Morgan Chase Homes
BUILDING on TRADITION

GUIDE TO THE LIMITED WARRANTY ON YOUR NEW HOME

Your new home is covered by a limited warranty from three sources. Minnesota law grants the first, the second by Homebuyers' Warranty also referred to as 2-10 Insurance, and the third by Morgan Chase Homes, Inc. The purpose of this booklet is to supplement your Residential Warranty Corporation Insurance Policy with additional details that will help you maintain your new home.

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EMERGENCY PRCEDURES

•Electrical Emergencies, call Grounded Electric: (763) 753-6215
•Heating or Plumbing Emergencies, call Hutton & Rowe: (763) 427-2321
•Irrigation System Emergencies, call Twin City Irrigation: (612) 538-7520
•Utility emergencies should be handled by calling your appropriate utility supplier.

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WARRANTY SECTION

MAINTAINANCE GUIDE TO YOUR NEW HOME

Morgan Chase Homes builds a variety of styles in various price ranges. We work to keep up to date with changes in products and construction techniques. Consequently, all the materials and equipment referred to in this booklet may not be found in every Morgan Chase Home.

INTRODUCTION TO YOUR NEW HOME

We at Morgan Chase Homes would like to be the first to welcome you to your new home. We are honored that you have given us the privilege of serving you, and we are proud of the quality built into your home.

In addition to our comprehensive warranty and service program, it is important that you as the owner of a new home begin a program of regular maintenance to protect the homes value. This program of homeowner maintenance should start the day you move into your home and is particularly important during the first few months of occupancy.

While this guide does not attempt to cover every possible occurrence, it covers many of the conditions that may be encountered and provides many helpful tips to enhance satisfaction with your new home. We are confident that your homeowner maintenance program together with our comprehensive program of warranty and service will ensure your satisfaction and years of happiness in your new home.

YOUR NEW HOME AND THE CLIMATE

A new home undergoes a "curing" process as it adjusts to its surroundings and climate variations. During the first year of occupancy, a home experiences a vast range of temperature and humidity differences.

In addition to countless manufactured items there is, of course, the lumber that provides the framework of a house. The lumber was cut and graded by the lumber mills into various dimensions. These various dimensions are used in floor joints, sub-flooring, studding, plates, bracing, ceiling joints, rafters, rough sheathing – this is what goes into the basic shell of framework of the house.

Regardless of how perfectly structural members may be cut and set into place; it is humanly impossible, particularly in new construction, to avoid shrinkage. There is moisture content in all new structural lumber and more moisture is added during sheet rocking and taping.

Shrinkage, both in the lumber and sheet rocking, is a condition that is common to all new homes. In many instances this may take as long as six months or a year, and can cause minor cracks or squeaks in the various materials.

The results of shrinkage or "curing" can be annoying, but they are not serious. Usually the extent of the damage will not be more than a few cracks or nail pops in the sheetrock. This may be especially noticeable around the ceramic tile in the bathtub area. It is generally preferable to wait until a home has undergone a full seasonal cycle before requesting permanent adjustments. You

should also delay major decorating projects until you feel confident that the curing process is complete.

ANNUAL FALL CHECKLIST

Each fall is a good time to perform the following checks to ensure your home is prepared for the onset of cold weather.

- Furnace forced air systems: Check or replace filters. Clean registers. Remove covers and vacuum inside of furnace. Cycle the furnace to be sure it operates.
- Plumbing: Drain water from exterior faucets and pipes. To prevent freezing, shut off the inside valve and open the outside faucet. The exterior faucet should remain open throughout the winter. Remove hoses from faucets.
- Windows and doors: Check sashes and frames repair or replace weather stripping or caulking.
- Gutters and Downspouts: Check for and remove leaves and other debris that may cause clogs. Make sure fasteners are secure and that downspouts are positioned correctly.
- Exterior Foundation: Fill settled areas and depressions around the foundation to maintain proper slope for drainage. Bring in additional soil to maintain the slope away from the foundation as necessary.
- Asphalt or concrete driveway: Treat as necessary, repairing cracks. Seal coating may be required.
- Exterior paint: Check condition of caulking, and exterior paint.Pay close attention around windows and doors. Perform maintenance as required.
- Venmar: Clean intakes and filters and vacuum appropriately. Clean vents on outside of house.

WINTER TIPS FOR HOMEOWNER MAINTENANCE

1. Check and change furnace filters each month.
2. Check and clean Venmar filters every three months.
3. Clean the fins on your furnace motor fan, as necessary. Up to 30% of heat inefficiency can result from dirty fins.
4. Avoid excessive humidity build-up in your home. Moisture on glass and frost on glass is an indication that the humidity is too great.
5. Be certain to shut off water to outside water faucets. Failure to remove the water from the winter pipe close to the exterior wall can result in cracked pipes during the winter season.
6. Although it is not always necessary, removal of snow on roofs will avoid roof edge build-up and reduce roof weight. This will also help the likelihood of ice damns.
7. In cold weather certain rooms in your home will be cooler than others. You can regulate your heat by adjusting the register within the room.
8. In extremely cold weather, you may note an unusual amount of coolness around windows and doors. Remember your home is very well insulated. Our experience has shown that

homeowners are more sensitive to those “cold spots”. Please, be aware that it is impossible to totally seal a home from the outside cold air. You will experience certain small amounts of leakage.

9. In the wintertime be especially sensitive to extreme amounts of humidity build-up in baths due to showers. Take preventative measures insuring that humidity is distributed throughout the house by keeping the bath door open as much as possible and using the Venmar.
10. When frost or moisture develops on windows, allow warm air to circulate toward the windows. Keep heavy drapes open during the day. Open blinds that fit tight to the window.

ASPHALT DRIVEWAY

An asphalt driveway is made up of three ingredients; rock, sand and oil (binder). The binder is the only portion of your driveway that will noticeably disintegrate in your lifetime. To maintain your asphalt driveway you should seal coat it at certain intervals to protect it. This should be done following the first freeze – thaw cycle

Things to look out for with asphalt:

1. Avoid contact with petroleum based products.
2. Be careful of concentrated loads, bicycle kickstands, lawn chairs, trailer jacks and even high heeled shoes.
3. Be careful of using power steering in one spot, make rolling turns.
4. On hot days, tires may leave imprints during summer months.
5. Do not park on the edge of driveway, as there is less support there and it may fail.

BATHTUBS, SINKS AND SHOWERS

Bathtubs, sinks and showers are made up of a variety of materials. Vitreous china, fiberglass, and porcelain enamel on cast iron or steel are among the most common. Other materials include pulverized marble resin for vanity tops and shower bases. Regular cleaning prevents soap scum build up and discoloration. Never use abrasive cleaners and use caution to prevent surface scratches.

Silicone around the edges of bathtubs, toilets and sinks will crack and come out. This is an important homeowner maintenance item, as spilled or splashed water can cause serious damage to the drywall around or below a bathroom. Normally, a periodic inspection and re-applying silicone to these areas every year or so will prevent costly repairs.

Mirrors and Glass: Specialties, such as mirrors, medicine cabinets, shower doors, tub enclosures and skylights are manufactured to perform and function with little maintenance. Normal cleaning is generally sufficient to maintain them. Avoid ammonia products to clean mirrors as it can damage the backing and causing black spots on the mirror. For safety reasons, it is recommended that all fasteners are tight and mountings secured. Normal use of shower enclosures may require door and track adjustments at some time and should be checked periodically for alignment to ensure long-lasting and effective service.

CABINETRY

Cleaning of cabinet facings should be done with mild soap and water. Avoid abrasive cleaners. Over time cabinets can appear dull due to grease, dust and dirt accumulation or may have stains from moisture exposure. When restoring or bringing back luster to the original finish, select a

commercial product intended for high quality cabinets and furniture. Most cabinetmakers will recommend sponging off the cabinet face with ammonia water, or using a product such as "Panel Magic" to restore full luster. Wood cabinetry should be cleaned like any other wood furniture. To avoid accidents and breakage, keep cabinet doors and drawers closed when not in use. Do not use drawers or shelves to stand or step on, as they are not designed to hold the weight of a child or an adult.

Countertops of laminated plastic are finished to withstand normal wear, but not scratching or marring. Use caution to avoid scratching and chipping. These countertops are not heat resistant. Use trivets when necessary. NEVER cut anything directly on the countertop, as the knife may dent or nick the surface.

CONCRETE FOUNDATIONS, WALKS AND DRIVES

Concrete by its very nature develops cracks over time. Even reinforced concrete floors, aprons, patios, steps, walks, driveways and porch slabs may develop hairline cracks with age. This condition is normal and can be expected despite all precautions taken during installation. Since it is impossible for a builder to prevent cracking in concrete, we do not guarantee the concrete components of the property except as outlined in the Home Warranty standards booklet. Unanticipated cracking may result from conditions over which we have no control, such as unequal sub grade settlement, severe frost action and uneven moisture conditions.

There will be cracks because of the plastic nature of cement and the thermal effects of weather on it. Concrete highways crack and yet they are at least twice as thick. Such cracking is usually of no consequence.

Another frequent problem is pitting or flaking of concrete driveways and garage floors caused by melting snow mixed with salt from cars. When possible, avoid parking salty, wet cars on driveways and concrete surfaces. Never use salt base ice removers and seal concrete regularly. Snow removal should also be done with care to prevent damage to walks. On concrete, asphalt or brick walks and driveways, use concrete safe ice removal products during winter conditions to avoid permanent damage to top surfaces.

Sidewalks, treated timbers and fencing may shift due to frost leaving the ground in the springtime and resulting soil settlement. This is normal and some movement is to be expected. Gaps and normal shrinkage are unavoidable. Frequently check landscaping and walls and fill for soil erosion and depressions. Check driveway and walks for cracks and soil erosion. Fill and mend as needed.

Certain soil conditions or changes in subsurface water table levels may cause changes in the water content of soils around foundations over time. In regions that require them, drain tile systems and sump pumps generally provide the only reliable system to insure a dry basement. An adequate gutter system with properly drained downspouts, along with a well-maintained surface drainage system is also normally useful to avoid basement water problems. The surface water must have positive drainage away from the entire foundation at all times. If settling has occurred, add soil to remedy the situation.

CONDENSATION AND HUMIDITY

During the first heating season, you will probably notice moisture condensation on your windows, and other surfaces directly exposed to outside air.

Condensation in new homes is generally not serious, but is at its maximum during the first heating season. When your home was built, literally gallons of water went into it – into the concrete, lumber, tile work, paint and so on. When your heating system is put into operation for the first time, it tends to draw moisture out of the lumber, masonry and other construction materials. When the moisture-laden air comes in contact with a cold surface, especially window glass, condensation occurs. It is important that this moisture be wiped away from the windows to prevent permanent damage to the window sash and finish. Generally, during your second heating season, your home will have "cured" to the extent condensation will no longer be a problem. The amount of condensation will depend a great deal upon your living habits, such as the amount of cooking, bathing, washing, etc., that is done in the home.

Do not let the condensation disturb you, but see that ventilation is provided when ever possible to bring this normal drying-put process to it's conclusion as steadily as possible. It is desirable to have outside venting for kitchen, bath and utility areas. Do not, however, try to accelerate the process by creating extremely high heating temperature; it will only lead to an uneven drying which will exaggerate the effect of normal shrinkage.

During humid weather, lumber will absorb moisture and you may find doors and windows will swell, which may temporarily impair their operation. Do not be too quick to request adjustment; as the humidity drops, they will usually return to their normal state.

During periods of extreme humidity, you may notice moisture on foundation walls and floors. It may appear as though water is seeping through. When the humidity returns to normal, this condition will disappear. Also, during humid weather, your toilet tank may "sweat". Be sure to keep this water off the wood floor , as it will cause irreparable damage. As moisture is withdrawn, wood products will shrink. You may notice slight warping of doors and the interior trim may pull away slightly from its fitted position. These usually return to their original position as the house "cures".

Condensation on windows will occur due to more tightly built homes which hold more moisture in the interior air. Vapor pressure and warm air will flow towards the drier, colder objects, thereby causing condensation on cooler surfaces during colder weather.

Recommended interior humidity levels are as follows:

Outside Temperature	Humidity at 70degrees F indoor
-20 degrees F	15 to 20 %
-10 degrees F	20 to 25 %
0 degrees F	25 to 30 %
+ 10 degrees F	30 to 35 %
+ 20 degrees F	35 to 40 %

Reduce the amount of humidity as outside temperature decreases. Too much humidity will also damage walls, paint, and the effectiveness of insulation. Use Vanee system often.

DOORS

Doors and windows have changed dramatically over the past decades. Instead of wood and putty construction, it is now most common to have self-sealing vinyl or rubber gaskets sealing in the windowpanes. These extrusions require little or no maintenance. Check all glazed openings for proper seals, broken glass or damaged screens. Once a year clean screens and lubricate moving parts. Check weather stripping for damage and tightness each fall. Tracks of sliding doors and windows should be cleaned at least annually and lubricated as recommended by the manufacturer.

Check caulking at doors, windows and all other openings and joints between dissimilar materials, e.g. wood/masonry. Door closures, locksets and thresholds should be checked and adjusted as needed. Inspect exterior doors each spring and fall for wear to see that weather stripping is tight or that vinyl/rubber stripping is glued or fastened tightly.

Make sure you have sufficient keys cut for your family's needs. If you lock yourself out of the home, you may have to call a qualified locksmith. As we do not keep keys to access your home.

All doors can cause minor problems, and from time to time some of them do. However, most door problems can be handled with minimum skill. Some shrinkage and warping due to moisture/humidity changes is normal in doors and other wood parts. Typically, warped doors will return to normal as the season changes, and often after the first year the problem will be minimal.

Thresholds: The weather stripping on your exterior doors will occasionally require adjusting to maintain a good seal. This can easily be done by firmly running a screwdriver up and down the groove in the weather stripping. A well-sealed door should be somewhat hard to open and close. A slight air crack around the door however, is normal. A hard wind may cause a weather strip howl. This can be adjusted as above and is unadjustable for very hard winds.

Painting: Exterior doors should be painted when the house or trim is painted. Natural finished doors will require more frequent re-coating than painted doors.

Garage Doors: Garage doors and openers should be kept in good working order. Cold weather may result in the garage door operator sticking or only partially closing/opening during the process. Do not manually release garage door until a check is made to make sure there are no obvious obstructions.

A garage door carries a great amount of weight, so children should be warned against playing near a moving door or playing with the transmitters. Follow the manufacturer's instructions to make any adjustments to door operators. DO NOT attempt to adjust overhead door coil spring tension. Tension bar spring assemblies are under extreme tension and can be very dangerous. Only professionals must make adjustments. Morgan Chase Homes does not perform adjustments or provide warranty coverage on any garage doors and openers not supplied as part of the original house purchase.

Bifold or Sliding Doors: Your bifold closet doors require only occasional waxing of the tracks to keep doors easy to operate. Tracks must be kept free of dirt and grit.

DRAINS

The world's best preventive maintenance for plumbing failure is to avoid discarding any clogging materials into sinks and toilet bowls. Do not pour grease down your drain. Remove hair and lint from sinks to avoid clogging.

Trap: Each plumbing fixture in your house has a drain trap, a J-shaped piece of pipe designed to provide a water barrier between your home and the danger of sewer gas. The trap holds water, which prevents the air-borne bacteria and odor of the sewer gas from entering the house. If any fixture is used infrequently, it should be turned on at regular intervals to replace evaporating water and to ensure that the barrier remains intact. Traps, because of their shape, are also where drains are most likely to become clogged.

Bathtubs, sinks or showers: When the drain from a tub, sink or shower stops up, first use a plunger. Be sure the rubber cup of the plunger covers the drain opening and that the water comes well up over the cup edge. Working the plunger up and down rhythmically 10 to 20 times in succession will build up pressure in the pipe and do more good than a sporadic, separated plunging.

If the plunger doesn't work, try using a plumber's snake; hot water may finish the job. If not, you can open the trap under the fixture. Put a bucket or pan under it to catch the water in it. A piece of wire may help to dislodge the blockage. The snake can also be run at this point. Although sold commercially as drain cleaner, never use it on a completely stopped up drain. Drain cleaners may take as long as overnight to work, and if you have to open the trap, the chemicals would be a hazard.

Toilets: With these exceptions, treatment of a stopped up toilet is the same. The trap is built into the toilet and is therefore non-accessible. Instead of a snake, use a coil spring-steel auger. (It can be bought or rented from a hardware or plumbing store.) Insert the auger so that the point goes up into the trap. Turning the handle of the auger will break up the blockage or catch it so that it can be removed.

Prevention: To avoid stopped up drains, a cardinal rule is never pour grease into a sink or toilet.

ELECTRICAL SYSTEM

The wiring in your new Morgan Chase Home has been designed and installed to meet local, State and national codes for safeguarding both personal and equipment. Your new home is divided into individual circuits to carry ordinarily anticipated loads. Avoid the bad practice of plugging in too many cords into one receptacle. The use of extension cords should be at a minimum.

Circuit Breakers: The electrical wiring and equipment in your home is protected by circuit breakers. They are the safety switches for your home's electrical system. Every Morgan Chase Home has a master circuit breaker. It is located in the electrical service panel box. When the master circuit breaker is tripped, or in the "off" position, the electricity to the house is off. The main circuit breaker is close to the top of the panel separate from the other circuit breakers. The circuit breakers when in the "on" position should point toward the center of the box. If one is not in this position, snap it all the way toward the outside of the box and then back to the center. A circuit breaker seldom "trips" unless something in the circuit is faulty. Be sure you determine the cause for failure, and make the necessary correction. Ground fault interrupter (GFI) circuit breakers are provided for protection in garage wall outlets, outside outlets, bathroom outlets, unfinished basement general purpose outlets, whirlpool bath tub outlet, and kitchen counter top outlets. Arc fault circuit interrupter (AFCI) protection is now code for all bedrooms and may trip when being used with high wattage items such as hair dryers, irons etc.

Most electrical problems are caused by faulty condition of lamp, appliance or extension cords. Replace at first sight of wear and/or damage. Be cautious of small household appliances. If you experience a slight tingling shock from handling or touching any household appliance, disconnect and repair or replace. Ordinarily, small appliances – which require your personal attendance for operation – may be plugged into any electrical receptacle without fear of overloading a circuit. However, the use of large appliances (high wattage), or several small appliances on the same circuit, may cause an overload of the circuit and trip a circuit breaker.

In the bedrooms and living room, a wall switch may control one of the electrical outlets. Generally, only the switch controls the top portion of the outlet with the bottom staying "on". If an outlet does not appear to work, try the switch.

Before reporting an electrical problem, check the following as it may save you a service charge.

Circuit Breakers: All should be in the "ON" position. If breaker has tripped, reset it by flipping it to full "OFF", then back to "ON". If breaker continues to trip, check the cause such as a faulty appliance or overloaded circuit, etc.

Light Bulbs: Have they burned out? If so, be sure to replace them with bulbs of the same wattage as originally installed because this is the size for which the fixture was made.

Receptacles: Inoperative? Check the reset buttons on the GFCI units.

Electric Oven: Check to see if set on manual (not timed) operation.

Florescent Tubes: Slight humming sound in the fixture is normal.

Light Fixture: Balancing may be required in chandeliers, fans and other hanging fixtures, and can easily be done by the homeowner.

All Receptacles and switches: Your new home is equipped with grounded Receptacles, switches, and all hard wired equipment. Certain appliances must be grounded to avoid shock.

Electric Dryers: Standard service is 30 Amp, 250 Volt, 4 prong cord. If your dryer has a rating other than this a changeover should be made.

Power to appliances: If an appliance has power to it but does not function properly, the problem is in the appliance and not the house power.

Power Failures: In case of complete power failure, first determine if the neighbors have power. If not, notify the power company. If the power failure has occurred only in your home, check the circuit breaker.

Electrical Service Entrances: The electrical service entrance, which provides power to the service panel, has been designated for the electrical needs of your house. DO NOT TAMPER WITH THE CABLE!

EXTERIOR FINISHES

Exterior siding that is exposed to the elements is finished to slow down weathering and the rate which moisture is absorbed into the material. Wood siding or wood products exposed to weathering should be sealed with a protective coating, generally stain or paint. Exterior stains and paints are chosen for their durability and appearance, but will fade after exposure to the elements. Fading is most noticeable if touch-up should be necessary as a result of localized repairs. Repainting of your home every few years is an inevitable homeowner maintenance item and should erase such fading contrasts.

Before painting:

1. Clean surface and remove mildew.
2. Repair minor cracks
3. Let surface dry thoroughly.

4. Choose a good quality exterior paint, and follow manufacturer's directions specifically for both application and surface preparation.

Treated wood, redwood and cedar materials, while being decay resistant, will normally stain and discolor unless adequately protected with a paint or stain finish. Surface cracking or checking is normal and will occur with stain or natural finish products on wood.

Remember, on most parts of the home, just keeping the wood dry will keep it from rotting. Most decay organisms require moisture.

Because wood is a product of nature, miters, end-butted joints and other jointed details will, in time, develop separation due to the nature of wood shrinkage. This is normal during the periods of changes in temperature and seasons and especially changing moisture condition. After a full season, most of these occurrences should begin to minimize. Inspect the caulking around doors, windows, skylights and trim once a year. If a space develops at joints, corners or ends, you should apply outdoor grade caulking to correct the situation and touch-up with paint or stain as necessary. Use only quality caulking products, which are specifically recommended for the materials being caulked.

Surfaces of masonry walls, especially above ground, generally need no exterior treatment. However, masonry walls sometimes develop "efflorescence", a white powdery substance. This can often be cleaned off with a stiff brush and water.

FAUCETS

Faucets, like all plumbing with moving parts, are more apt to require repair than non-moving fixtures.

Aerators: Cleaning the aerators will be your most frequent task in maintaining your faucets. This attachment to the faucet adds air to the water as it leaves the faucet, reduces splashing, and provides some savings because less water is used. Aerators are most common on kitchen faucets, but they are also used for bathroom sinks. To clean an aerator, unscrew it from the mouth of the faucet, remove any debris, remove and rinse the washers and screens, replace them in the original order, and put the aerator back on the faucet. Frequency of cleaning will depend on the condition of the water, but generally every three to four months is more than adequate.

Leaking: Leaking faucets generally can be fixed by replacing the faucet's washer or washers. (Some new single controls for hot and cold water have no washers, but their cartridges, which last longer, must still be changed.) Before attempting to repair a faucet, be sure to turn off the water at the cut-off valve. Washers may be obtained at most hardware stores.

Outside Faucets: During freezing weather, non-frost-proof type faucets must be closed off at the interior shut off and then drained by leaving the exterior valve open. Frost-proof faucets are not frost-proof unless hoses and other appliances are disconnected during freezing weather. The most common cause of burst water pipes is a frozen frost proof faucet, which has not been allowed to drain properly. Prior to winter freeze up, turn off the appropriate knobs that have been pre-marked for you and demonstrated during the walk-through of your home.

FINISH MILLWORK, TRIM AND HARDWARE

Interior finish millwork such as doors, trim, stair materials, casing, base, and cabinets have been finished with a stain, laquer to prevent deterioration. Be sure that woodwork near moist areas (bath and windows) retains its finish. Oak, in particular, will turn black if moisture is allowed to

penetrate the surface. Any moisture due to condensation, spills or leakage should be wiped up at once to prevent discoloration. Neglected moisture can loosen the finish from the woodwork.

Shrinkage in interior finish trim is normal. A woodwork colored putty in a matching color will easily touch up cracks or separations.

Most hardware is permanently finished and needs little maintenance other than cleaning and oiling. An occasional drop of lubrication will keep locks and latches opening freely.

FIREPLACES

Your gas fireplace will give you many hours of pleasure and requires little attention in return. Here are a few tips for the best use of your fireplace. Refer to owners Mannual for annual and periodical maintenance.

When you first turn on your fireplace the front glass will fog due to the temperature difference. After a few minutes, this will dissipate. The longer the fireplace burns, the more natural the flame will appear.

Lighting: Hold in ignition button and hit sparker. Once pilot is lit, continue holding ignition button for approximately 20 seconds. Release and turn button to on.

FLOORS

Resilient floors: Resilient floors include such types as asphalt, vinyl, and rubber. Give daily care to resilient floors by removing loose dirt with a broom, dust mop, swiffer, or vacuum. Wipe up spills immediately, but if a spill or spot dries, remove it with a damp sponge, cloth or mop. Do not use sharp objects to scrape or clean. Most vinyl flooring products are resilient but will scratch, mar and dent under certain conditions. Shoes with metal cleats, protruding nails or spiked heels can quickly ruin the appearance of vinyl in a short period of time. It is further recommended that you put soft pads on your table and chairs.

VINYL

Vinyl may become discolored due to use of rubber-backed or similar type rugs. Cuts and scratches can easily appear due to the soft nature, and are usually caused by careless moving of appliances, furniture, mud, or gravel on shoes and boots. If such defects appear the manufacturer's warranty should be used to analyze the problem. Vinyl Floors can be repaired if the same vinyl is available.

HARDWOOD

On Hardwood floors, you may notice imperfections such as knots, variations of color and grain, which are characteristics of the wood. Never scrub hardwood floors with soap and water, as this can cause darkening, warping or even buckling. Hardwood floors must be cleaned and regularly maintained using the products recommended by the finish manufacturer. Varnished floors require cleaning and re-finishing using compatible products. The seams between your hardwood flooring may open and close slightly as humidity changes. Thus, again, is unavoidable and no cause for concern, but can be minimized with setting your humidifier correctly.

CARPET

Carpeting maintenance requires regular vacuuming and removal of spots for longevity. Heavy objects resting on carpet should be periodically moved to avoid matting and permanent markings. Problems with static build-up in carpeting can be avoided by increasing the amount of humidity in the home. Avoid excessive wetting when shampooing. If the carpet becomes wet for any

reason, it is your responsibility to pull the wet carpet loose from the tack strip as soon as possible. Quick action and a re-stretch and re-tack will usually prevent the necessity of replacing carpet or pad.

As a general rule, all floor coverings last much longer if properly maintained. Regular cleaning will reduce floor covering wear dramatically because dirt, dust, sand and grit act as abrasives, actually wearing down the floor surface and cutting carpet fiber.

GARBAGE DISPOSAL

The instruction booklet for your disposer will give you precise directions for its operation. You cannot dispose of grease in your disposer, as it will clog the disposer. Always use cold water when the disposer is on. Should the drain stop up, do not put chemicals down the disposer. (See also "Drains")

It is possible that the outlet from your dishwasher empties into your garbage disposer. Do not permit the accumulation of food in the garbage disposer to cause a blockage when operating your dishwasher. If your garbage disposer becomes blocked when grinding food waste, consult the manufacturer's maintenance manuals. Taped to your disposal you will find a wrench to free most jams.

Most disposers have a reset button that works in much the same way as a circuit breaker. Should your disposal become overloaded with a substance it cannot grind, it will turn itself off. If this happens, move the switch to OFF, remove the substance obstructing the dispenser's operation, wait about three minutes, and push the reset button (see your instruction manual for its location), and turn the switch to ON. If it still does not start, turn it off again and be sure you have not tripped a circuit breaker. Restore current, push the reset button again and turn the disposer switch to ON. Run water for several minutes after each use.

WARNING: Be absolutely sure the switch is OFF before inserting your hand to remove material when the disposer is jammed.

To properly maintain the garbage disposal:
· Do not load the disposal before starting
· Do not use commercial drain products
· Use cold water at all times when the disposal is operating
· Grind ice cubes to clean, lemon peels to sweeten
· Read your maintenance manual

HEATING AND COOLING SYSTEMS

Balancing: Most homes require seasonal adjustments to the heating and cooling distribution system to balance the system. Normally, this involves opening the warm air registers in the lower levels and partially closing them in the upper levels during the heating season and reversing the process during the cooling season. Some systems are designed with zone dampering systems, which may also be adjusted for proper balancing. With a little experimentation, you can balance the heat and cooling to the prime areas of your home and also save energy by reducing the supply to the lesser-used areas. In addition, some systems are designed to allow continuous fan operation. Again, see the manufacturer's instructions. Do not block registers and return ducts with furniture, drapes, etc.

Thermostats: The thermostat (usually located on an inside wall) helps to keep your house an even temperature throughout. Adjusting the registers in the various rooms or the dampers in the ducts from the furnace to the registers may further regulate individual room temperature. Your home is heated by a warm-air system. The thermostat also controls converting from the cooling system to the heating system and vice versa. The recommended and designed setting for a thermostat is 70 degrees to 72 degrees for heat and 78 degrees to 80 degrees for air conditioning.

Registers: The registers throughout your house help to regulate the flow of air and to maintain the desired temperature. By opening and closing the registers, you can determine the amount of cool or warm air that enters a room.

Filters: The forced air furnaces have built-in filters, usually found close to the furnace where the cold air returns from the rooms. These filters are intended to collect the dirt and dust, and for efficient heating should be replaced at the beginning of each heating season and checked every month. Usual replacement consists of pulling out the filter and replacing it with a new one obtained from your hardware store.

Dampers: Each trunk line is fitted with a damper plus one for each run. They can be adjusted to allow proper airflow. If finishing a basement ceiling, be sure some type of access is possible to adjust this if necessary.

Annual Inspection: A central Heating / air conditioning system should periodically be checked and cleaned by a professional repairman. See your instruction manual for the frequency of this care.

Humidifier: To keep your home from drying out too rapidly during the heating season, it is recommended that a humidifier be used to keep the humidity level up. The type attached to the furnace is the most desirable. In extremely cold weather a humidifier has to be adjusted so that the humidity is adequate but not excessive. If moisture runs off the windows the humidity is excessive.

Air-conditioner refrigerant line: Under normal conditions, refrigerant lines should not develop leaks during normal operation. However, neglect or the slightest lack of care can cause a very small leak, which will affect the efficiency of the operation of your air-conditioner. A check of the refrigerant every two or three years is a good idea.

If your heating, ventilating or air-conditioning system should stop operating, check the following before requesting service:

· Tripped circuit breaker
· The furnace or cooling unit switch (usually next to the appliance) is switched OFF or there is a Blown fuse near the switch
· The thermostat is incorrectly set to OFF or wrong setting…."heating or cooling"
· The pilot light is out

HOMEOWNERS' INSURANCE

The cost of repairs for damage caused by weather and not by faulty workmanship should be paid by your insurance company, even if such damage caused by wind, basement damage caused by torrential rains. If you wish, we can recommend qualified repair service personnel.

INSULATION AND VENTILATION

One of the most important parts of your home is generally never seen. Insulation has been installed in walls and ceilings according to manufacturer's recommendations. Check to make sure the insulation in the attic is kept dry. Watch for areas of moisture. Ventilation will prevent reduction of the insulating values due to moisture. Proper attic ventilation has been provided in your home and it is very important that the venting system function as designed. Proper ventilation helps to cool the attic during the summer and reduces condensation and ice dam accumulation in the winter. Vents should be cleaned occasionally and should never be painted shut or covered with accumulation in the winter.

Settling or shrinkage may occur in time and may slightly reduce the effectiveness of the insulation. For this reason, allowances are made at the time of insulation to achieve specified insulation value after a period of settlement. In the event you wish to work under the roof and you have blown insulation, be careful to avoid disturbing the insulation.

Wall and ceiling insulation is protected with a covering layer of vapor barrier material, to prevent water vapor from penetrating the insulation and wood framing. Avoid penetration of the vapor barrier as much as possible. Water vapors will eventually migrate through the outside walls.

LANDSCAPING

New Trees

Newly planted trees and shrubs should live a minimum of one growing season with Homeowner's care required. We provide top quality trees and shrubs and maintain them until the customer moves in. The first six months of life are critical to survival and the following precautions must be observed. We will honor our warranty for one growing season provided the following conditions are met:

A. The Homeowner should apply no fertilizer in the first year.
B. The Homeowner should maintain tree wells and fill with water as necessary.
C. The tree well should be cultivated for at least nine months – break up the soil in the tree well to allow water to sink in the ground.
D. The Homeowner has not transplanted or moved the tree or shrub.
E. No signs of life exist under the bark below the limb structure.

Existing Trees

In the case of wooded lots, we are extremely sensitive to preserving the natural beauty of the environment. Further, in many cases, tree removal is carefully monitored and controlled by a tree specialist under the jurisdiction of the local municipality. Even with the greatest of care during construction, existing trees may be disturbed and eventually die. Morgan Chase Homes is not responsible for the condition of existing trees after closing. Landscaping around existing trees may require the advice of a professional. If you wish to remove existing trees from your property, take care to check with the local governing authority as unauthorized removal may result in a fine. Any trees to be removed should be cut within 3" from the ground and the wood cut into manageable lengths for future handling.

Grading

Your yard is graded so that the surface water drains away from your foundation and is consistent with the overall drainage pattern for your property in relation to your neighbors. These patterns should not be changed when you work on your yard or install landscaping. Negligence or

alteration of the pattern may create serious problems for you, as well as for your neighbors. The Builder can assume no responsibility for these problems created by the Homeowner.

The backfill around your foundation, along with sewer, water and utility trenching, will settle over the course of time and this settlement may cause low areas in which water may become entrapped against the foundation. Water entrapment near foundations is a prime cause of wet basements, footing settlement and foundation movement in expansive soils and high humidity problems in cold climates. During this settlement period, it is important to fill these low areas in order to maintain positive drainage away from the house. Avoid lawn sprinklers from wetting the house and causing puddles to form alongside the foundations. When it rains, you may find occasional damp spots on the basement walls.

Lawn and New Bushes
Your lot may be sodded in order to establish a stand of grass and to stabilize the lawn for erosion control. In the case of newly sodded lawns, it is imperative that the lawn be heavily watered particularly during the early morning hours until the lawn has "taken". Please review any specific lawn care directions that might be applicable to your particular situation.

To prevent soil erosion, plant ground cover, grass or shrubbery on slopes and banks and direct water run-off to avoid the formation of gullies. Installing sod can minimize erosion caused by water running off the roof or rock from the foundation to well clear the roof overhang. With gutters and downspouts, soil erosion can be minimized by the installation of splash blocks.

Digging in Your Yard
Before digging in your yard, make sure you know the location of buried electrical, gas, and telephone lines. If in doubt, your local utility company is very willing to locate those lines for you. There may be a considerable cost to you if the buried utility is damaged.

PLUMBING
Plumbing installations in your home should last indefinitely. Reputable firms to give you satisfactory service have manufactured fixtures, consisting of water heater, laundry tub, kitchen sink, lavatory, toilet and bathtub. You should know certain key facts about plumbing, for they will be invaluable in the event trouble develops.

Shutoffs: Most important of all: KNOW WHERE TO TURN THE WATER OFF. There is a main shut-off valve at the point where the water line enters the building. Should a water line break, you can prevent flooding and serious damage if you are familiar with the location of this turn-off valve. Turn the valve horizontally to shut the water off.

Each plumbing fixture has a shut-off valve, better known as angle stop, usually located below the fixture. They permit turning off the water at any one of the fixtures (except the bathtub) should you wish to make repairs or replace washers in the faucets.

Cleanouts: Soil pipes, better known as soil lines, are usually installed underground to carry waste materials from your home to the city sewer line or septic tank, as the case may be. It is important that you locate the cleanouts on these soil lines and make note of it, so that in the event of stoppage, they can be easily located.

Vents: Also make periodic checks of vents on top of the house to make sure bird nests or other obstructions haven't clogged them. These vents are important, for they allow free siphon-age from the plumbing fixture through the soil line, and they also provide an escape for sewer gas.

SEPTIC SYSTEMS

In homes with a septic system, be cautious as to what products you dispose of into the system. When dealing with a drain clog, try Thrift or Glug. Be sure to follow directions carefully.

ROOFS

Your roof will give you many years of good service if it is properly maintained.

High winds, snow and ice may cause damage to the roof. After heavy storms and each spring, it is advisable to check for water stains in the attic and on the roof overhang. Loose or damaged shingles should be repaired or replaced as soon as possible. Any damage resulting from severe weather is not covered by the Morgan Chase Homes' Warranty Program and should be referred to the insurance company handling your Homeowner's Insurance.

Flashings seal where two roof slopes meet. If a leak should occur, call a qualified roofer to make the repair; if it is repaired, as soon as the roofing material has dried, the cost will be far less than if the job is postponed. If you have to walk on your roof for any reason, be careful not to damage the surface or the flashings. Be particularly careful when installing a TV or radio antennas; a careless job can cause serious leaks. In addition to the obvious personal hazard, you may easily damage the roof. In hot weather, asphalt shingles become soft and the granules are easily damaged. The installation of antennas, the replacement of broken shingles, etc., are best performed by those who are experienced. If you do install an antenna, be sure to caulk any holes made. Leaks due to poor installation of satellite dishes are not warranted by Morgan Chase Homes.

It is the Homeowner's responsibility to remove snow to prevent ice dams at roof edges. When an excessive amount of snow falls during the winter, there exists the possibility of ice dams forming on the roof of your home. During the day snow melts and begins to run toward the edge of the roof. At night the melted snow that has not run off the roof freezes. This creates a dam of ice, which prevents snow that melts later from running off the roof. The amount of ice formed on the edge of the roof depends on the direction the house faces, trees or wind breaks in the area, roof valleys, and the pitch of the roof.

To prevent ice dams and the resulting water damage, you should remove the snow and, if possible, ice from the roof. It is best not to walk on the roof, as there is the danger of damaging the shingles and of falling off the roof. Roof rake devices with aluminum poles as long as 24 feet can be purchased to pull snow off the bottom 6 feet of the roof. Roof snow removal is the Homeowner's responsibility.

Any damage caused by ice dams is not a warrantable item and is the Homeowner's responsibility.

SIDING

When there are changes in temperature, such as the sun shining on the siding, vinyl or aluminum siding will expand and contract. This expansion and contraction may result in minor cracking or popping sounds. With normal household sounds, usually this is not noticeable. The expansion and contraction is normal and necessary for a good siding application.

TOILETS

Never flush hair, grease, lint, diapers, rubbish, etc., down the toilet drain. Such waste stops up the toilet and sanitary sewer lines. (For unclogging a stopped-up toilet, see "Drains").

Leaks: If the water chamber appears to leak, it may only be condensation forming on the outside of the tank and dripping to the floor. If water leaks into the bowl through the overflow pipe, try bending the rod holding the float so that the float will be closer to the bottom of the tank. Flush the toilet and if it still leaks, the inlet valve washer probably needs to be replaced. If the water trickles into the bowl but is not coming through the overflow pipe, it is coming through the flush ball valve. The rods between the ball valve and the flushing handle may need aligning, so that the ball will drop straight down after the handle has been pushed. If the ball is worn, unscrew it and replace it with a new one.

Runs Continuously: If your toilet runs continuously, remove the cover from the water tank. You will likely see that the floating bulb is hung up. Using pliers, pinch the loop together. Notice the water level line at the back of the tank. The water should be reasonably close to this line when the tank stops filling.

WALLS

Today most new homes have walls and ceiling of gypsum wallboard. Gypsum wallboard has become increasingly popular during the past fifteen years as it provides smooth, fire-protection wall and ceiling surfaces that are very crack-resistant and take any type environment. As a result, nail popping, minor cracking, especially in exterior corners and at ceiling joints are unavoidable. These minor defects are usually simple to repair with the use of spackling, plaster compound, caulking, or in many cases, a new coat of paint is sufficient. It may be desirable to delay major decorating or wallpapering until the curing process is complete as potential future nail pops or drywall seams could mar a newly decorated wall.

In drywall construction, you may notice artificial light will cast shadows on the ceiling and it will appear to be wavy or uneven. This is also true of some vertical surfaces, but not quite as noticeable as the ceiling. In as much as drywall material is of uniform thickness, it follows the contours of the wall or ceiling framing, which may not be perfectly true due to settling or slight movement of the construction lumber.

Lightweight pictures or cabinets may be installed over gypsum wallboard at any time. They are held in place by toggle bolts, which may be purchased at the hardware store. Screws inserted through the wallboard into supporting framing attach heavier fixtures or cabinets that will be filled with heavy household utensils. Probing with an awl, lightly tapping the wall with a rubber mallet, or using a stud-finder may locate framing. Screws can be supplemented by toggle bolts falling between framing members when required.

Infrequently, after a home has been occupied for some time, a nail head will "pop" off the cement that covers it and become visible. This is due to slight twisting of framing lumber in the course of natural settlement of the home's structure. So called "nail pops" in gypsum wallboard walls and ceilings are easily repaired as follows:

1. Drive the nail "home" with a crown-head hammer, but do not countersink.
2. Scrape off any loose cement.
3. With a board knife or putty knife, apply two or three coats of joint cement or patching plaster over the nail head. Make sure each coat is thoroughly dry before

the following coat is applied. A third coat is merely a skim coat to feather out to an even surface.

4. If the wall is textured, after the cement is dry, the repaired surface may be stippled with texture paint to match the texture of the existing wall.
5. Repaint the area with one coat of latex paint, or if a gloss finish is desired, one coat of primer and one coat of semi-gloss paint.

During construction, after the gypsum wallboard has been nailed in place, joints between the wallboard panels are concealed with special cement reinforced with a strong paper fiber tape, and nail heads are spotted over with cement. The walls and ceilings then have a smooth, seamless finished appearance.

WATER HEATERS

All hot water heaters, whether gas or electric, have a control mechanism to govern water temperature. The dial normally should be set at approximately 145 for an electric heater and on NORMAL for a gas heater. Avoid storing anything near your heater because it will obstruct the flow of air and create a fire hazard.

Little maintenance is required to keep your water heater operating efficiently. Should the pilot light on a gas operated water heater go out, refer to instructions on the front of the heater for method of relighting.

WARRANTY PROGRAM

Morgan Chase Homes backs your home with one of the finest warranty programs in the housing industry. The details of your warranty coverage are outlined in your Residential Warranty Corporation.

WARRANTY CHECKPOINTS

During this “curing” period you will need to combine your own simple maintenance with our comprehensive warranty service program to ensure maximum satisfaction with your new home.

Their may be items that you discover after you move in that are covered under the Limited Warranty. It is best, when possible; to wait for a period of time to make sure you have all the items. That way we are able to work on several items at the same time. Having workers in your home can be disruptive and inconvenient, so for this reason we find it works best to group our activities to avoid multiple visits and multiple disruptions. Morgan Chase Homes will send you a “year end” letter requesting warranty items approximately 11 months after your closing date.

WARRANTY PROCEDURES

Residential Warranty Corporation has provided a detailed booklet which will apply to any item not found on the Walk-through Form from your New home Presentation. Warranty service is not identical to pre-closing construction. For best results follow the procedure outlined below to get help on a warranty concern.

1. Look for the item in your RWC Booklet.

2. If the item does not seem to be covered by the limited warranty, read through the Home Maintenance section of this booklet. *Normal repair and maintenance is the homeowner's responsibility.

3. Make all warranty requests in writing. Keep one copy for yourself and mail or fax another copy of your request to:

   Morgan Chase Homes, Inc.
   1611 Highway 10 NE
   Spring Lake Park, MN 55432
   Ph: (763) 780-5033 * Fax: (763) 780-9730

4. The warranty Supervisor for your area will contact you after we receive your letter He will then begin the scheduling process. Depending on the repair needed, this process may take up to 30 days. Sometimes weather or lack of availability of the specific resource needed to do the repair will make scheduling difficult.

Just before your closing, you and the Morgan Chase Homes Project Manager walked through your home. He will have discussed the equipment and systems, and together you determined if there were any additional items that needed our attention. After closing, when walkthrough items are finished, we consider your home to be complete. Only warrantable items will be covered after this time

Scheduling workers in your home: Generally, the workers are available Monday through Friday from 8am to 4:30pm, and we will try to schedule them at a convenient time.

NON-Warrantable Conditions

The following is a summary of normal conditions that are not warranted by the builder or by your Homebuyers' Warranty Insurance. For more detailed information, read the specific section in your RWC Warranty Booklet or the maintenance guide selection relating to that item.

2. Cracks: (a) Concrete foundations, walks and driveways will develop cracks due to the characteristics of expanding and contracting of concrete or settling or expanding of the soils on which they are laid. There is no known method of eliminating this condition. Protect your exterior concrete by keeping it free and clear of ice and

snow. Do not apply salt in any form. By allowing salt to accumulate you are subjecting your concrete to scaling and pitting. (b) Mortar cracks can develop in the mortar used in bonding bricks and blocks together. This is a normal condition due to shrinkage in either the mortar or the brick or blocks. Brick trim is not a structural part of the home, so this condition is not related to the structural warranty.

3. Floor squeaks: Extensive research and writing on this subject have concluded that little can be done about floor squeaks. MCH uses quality products to avoid this problem.

4. Caulking: It is normal for interior & exterior caulking to crack. Both are Homeowner maintenance items. Failure to re-caulk as needed may lead to leaks and water damage.

5. Brick Discoloration: Brick may discolor due to natural materials within the brick or due to the elements, rain runoff, weathering, rust or other minerals in sprinkler water that may touch the brick.

6. Broken Glass: Glass broken after Homeowner's possession will not be replaced by the builder. Only broken or defective glass that is noted at the buyer's walk-through will be replaced.

7. Variations in the Appearance of Stained Woodwork: Natural wood products in your home, including floors, cabinets, doors and trim have variations in wood grain and color. The stain color will be different depending on those variations. In the event that repair or replacement of a wood part is required, the color of the newly stained wood may vary from the original.

8. Chips, Scratches, mars or discoloration in vinyl, ceramic tile, woodwork, walls, porcelain, brick, mirrors, plumbing fixtures, kitchen appliances, doors, siding, etc. not noted during the Buyer's Walk-thru shall not be remedied by the builder. Check the manufacturer's warranty if applicable.

9. Alterations to Grading: Your lot has been graded to insure proper drainage away from your home. ***Should you wish to change the drainage pattern due to your landscaping, installation of patio, deck or service walks or for other reasons, you must ensure a proper drainage slope away from the foundation is retained. The Builder assumes no responsibility or liability for subsequent standing water or wet basement if the established drainage pattern is altered, such as adding black dirt, settled areas not filled in or failure to maintain sufficient soil levels sloping away from the foundation.***

10. Roof damage caused by someone walking on the roof or due to the Homeowner allowing ice dams to form on the roof during the winter months, or damage due to high winds, is not warranted by the Builder. You may wish to refer to your personal Homeowner's insurance policy.

11. Shingle roofs: Organic, fiberglass or other shingled roofs may show some variation in color at certain angles of reflection. This is caused by the variations in the minute granules that makeup the surface of the shingles and cannot be controlled.

12. Condensation on Basement Walls and Floor: The appearance of dampness or moisture on the basement walls and floor can occur in any home. To correct this problem, a de-humidifier should be used. However, the builder will warrant that the basement will not leak trickling water, except if caused by improper landscaping or other acts of the homeowner. *MCH is not responsible for items damaged due to dampness.

13. Trees and Shrubs Existing on Lot Prior to Construction: The condition of existing trees and shrubs prior to construction cannot be controlled. During the construction period there will inevitably be additional disturbance. Past and future weather conditions also affect the health of older trees and shrubs. The Builder will warrant only newly planted trees and shrubs.

14. Air Movement around Electrical Boxes and other Openings: Even when electrical boxes and windows are properly installed and insulated around, there may be some cold air infiltrating. If the installations are properly done, the Builder will not warrant repair.

15. Aluminum or Vinyl Siding Is Noisy: The contracting and expanding of the siding due to changes in temperature will create a popping or cracking sound. If the installation of the siding is properly done, the Builder will not warrant further repair.

16. Vinyl or Aluminum Siding Fades in Color: The color of siding will weather and fade over time. There may be a color warranty from the manufacturer, in which case the Homeowner should take advantage of any applicable warranty.

17. Garage Door: The overhead garage door and the garage service door are not intended to be weather-tight doors.

18. Nail Pops in Sheetrock: Minor nail pops and cracks in the sheetrock are caused by normal shrinkage, expansion and settling of a new home. Occasionally cracks will appear and is to be expected.

19. Heaving, Cracking or Disintegrating of an Asphalt Driveway: Asphalt driveways are subject to abuse from weather, use, heavy objects and driving over the edges. The Homeowner is responsible for regular maintenance of the driveway, such as seal coating after the first freeze-thaw cycle. Damage caused by placing objects such as chairs, equipment, vehicles, etc., on the asphalt during warm weather is not warranted.

20. Frozen Pipes and Resulting Secondary Damage: It is the Homeowner's responsibility to use valves provided to prevent freezing pipes. *Remember to turn off your exterior faucets each fall.

21. Landscaping: Trees and shrubs should be given a soaking watering 3-4 times a week and grass should be watered 1" per week while being established. Consult a professional landscaper for additional information.

22. Minor Adjustments: There are many items in a home that require occasional minor adjustments that are the responsibility of the Homeowner. Some of the equipment which may require such minor adjustments by the homeowner are bi-fold closet doors, hanging light fixtures, cabinet doors and knobs, faucets, doorknobs, thresholds weather-stripping, heat registers, etc.

23. Concrete: The most effective and least expensive deicer for concrete is common rock salt.

The Following is a summary of special circumstances when this warranty does not apply:

1. Loss or damage not reported to Morgan Chase Homes in writing within six months after the Homeowner discovers, or should have discovered, the loss or damage.
2. Loss or damage caused by defects in design, installation or materials which the Homeowner supplied, installed or had installed under her or his direction.
3. Secondary loss or damage such as personal injury or property damage.
4. Loss or damage from normal wear and tear.
5. Loss or damage from dampness and condensation due to insufficient ventilation after occupancy.
6. Loss or damage from normal shrinkage caused by drying of the dwelling within tolerances of building standards.
7. Loss or damage from negligence, improper maintenance or alteration of the dwelling by parties other than Morgan Chase Homes.
8. Loss or damage from changes in grading of the ground around the dwelling by parties other than Morgan Chase Homes.
9. Loss or damage due to Homeowner's Landscape or insect infestation.
10. Loss or damage in which the Homeowner has not taken timely action to minimize.
11. Loss or damage that occurs after the dwelling is no longer used primarily as a residence.
12. Accidental loss or damage usually described as Acts of God, including, but not limited to: fire, explosion, smoke, water escape, windstorm, hail or lightening, falling trees, aircraft, vehicles, flood and earthquake, except when the loss or damage is caused by failure to comply with building standards.
13. Loss or damage from soil movement that is compensated by legislation or covered by insurance.
14. Any item that is repaired or replaced under this warranty is warranted for the balance of the original warranty and does not extend the original warranty.
15. Loss or damage from discontinued use.
16. Loss or damage due to the lack of routine maintenance.

The following shall apply to the application of the Limited Warranty obligation by Morgan Chase Homes, Inc.

Any judicial proceeding for breach of any obligation of the Builder under Minnesota statutes must be commenced within two (2) years after the cause of action occurs.

In the event that the homeowner has requested warranty service and it is determined that the problem is not covered by this warranty, the Builder may charge up to $65.00 per hour with a one hour minimum, for such service calls.

Residential Warranty Corporation Insurance, also referred to as RWC, shall be provided to the buyer at closing. In the event of any dispute concerning this limited warranty or arbitration guidelines, the procedures outlined in the RWC policy shall apply.

Morgan Chase Homes
BUILDING on TRADITION

THE MORGAN CHASE HOMES' COMMITMENT

The entire team at Morgan Chase Homes is committed to ensuring your complete satisfaction with your new home. We promise to be responsive to your needs, to provide prompt service, to maintain a complete history of your service orders and work completion dates in our computer files, and to make every reasonable effort to make you satisfied with your new home. We are proud of our experienced, trained customer service staff and their dedication to serving your needs.