



WELCOME TO YOUR NEW HOME!

Purchasing your new home is a big step—and a big investment. We want to help you protect your investment by providing important information about your warranties, how to request warranty service, and, just as important, how to protect your home by providing “preventive” maintenance to avoid problems before they become major concerns.

To help you receive the warranty service you are entitled to, and to help you keep your home in excellent condition for years to come, please read this booklet completely, then store it in a safe place for future reference. The time you spend with this booklet today may save you much money, time and frustration for years to come!!

THE
dragas
COMPANIES

WARRANTY

BEFORE YOU CLOSED ON YOUR HOME

A few days before you closed, you had an Orientation Meeting with representatives of The Dragas Companies. At the meeting, you

- Inspected your home, along with our representative, and listed any incomplete items, damages or discrepancies so they could be corrected;
- Signed a form acknowledging the inspection and acknowledging which items the builder would correct before settlement;
- Received information about the warranties for your home;
- Reviewed how to report warranty requests;
- Received a list of important contact information for our Warranty Department;
- Received emergency contact information for certain subcontractors that worked on your home.

Now that you have closed and have moved into your home, you may find other items that require attention under terms of your warranty policy.

This booklet explains the procedures necessary to help you get the service you need efficiently and effectively.

HOW YOUR WARRANTIES WORK

This booklet includes a copy of your HW10 Homeowners Insurance Document. It lists the most frequent conditions that may require corrective action by us under the terms of your "Homeowners Warranty Agreement." You should refer to this document before you submit a warranty service request, because it will help you determine if the request is covered. Knowing this upfront may help you avoid losing valuable time in getting service yourself if the repair is not covered.

TYPICAL HOMEOWNER MAINTENANCE CONCERNS

Over the years we have found that homeowners request more service calls and more non-warranty service calls on certain items. To help you avoid problems and to save you money on non-warranty calls, we hope you will take the time to read these suggestions:

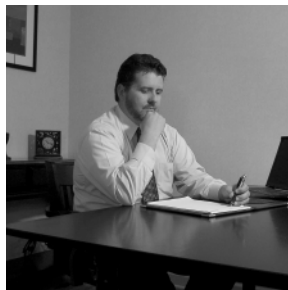
ABOUT YOUR ENTRANCE DOOR

Your new home features insulated entrance doors that provide enhanced energy efficiency over old-fashioned wood doors that were always prone to warping or sticking. These insulated doors are installed with weather stripping on the outside of the door. They do not need aluminum storm doors for protection; in fact, installing a storm door may warp and distort door molding because of extreme heat build-up on sunny days. Should you choose to install storm doors, we will not be responsible for any damage they cause.

YOUR HOME'S ELECTRICAL SYSTEM

All circuits in your home are protected by automatic circuit breakers. They do not use fuses. If you have an electric failure, check you circuit breakers first. The location of the circuit box is specified in the pocket of this folder. Reset any tripped circuits by returning it to the "on" position. Repeated tripping of the breaker indicates a short circuit. If all appliances appear to be operating properly, notify the electrical subcontractor.

Many appliances you may buy require individual circuits for best operation. If you plan to install additional major appliances, such as a freezer, we suggest that you check with a reliable electrical contractor to be sure your electrical service can support it.



HEATING & AIR CONDITIONING

How to get your air conditioner going each spring/summer season:

- Close all registers on the top floor.
- After 24 hours, if any room on the lower level seem too warm, slightly open the register in that room
- Set the thermostat at the desired temperature
- Set the fan in the "auto" position
- Set the other indicator on "cool"
- The air conditioning will automatically operate as needed.

DO NOT turn the indicator to the "off" position, because your A/C unit must be able to operate around the clock to maintain a comfortable indoor temperature when it's hot outside.

If you do turn the unit off, wait at least five minutes before turning in back on so system pressure have time to equalize.

How to get your heat going each fall/winter season:

- Open all registers on the lower level
- Close all registers on the top level
- Set the thermostat at the desired temperature
- Set the fan in the "auto" position
- Set the other indicator on "heat"
- Check to be sure that registers are not obstructed by furniture

CHECKING AIR FILTERS AND CIRCUIT BREAKERS ARE YOUR RESPONSIBILITY.

Change or clean your unit's air filters (we recommend replacing throw-away filters or cleaning permanent filters every two months). This is very important because a dirty filter can damage your unit; your electric bill could be higher than necessary as well.

Always keep you windows closed and locked when you are either heating or cooling your home. **Closing drapes, blinds or curtains can help** you keep you home cooler in the summer and warmer in the winter.

In the event of a severe electrical storm, it is wise to turn your unit off. This may possibly avoid expensive repairs.



BATHROOM CARE CHECKLIST

- Clean exhaust fan and housing twice a year.
- DO NOT use harsh abrasive cleaners on your cultured marble and fiberglass fixtures or the shine may dull and surface become porous
- Polish cultured marble surfaces with a light coat of paste wax.
- Clean your fiberglass tub with a liquid detergent; NEVER use cleaning fluids, solvents or abrasives.

WHAT TO DO IF YOUR HOME SETTLES

Some settlement is to be expected in all new homes. This occurs when the ground shifts slightly under the weight of a home, and construction materials mature and dry. The structural lumber in your home was selected by size and grade to provide normal standards of safety. Some shrinkage may occur, but your home was designed so that any settlement or movement will be as even as possible. Normal settlement may cause visible hairline cracks in interior walls, typically over doorways, archways and at wallboard joints. They can easily be repaired with spackle when you repaint.

- If moldings separate slightly at the joints, you can fill the crack with wood filler.
- If nails work slightly out of position, reset them and fill the holes with wood filler.
- Cover the filled spots with touch up paint.



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*The Dragas Companies,
a nationally-recognized,
award-winning developer
of fine condominium
communities for nearly
40 years.*



WARRANTY WORK VS. ROUTINE MAINTENANCE

The normal day-to-day upkeep and maintenance of your home is your responsibility. We cannot provide service calls for these routine needs or for service that is necessary because you did not provide this routine maintenance.

If you need repair or service on your appliances, heating and cooling system, plumbing or electrical systems, you should call the subcontractors included in the pocket of this brochure. These contractors are familiar with the products they service and can provide a prompt response. If you have an emergency problem that cannot be corrected by a listed subcontractor, call or e-mail our Customer Service Department at 757.490.0161.

WHEN YOU NEED TO REQUEST WARRANTY SERVICE FROM US

Once you determine the service you need is covered, this is what should happen:

- You complete the Warranty Service Request form (included in this booklet and also available online at www.dragas.com/currenthomeowners/whatever)
- You either mail the Request form, drop it off at the sales office, or e-mail it as direct from our website
- One of our Customer Care Representatives will be in touch to schedule the corrective action or will refer you to the appropriate subcontract.

IMPORTANT NOTE:

There are very specific due dates associated with warranties. Check cards for each warranted item as listed on your Warranty Service Request forms; non-emergency requests will be addressed within these timeframes.

ENJOY YOUR HOME!

The little time and effort it takes to maintain your new home will help you protect your investment and quite likely help you avoid more costly repairs in the future. We are confident you will continue to appreciate all the conveniences of your condominium home for many years to come!