

LANCE JOHNSON

BUILDING CO

CUSTOMER SERVICE PROCEDURE

CUSTOMER ORIENTATION INSPECTION

Prior to closing, you will meet with our representative to make a final inspection of your home. At this time you will also receive an orientation to your new home. The purpose of this visit is to familiarize you with the mechanical and electrical systems, appliances and maintenance requirements.

It is the customer's responsibility to have the utilities turned over to their name. This shall be done within 24 hours of closing. We cannot switch them into a customer's name; we can only have utilities shut off.

ITEMS NOT COVERED AFTER MOVE IN

Due to move in and occupancy hazards, **no touchup painting** will be performed after move in unless discussed prior to move in. When cleaning your painted walls please use only warm water and a soft cloth. We left touch up paint in your attic space or garage closet.

Cosmetic, surface damage to the following items is not covered by the Builders Warranty after move in: counter tops, cabinets, ceramic tile, plumbing fixtures, vinyl flooring, carpeting, windows, and screens, mirrors and light fixtures.

Cracks in **concrete, masonry, wood** and drywall are inherent characteristics of the materials and are beyond the control of the builder and therefore are not covered by the Builders Warranty.

Ice melt products, especially those containing salts, can damage concrete through a process called spalling, where the concrete surface flakes or cracks due to the freeze-thaw cycle and water absorption. Here's a more detailed explanation:

How it happens: Concrete is porous, allowing water to seep into its surface. Ice melt products, like rock salt, melt ice and snow, and the water soaks into the concrete. As temperatures drop, the water inside the concrete freezes. Water expands when it freezes, creating pressure within the concrete. Repeated freeze-thaw cycles cause the concrete to crack and flake, a process known as spalling.

Types of Ice Melts and Concrete Damage: Sodium chloride (rock salt): Can damage concrete by increasing water absorption, leading to cracking and spalling.

Magnesium chloride: Can also damage concrete, similar to sodium chloride.

Calcium chloride: While effective at melting ice, it can still contribute to concrete damage, especially in repeated freeze-thaw cycles.

Preventing Damage: Use concrete-safe ice melt products: Consider products like calcium magnesium acetate (CMA) or magnesium chloride, which are less likely to damage concrete.

Apply a sealer: A good sealer can help prevent water from penetrating the concrete surface.

Use sand for traction: Instead of relying solely on ice melt, use sand to improve traction, which can reduce the need for ice melt.

Apply ice melt sparingly: Over-application can lead to more damage. Remove slush and water before refreezing: This can help reduce the impact of the freeze-thaw cycle.

Wait before introducing ice melt to new concrete: It's best to wait at least a year before using ice melt on new concrete pours.

Importance of using a Humidifier in your new home. Humidifiers are good for your wood floors, doors, cabinets, and trim. Dry air can actually damage your wood. If the air is too dry wood will crack and shrink. Using a humidifier regularly can help regulate moisture levels and keep furniture, floors, cabinets, trim, and doors looking their best. We suggest keeping your home at or around 50% humidity during the winter months when it is cold and dry outside.

Dormant Bermuda grass: When Bermuda sod is installed that is dormant, extra time and care is needed to achieve a quality yard. The sod will take longer to green up in the spring, longer to fill in during the summer. A quality spray and fertilizer program is needed with a balanced fertilizer applied early in the spring to promote root grow early. It may take 12 months from installation to achieve a desired yard. Watering in the winter may also be needed during the first winter if no snow or rain occurs in a two week period.

Trees and shrubs are warranted for one year from date of installation or purchase, and will be replaced *once* within the warranty period, should they die.

If your **plumbing system is on a grinder pump** any clogs due to items flushed down the toilets other than septic safe toilet paper will not be covered. The following items must not be flushed through a grinder pump system:

- Do not flush any kind of feminine hygiene product
- Do not flush any kind of wipe (diaper, disinfectant wipes, "flushable" wipes, facial cleansing wipes, etc)
- Do not flush any kind of contraceptives
- Do not pour cooking grease down the sink
- Any food product that goes through the kitchen sink disposal should be soft, easily broken up, and in small pieces before entering the sink disposal

OTHER ITEMS OF INTEREST

The **Gutter and Downspout** system is designed to handle most normal rains. We periodically will get very heavy short duration rain fall in NWA. In these instances some overflowing of the system may occur.

Register your **HVAC Equipment** using the following link: <https://www.warrantyyourway.com/>

The HVAC Manufactures offer an extended warranty if you desire to purchase one.

The system should be checked and serviced after the second season and annual maintenance performed thereafter to achieve maximum performance and longevity.

The Manuel J Software used to design your system sizes the air conditioning side using a 20-degree differential. That means if the outside air temperature is 95 degrees the system should lower the inside air temperature to 75 degrees. The variation in room temperature between rooms should not exceed 4 degrees. We use Merv II filters as a standard on our HVAC equipment. These filters should be changed every six months.

If you are using the **Skybell Doorbell** system you can find the information at the link below.

<https://skybell.com/installation/installation-installing-the-app/>

30 DAY WARRANTY SERVICE

As you settle into your new home, you may discover items, which may require customer service. We like to minimize the number of visits our workers make into your home once occupied. We ask that you keep a cumulative list of attention items so that we may send a person to your home and correct everything at once. This system is very important for us to be able to provide top quality service for everyone. A link to request service can be found on our website. www.lancejohnsonbuildingcompany.com

We do not keep keys to your home. You will be responsible for providing workers access to your home. If you are not comfortable with workers being in your home when you are away, we suggest you schedule service visits at a time when you can be home.

11 MONTH WARRANTY SERVICE

Since your warranty period expires one year from closing, we like to get a head start on your year-end requests. We ask that you use the same procedure as the 30-day requests spelled out above and click on the website link to request service. www.lancejohnsonbuildingcompany.com

CORRECTION TIME

On both 30 day and 11 month requests, we will normally be able to make all corrections within 15 business days. The most common causes of delays are the necessity to order materials or unusual scheduling problems with the homeowner and subcontractors. The more flexible you can be on scheduling, the sooner the work will be done.

EMERGENCY REQUEST

ONLY EMERGENCY ITEMS CAN BE TAKEN OVER THE PHONE OR VIA TEXT MESSAGE. We consider emergency items those, which make the home uninhabitable, such as plumbing, heating, electrical, door lock or roof leaks. Should an emergency arise please contact our office at 479-717-2952. If it is after office hours please contact EJ Johnson at 479-877-0453.

We hope you enjoy your new home as much as we did building it for you. We intend to provide top quality customer service during the warranty period. Please follow the above outlined procedures to ensure the best of service.

Sincerely,
Lance Johnson Building Company

Ericson C. "EJ" Johnson
President

ECJ/blj

Homebuyers Signatures _____