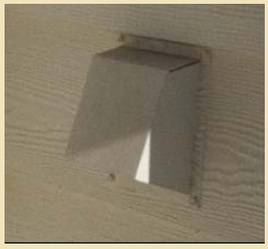
Exterior Features:

Brick walls are designed to "breathe." Part of that design is to include weep holes along the bottom of the wall. These holes allow water to drain out during rain events. They also allow air to circulate in the cavity to keep that area dry. If bugs enter your home, call an exterminator. Never seal the weep holes.

Similar to the **weep holes** described above, stone walls require similar devices. Round holes will be seen at the base of stone walls to allow water to drain out and for air to circulate in.

Brick veneer and stone walls expand and contract based on the temperature outside. In order to control cracking, **expansion joints** have been designed into the wall to allow for movement. A silicone sealer has been added and should be maintained as required.

Building codes require a certain amount of fresh air to be introduced into the home. A regulated amount of **fresh air** comes from this point to your A/C system.



If your home has a fireplace, it requires **combustion air** from the outside to burn gas or wood. A small air duct has been run from the outside to the fireplace for this purpose.

A **dryer vent** usually goes straight out of a wall. When this is done, a simple cover like this is commonly placed over it. Check it periodically to make sure it is not blocked by lint or even a bird's nest.

Depending on the design of the home, sometimes a **dryer vent** goes out through the roof. When that is done, a device similar to this may be visible on the roof from the ground.

Before closing, a high quality **caulk** was placed around the windows at masonry work. This should be checked periodically and maintained as needed.

When **bath fans** are exhausted through the roof, you will see a vent similar to this.

The Plumbing Code requires the system to be properly vented. **Plumbing vents** are a series of pipes that run up and out through the roof.

Most attics are designed to be vented. Air moving through the attic keeps the house healthy and utility bills down. One way to move hot air out of an attic is through **ridge vents**. These are located at the peak of the roof.

Another way to vent air out of the attic is through the use of **"air hawks."** These square vents are placed in numerous areas around the roof.

In order to vent air out the ridge vent or air hawks, you must have **soffit vents** to let cool air in. The overhang (soffit) is designed to allow air in and then rise up through the attic as it gets warmer. It is then vented out.

Gas and propane **water heaters** are required to be vented to the outside. This will be done with a metal vent pipe. The small disc toward the bottom ("storm collar") should be properly sealed to ensure water tightness.

Exterior Features:

Gas and propane furnaces must also be vented out. This is done with a **metal vent pipe** that will be slightly larger than the water heater pipe. High efficiency models will utilize plastic vent pipes.

Tankless water heaters are an option available to most homeowners. They may be found on the outside or the inside of the home.

Flashings are commonly sheet metal shapes used to keep rain water from entering the home. This "kickout" flashing is common at walls and chimneys. Other flashings are used all around the exterior of the house.

Hose bibbs are the faucets on the outside of the house. In order to block contaminants (like weed killer) from entering the water system, backflow preventers are built into the hose bibb.

Some **backflow preventers** are installed on the threaded portion of the hose bibbs, like this one.

Water heaters are placed in a safety pan, and a safety device called a temperature and pressure relief valve is attached to the tank. The **overflow pipes** attached to these items are drained to the outside of the house. Call for service if you see water dripping from these pipes.

The **secondary A/C drain** is located above a window. If water backs up at the system in the attic it will drain out of this pipe. If this happens, call for service immediately.

If your home has been built utilizing a septic system, **the equipment** will be located in the yard. Aerobic systems have sprinkler heads located in the yard as well. Refer to the "On Site Water Systems" handout in this package.

Occasionally a plumber may have to unclog a pipe. He'll do this by using one of the **clean outs** installed in the system. The main house clean out and some smaller clean outs are visible around the exterior of the home.

The A/C unit on the outside (**the condensing unit**) is secured to a concrete pad. This pad should always be higher than the grade around it. Also, do not allow plants to grow close to it nor construct anything around it that will hinder air flow around the unit. Do not damage the coolant lines or the thermostat wire.

Most A/C units on the outside of the home will have a **service shutoff** box nearby. Under normal conditions, you will not have to access this device.

When replacing exterior or interior light bulbs, be sure to replace them with similar energy saving **CFL or LED bulbs.**

Door hardware comes in many shapes, sizes, colors, and finishes. Knobs and deadbolts should work with very little effort. All exterior doors were made with a "master key" capability. To disable this feature simply use your key in it a few times to reset the tumblers to your key.

Doorbell buttons will be located near the front door. If these become loose or do not operate, an electrician may have to service the unit.

If you are not hooked up to a public water system, you will have your own water well. This well pump and other equipment are commonly housed in the **well house** located in the yard. Refer to the "On Site Water Systems" handout in this package.

Kitchen Features:

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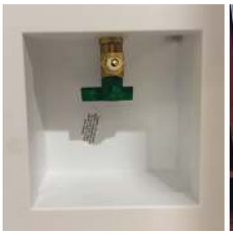

- ❑ Countertops
  - ❑ Do not use abrasive cleaners.
  - ❑ Don't set hot objects directly on the surface.
  - ❑ Seam between countertop and backsplash should be sealed with caulk material.
- ❑ GFCI Outlets
  - ❑ Located in the backsplash and in areas near sinks.
  - ❑ Also located on the island (if present).
- ❑ Cabinets
  - ❑ Fronts and doors may be cared for like wood furniture. Interiors may be wiped clean with a damp cloth.
  - ❑ Use reasonable judgment with respect to the proper weight on the shelves.
  - ❑ Doors may be adjusted by using screws on the hinges.
- ❑ Range Hood
  - ❑ Some filters may be cleaned with soapy water.
  - ❑ Hoods are vented to the outside.
- ❑ Dishwasher
  - ❑ Follow instructions in manual provided.
  - ❑ If your dishwasher has a power switch on the wall make sure it is in the "on" position.
- ❑ Cooktops/Ovens/Slide-In Ranges/Microwave Oven
  - ❑ Follow instructions in manuals provided.
  - ❑ Some appliances may need to be converted for propane gas use.
  - ❑ Fill out and send in all appliance warranty cards. Warranty work for appliances is scheduled directly through the manufacturer.
  - ❑ Exhaust fans in microwave ovens are vented to the outside.
- ❑ Sink / Faucet / Sprayer
- ❑ Ice Maker Connection
- ❑ Gas Shut Off
- ❑ Disposal

Doors and Floors:

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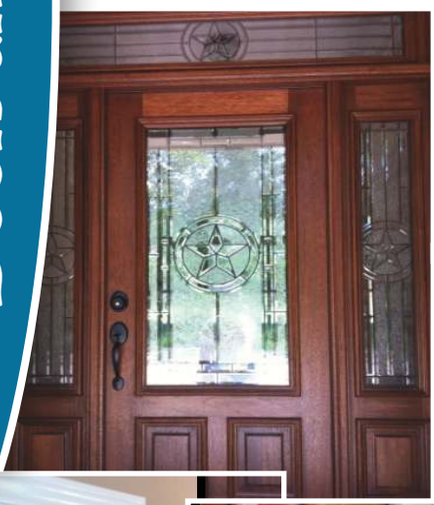




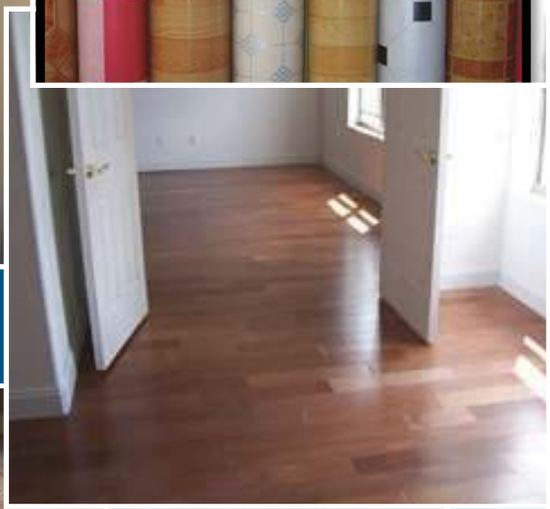

- ❑ Doors
  - ❑ Wood doors may need to be refinished on a periodic basis.
  - ❑ Some thresholds can be adjusted using adjustment screws.
  - ❑ Interior doors are hollow core and may be damaged if hinge stops are used. These types of doors may also warp slightly.
  - ❑ Bi-fold and sliding doors may need adjustments. This is a normal maintenance item.
  - ❑ Doorknobs may loosen. Tightening these are a common maintenance item.
- ❑ Vinyl Flooring
  - ❑ "No wax" finish can be cleaned with soap and water.
  - ❑ Use protectors under the feet of furnishings to prevent damage to floor.
  - ❑ Floor mats with rubber backing may discolor some vinyl. Damage from this discoloring or from dents or tears are not warrantable.
- ❑ Ceramic Tile
  - ❑ Tile may be cleaned with mild cleaners.
  - ❑ Tile can be chipped or scratched by heavy objects.
  - ❑ Grout may be sealed by the owner if desired.
  - ❑ Shrinkage cracks in the foundation may translate through tile work. This is normal and not indicative of a structural problem.
- ❑ Wood Floors
  - ❑ Care should be taken to not scratch or damage wood floors.
  - ❑ Wood floors may be cleaned with commercial wood floor cleaners. Follow the instructions provided.
- ❑ Carpet
  - ❑ Seams are common in carpet installations. Some seams may be visible per industry standards.
  - ❑ Some spots may be cleaned with water and a clean towel. Some carpet cleaners can damage your carpet. Refer to the manufacturer's literature provided in this package for more information.

Interior Features:

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Light Fixtures: Use similar bulbs as those originally installed when replacing bulbs. Use care when removing globes / covers to avoid damage.

Ceiling Fans: Fans are controlled by switches and pull chains. There is a reversing switch on the fan that will make the blades turn in the opposite direction. Fans contain watt limiters to control energy used by the light kits. If the total wattage of all the bulbs used in the light kit exceeds the capacity of the watt limiter, damage to the light kit on the fan will occur.

Sheetrock Cracks: New homes will settle and dry out as they age. As this happens, it is common to see cracks appear in the sheetrock. These cracks are a maintenance item. They can be fixed by filling them with caulk or spackling compound and repainting the area using your touch-up kit.

Touch-up Paint: Extra paint may be left in the home for your use after closing. Additional paint may be purchased at the manufacturer's paint store.

Touching Up: You can touch up the latex wall paint. Do not scrub the walls in order to remove dirt or spots. This could damage the wall finish. The wood trim is painted with an enamel paint, which is very washable. When touching up, "feather in" the area you are painting.

Closet Shelves: Use care when placing items on the closet shelves. Do not overload the shelves or closet rods.

Windows: Your double-pane, Low-E, windows are very energy efficient. Keep the tracks and glass clean. Screens are provided and may be easily removed for cleaning purposes.

Smoke and Carbon Monoxide Detectors: These combination units are interwired - meaning, when one alarm goes off they all go off. Use the test button to test them on a regular basis. They are wired into the electrical system but you will have to replace the backup batteries periodically or when you hear a "chirping" noise coming from the unit.

GFCI Outlets: GFCIs can be found in the garage, kitchen, bathrooms, and sometimes in the utility room. To test them, simply press the "test" button. If no power is present in the outlet, press the "reset" button.

Fireplace: Wood burning fireplaces will have a damper in the upper part of the firebox. Make sure this is in the "open" position before using the fireplace. Direct vent fireplaces are sealed and do not have a damper.

Log Lighter: These are common in homes with gas run to the fireplace. Place a lit match or a small piece of burning paper on the logs BEFORE you turn on the gas. Be sure to use the screen on your fireplace if one has been provided.

Attic Access: Most homes have a pull down attic stair. Some attics may have access through a doorway. Please note that your attic has not been designed for storage. Typically, only the water heater and A/C system are located in the attic. Never place any objects on and never step on the insulation in your attic. You may fall through the ceiling, causing injury to yourself and damage to your home.

Keys: You will receive your permanent house keys at the Title Company during closing. The locks are currently on a master key system. To demaster the locks, simply insert your new key and turn it a few times in each direction.

Utility Room:

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- ❑ Washer Connections
  - ❑ Hot water is on the left. Cold water is on the right.
  - ❑ The drain for the washer is located in the center of the box. Be sure to secure the drain hose from the washer so it does not pop out of the drain opening.
  - ❑ The plumbing clean out is also located near the washer box.
- ❑ Dryer Vent
  - ❑ Vent pipe is located near the floor. Never crush the connecting hose behind the dryer.
  - ❑ The vent will go directly out of the utility room wall or go up and vent out of the roof.
- ❑ Dryer Plugs
  - ❑ All homes have a 220 volt plug for electric dryers.
  - ❑ If the house has natural gas or propane, a 110 volt outlet will be provided for the dryer. A gas stub out will also be run to the utility room for the dryer.

Baths:

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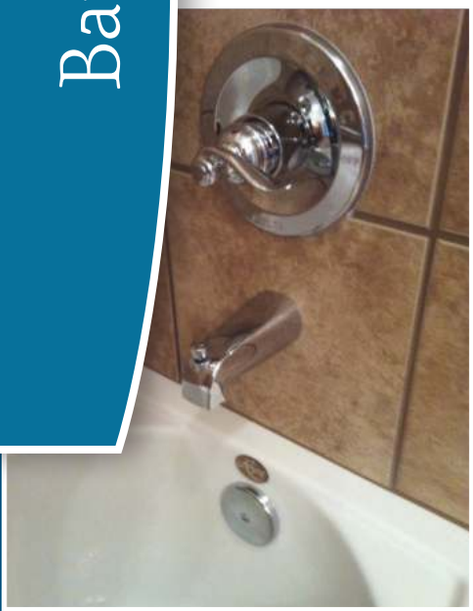

- Corners of ceramic tile should be maintained with a good quality tub and tile caulk.
- The aerators on the vanity faucets may need to be cleaned.
- Stoppages in drain lines are warranted for a period of one year against construction related causes.
- State regulations mandate that toilets use 1.28 gallons of water or less per flush.
- All plumbing fixtures (except showers and tubs) have shutoff valves near the fixture. These can be used to shut off the water for service purposes. Water may also be turned off at the plumbing manifold.
- The main A/C condensate drain will tie into a vanity sink drain.
- Tubs and showers are served with single handle operating valves. The shower heads are equipped with water saving devices.
- Access panels are provided for servicing the pipes at the tub and shower locations.
- When cleaning surfaces in the bathroom, do not use abrasive cleaners or caustic chemicals that could damage the finish on certain surfaces.
- Do not overload the hardware on the bathroom walls.

- Whirlpool Tubs
  - Have pneumatic switches.
  - They have a switch on the wall.
  - The motor is powered by a GFCI circuit. The reset button is usually located in a nearby closet.
  - Refer to the manufacturer's material for use and care instructions.

Water Heater:

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- ❑ May be located in the attic, the garage, utility room, on an outside wall, or in a closet.
- ❑ May be electric, gas, or propane.
- ❑ May be a tank type or tankless.
- ❑ Usually sits in a safety pan which is attached to a drain pipe.
- ❑ Temperature and Pressure Relief Valve is a safety device built into tank units. If water is dripping from this drain pipe, call for service.
- ❑ Gas units must be vented to the outside.
- ❑ Tank must be full of water before the unit is started up.
- ❑ Follow manufacturer's guidance for draining the water heater.

HVAC:

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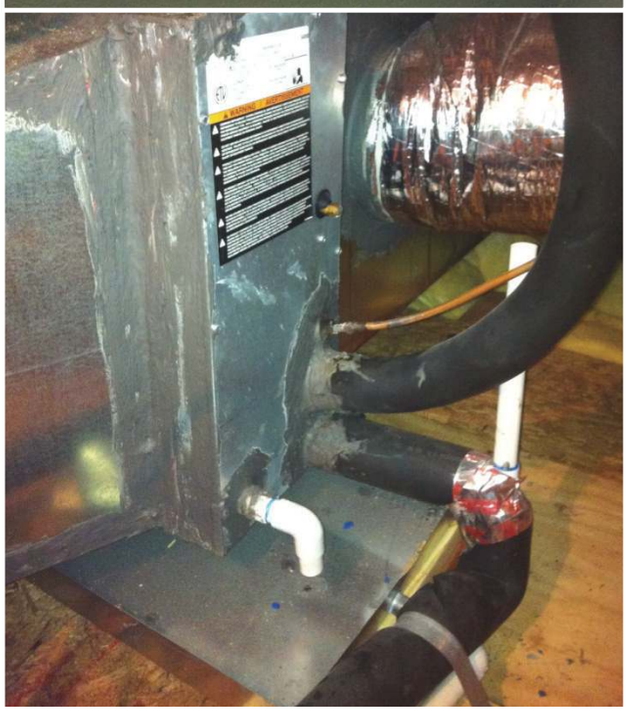

- ❑ The A/C system is designed to maintain a difference of about 20 degrees from the outside temperature to the inside temperature.
- ❑ Thermostat
  - ❑ The fan has 3 settings (on, off, automatic).
  - ❑ The system can be set to heat, cool, or off.
  - ❑ Some models have a humidity reading on it. If it goes above 60%, call for service.
- ❑ When the A/C system turns on, the lights in the house may dim slightly. This is normal.
- ❑ The A/C system will produce water under normal conditions. This water is drained into the sewer system of the house (usually into a vanity sink drain). If this drain line clogs up, water will drip into the safety pan under the unit in the attic and then drain through the secondary drain line to the outside. This pipe is normally located above a window outside. If you see water dripping from this pipe, turn off the unit and call for service.
- ❑ Each room has an air supply register in the ceiling. Adjusting the register may adversely affect the A/C system. If you believe you have an air flow problem, call for service.
- ❑ The air is filtered through a media filter located in the attic on the return air side of the unit. These filters should be changed every 3 to 6 months depending on usage and environmental conditions. We recommend you contact the original equipment installer to maintain these filters and to provide routine maintenance on the system.
- ❑ The return air grills in the hallways and rooms do not require air filters.
- ❑ The exhaust fans are vented to the outside of the home.

Warranty Information:

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We're here to help.

Notice: You must register all your appliances and HVAC equipment with the manufacturer within 30 days of closing.

Your Warranty:

Your home comes with a 10-year limited warranty. You are encouraged to read the entire booklet to become familiar with what may be considered warrantable and what is not. Items considered "maintenance" are not covered under the warranty. In a nutshell, the warranty coverage includes:

First year – Fit and finish items, mechanical, major structural
Second year – Mechanical items and major structural
Third through tenth year – Major structural items only

Contact Us:

WarrantyInfo@TilsonHome.com
1-713-869-7762
1-888-214-8921

Hours of Operation:

You may contact the Warranty Information Department from 8:00 a.m. to 5:00 p.m. Monday through Friday. Service will be provided in your home during these same hours. If your need for service is outside of these hours, please call one of the numbers noted above for emergency situations only.

- ✓ Service response time may vary. Typical time frames may be up to two weeks for non-emergency items. You may discuss this with the Warranty Information Department when you contact them.
- ✓ Emergency situations are given priority over other calls. The determination as to whether a call is an emergency is at the discretion of the Warranty Information Department.
- ✓ It is company policy that the homeowner, or a representative of the homeowner that is at least 18 years old, be home at the time of the scheduled service call.
- ✓ The Warranty Information Department is here to serve you. Please feel free to contact us with any questions, concerns, or issues you may have.

Foundations and Maintenance:

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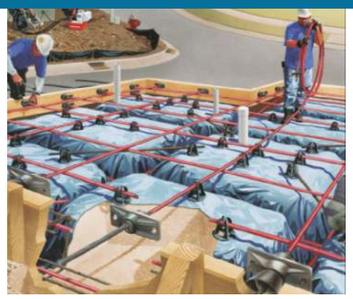
Piers and Pilings

Post-Tensioned Slabs



Conventional Slabs

Conditioned Crawl Spaces

Vented Crawl Spaces

The foundation under your home may be different from other homes you have lived in. Homes can be built up on piers, pilings, on post-tensioned slabs, conventional slabs, over conditioned crawl spaces (a type of "pier-and-beam"), and even over vented crawl spaces. Some homes may even have a combination of these types of foundations. One thing they all have in common is that they must be maintained in order to properly support the home.

Maintenance:

Proper care of your home's foundation is very important in preserving the structural integrity of the home. Clay soils have the ability to expand (when wet) or contract (when dry) at alarming rates. The pressures the soil exerts on the foundation when the soil is wet are more than 10 times the weight of the structure. With even moisture, the house moves uniformly. This requires that an even and rather constant level of moisture be maintained around the entire house. Defects in foundations occur when the soil area around the foundation is continually wet, while other areas remain dry. Again, the key is uniform moisture. Listed below are a few suggestions that may help in your foundation maintenance program.

Soil:

Maintain the grading and beds around the foundation so they gently slope away from the structure (add top soil if necessary). A minimum of a 3-inch drop in 5'-0" is required. In high clay content soil, a 6-inch drop in 5'-0" is recommended. Never allow the soil to dry to the point of cracking or pulling away from the foundation. If the soil moves away from the foundation the width of a pencil, moisture is needed. Soaker hoses placed 12 – 18" from the foundation or uniform watering practices will prevent the soil from drying out.

Trees and Plants:

Trees and plants can adversely affect the foundation by drawing large amounts of moisture from the soil. As a general rule, keep large trees at least 20 feet away from the foundation.

Water:

If the house has gutters, be sure that all run-off is diverted at least 5 feet away from the foundation. Guttering is not necessary where proper drainage is provided. On gabled ends of the house, there is no run-off, so more watering will probably be required. During the hot and dry seasons, the south and west sides may require more watering than the north and east sides, which are shaded and not exposed to as much direct sunlight. Do not let water stand next to the foundation. Where surface drainage cannot be adjusted to prevent standing water, installation of PVC or concrete area drains should be considered. Pets can create low areas near the foundation. These low spots can collect water, causing soil expansion and foundation upward movement. Any standing water within 10 feet of the foundation can cause foundation movement. Mulched flower bed areas require a greater slope to insure water runs away from the foundation. Flower beds with edging or stacked concrete/rock borders will trap water creating pooling of water near the foundation. These wet areas can lift the foundation edge.

Remember - Drainage, Drainage, Drainage! Poor or negative drainage may cause unwanted foundation movement.

GFCI's and Arc-Faults:

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The National Electric Code requires numerous safety devices to be installed in new homes. The purpose of this handout is to point out two of these important features. Ground Fault Circuit Interrupters (GFCI) and Arc-Fault Circuit Interrupters (AFCI) are designed to protect from certain electrical hazards.

GFCI:

The GFCI is the most common protective device found in the home. They have been around for many years. They are commonly known as the "outlets with the buttons on them." These types of outlets are required in any location that may be subject to moisture. You'll find them in your bathroom, kitchen, laundry room, garage, and on the outside of the house.

Have you ever experienced an electrical shock? If you did, the shock probably happened because your hand, or some other part of your body, contacted a source of electrical current and your body provided a path for the electrical current to go to the ground so you received a shock. This unintentional path to ground is called a "ground fault." A GFCI is so sensitive it can detect this problem and shut off the circuit in a fraction of a second. When this occurs the power can be restored by simply pushing the "reset" button. Obviously, you will want to eliminate the problem that caused the ground fault. Be sure to unplug any appliance that may have caused the ground fault before you try to reset the outlet.

As mentioned above, the GFCI is commonly an outlet with 2 buttons on it. However, this outlet may have "satellite" GFCI outlets. If the outlet in the garage, kitchen, or outside does not have a reset button, look for the GFCI with the buttons and simply reset it. These satellites may be distinguishable by the GFCI sticker that the electrician placed on the outlet cover plate. Another possible location for a GFCI is on the circuit breaker inside the electrical panel. These are not as common, but work in the same way.

AFCI:

Arc-fault circuitry is a newer safety device. The AFCI can be found inside your electric panel. It will be part of the breaker that controls power to lights and outlets in most areas of the home. It is quite common to have many AFCIs in the breaker box. These are recognized by the test buttons on the breaker. To test them, simply press this button. Similar to the GFCI, power can be restored to the circuit by resetting the breaker.

This device does not detect grounding problems but rather wiring problems. As the name implies, it can detect arcs in the system. A cut in a wire or even a nail through the wire can cause an arc. These can eventually lead to a failure in the circuit and possibly a fire. If the circuit trips when you plug in a device, check the device to make sure it is not the cause of the arc fault failure. If the circuit continues to trip, call the Warranty Department for assistance in resolving this issue.

Water Wells:

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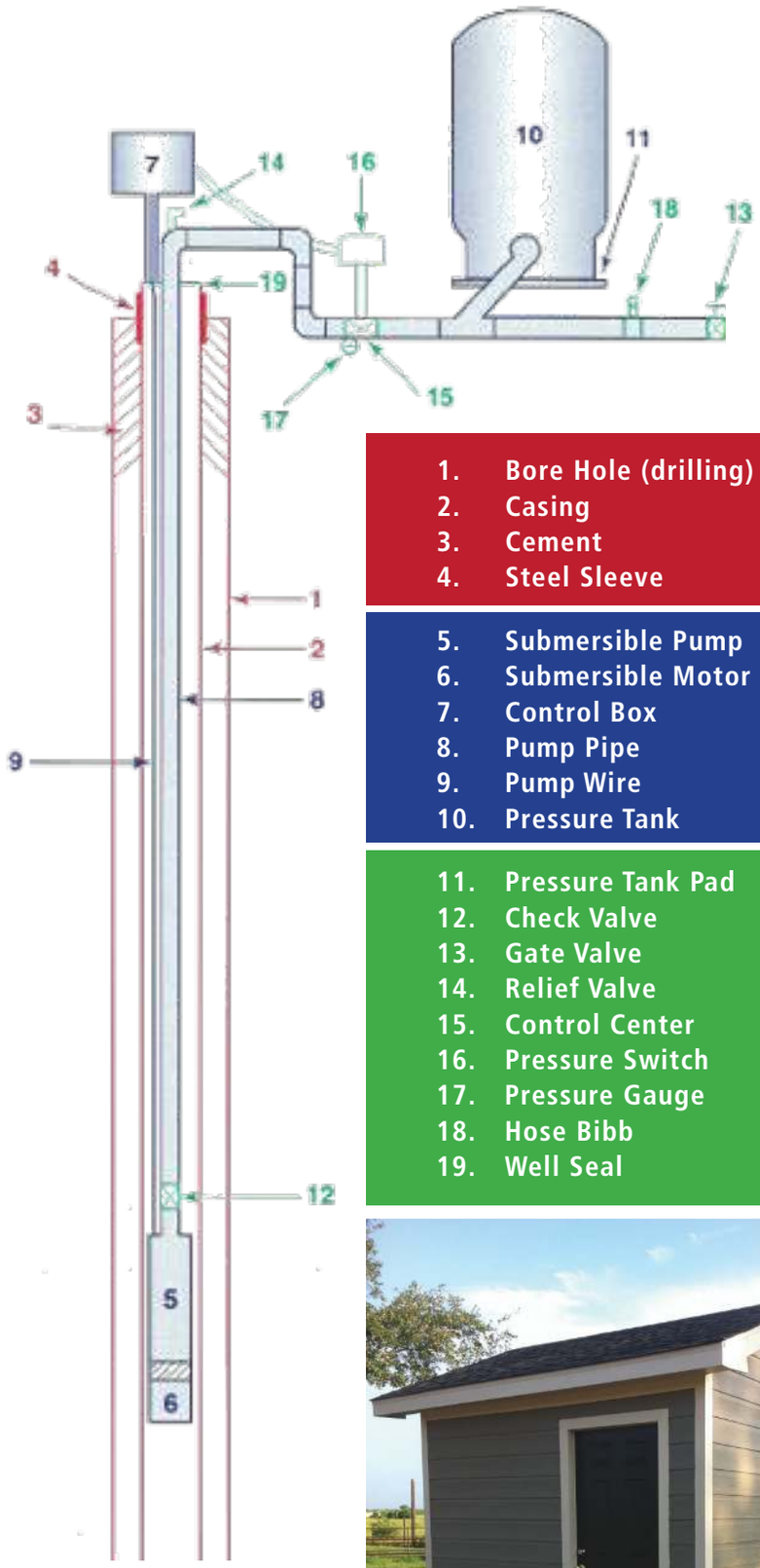

1. Bore Hole (drilling)
2. Casing
3. Cement
4. Steel Sleeve

5. Submersible Pump
6. Submersible Motor
7. Control Box
8. Pump Pipe
9. Pump Wire
10. Pressure Tank

11. Pressure Tank Pad
12. Check Valve
13. Gate Valve
14. Relief Valve
15. Control Center
16. Pressure Switch
17. Pressure Gauge
18. Hose Bibb
19. Well Seal

Homes that are not tied into a municipal water system will have their own water well. Once it is properly installed it should provide water for many years to come. However, just like your A/C system, proper care and maintenance are needed to keep it performing in peak condition. The following includes notes on the care of your well and some basic points you might want to be aware of.

- The well was installed by a licensed well driller. Service should always be done by licensed professionals.
- An annual well maintenance check and bacteria test is recommended. Additionally, you should have your water checked any time there is a change in taste, odor, or appearance in the water.
- Keep all chemicals, such as paint, fertilizer, pesticides, and motor oil away from your well.
- Make sure the well cover is in good shape and secure.
- Don't allow back-siphonage into the system. This can happen when you use a hose for applying pesticides or fertilizers. Don't put hoses into the tank.
- Take care when working around the well equipment.
- Keep all maintenance records in a safe place.
- The Texas Department of Licensing and Regulation (TDLR) is responsible for licensing well drillers and pump installers.

Septic Systems:

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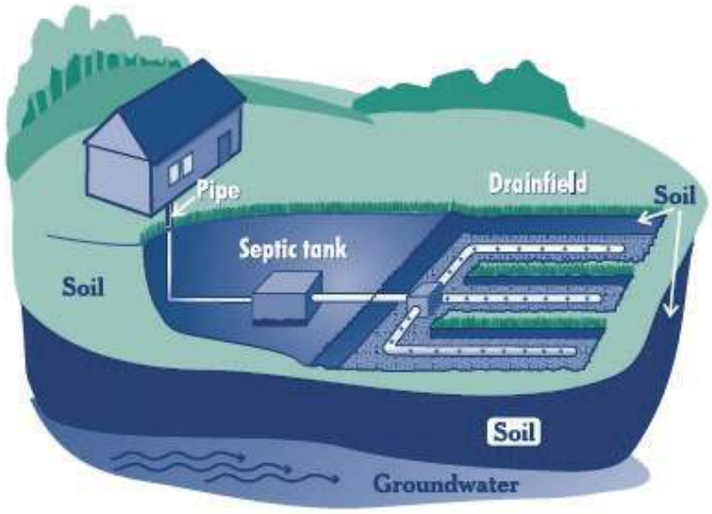
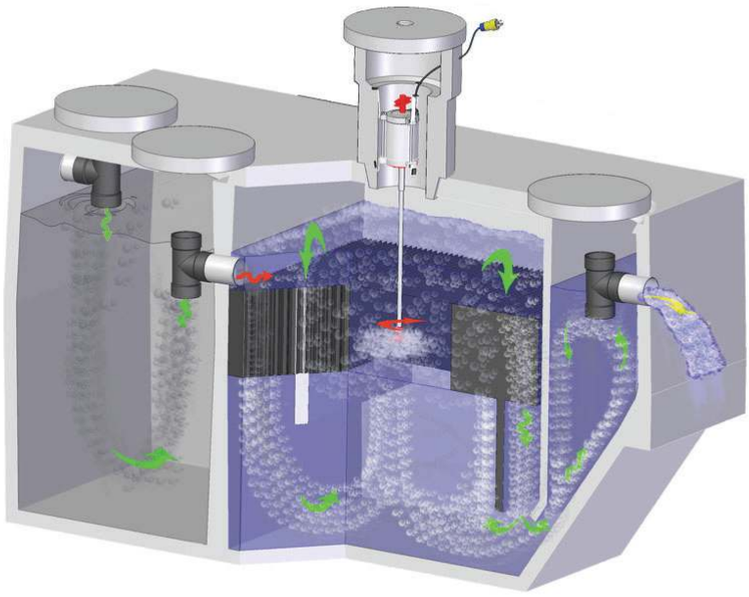


Homes that do not have access to public sewer systems will have a septic system to receive and treat waste water created in the home. Depending on the site and soil conditions, one of two types of systems may be installed. Anaerobic systems use the traditional "septic field" in the yard to distribute the waste back into the ground. The majority of systems now utilize the aerobic style of treatment. This commonly uses a 3-tank system to treat the waste and then it distributes the water back into the yard via a sprinkler system. Both systems use beneficial bacteria to break down the wastes. The systems are very safe and can last many years as long as they are properly used and regular maintenance is performed.

- Installers are licensed by the State of Texas.
- Texas Commission of Environmental Quality (TCEQ) regulates these systems.
- Owners of septic systems must have a maintenance agreement per state law.
- Systems are to be inspected:
  - At least every 4 months.
  - A tag or marker shall note dates of visits by maintenance company.
  - Inspector is to test the system.
  - Repairs MUST be done if they are found to be needed during inspection.
  - Inspection reports are to be sent to the owner and the local authority at least every 4 months.

For more information, visit the TCEQ website:

http://www.tceq.texas.gov/licensing/ossf/on-site.html



Notes

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By signing below I / we acknowledge that we have reviewed the information contained in this Home Introduction and Maintenance Guide. After further review with our Builder, we understand the information contained on its pages. (This page goes to the Builder.)

Customer Name	**Tilson Job #**
Owner	**Owner**
Builder	**Date**

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