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HELPFUL HINTS AND MAINTENANCE INFORMATION

Your Minto home is hand-built by experienced contractors, using durable, quality materials. We supervise every step with an eye for detail, so nothing is overlooked.

Nevertheless, like any product with hundreds of components, a home needs care so it can withstand daily wear and tear, natural fluctuations in temperature inside and out, and normal changes over time in materials. A home is a living, breathing entity that needs periodic maintenance to perform as intended.

With proper care, your home will last for years, and you can usually avoid costly repairs as time goes by. You will also keep applicable warranties from being voided.

To make maintenance easier for you, we've covered many of the most critical items in the following "How To" section. Please read it carefully because the information is invaluable.

Air Conditioning/Heating Unit

Before operating the air conditioning/heating unit, we suggest that you become completely familiar with the operating instructions. Initially, you may find that the unit is not cooling some rooms sufficiently while other rooms are too cold. It is normal for rooms to vary in temperature by 3 or 4 degrees.

It is your responsibility to make minor adjustments such as adjusting the diffuser grills; i.e., reducing the flow of cooling air into one area by closing the blades and thus automatically increasing the volume of cooling air into other areas. For proper efficiency, the air filter must be cleaned or changed monthly. If you experience any difficulties during your first year of ownership, please contact the air conditioning company directly.

As part of homeowner maintenance, the primary drain line should be flushed on a regular basis due to the normal algae build-up, which occurs over a period of time. This service may be contracted from a variety of air conditioning maintenance companies and is recommended on a semi-annual basis.



Appliances

You should read all instruction booklets for the equipment prior to operating. Be sure to complete all warranty paperwork as per the instructions provided at your New Home Celebration. If you experience any difficulties during the warranty period, please contact the manufacturer's service department directly.

The appliances provided at Closing were installed per specifications. Any major appliances added after Closing should also be installed as per the manufacturer's specification and should be connected to a dedicated circuit. Connecting appliances to ground fault interrupters could damage the outlet and the repair is not complimentary, even if done during your first year of ownership. For more information of ground fault interrupters, refer to the trouble-shooting chart.

Cabinets

A damp sponge is recommended for cleaning, as excessive build-up of moisture could cause damage to counters/cabinets. Care should be taken not to leave dish drains, sponges or any material with constant moisture above countertop seams. The exhaust fan should be on during stovetop use to prevent excess moisture from accumulating on the cabinets above. Steam-producing appliances should be used near the front edge of the counter to prevent moisture build-up on the upper cabinets.

Drawers adjacent to the oven should be open during the self-cleaning operation to minimize their exposure to heat.



Carpets

To ensure maximum life from your carpeting, daily vacuuming should be done in heavy traffic areas such as entries, hallways, etc. All other carpeted areas should be vacuumed weekly. During periods of high humidity, newly installed carpet may begin to roll and wave. If this condition persists, it will be rectified by Minto MasterCareSM

Caulking (Interior)

It is normal for caulking to crack due to the natural movement of the structure and climatic conditions. It should be checked and repaired regularly as part of proper home maintenance procedure.

Caulking (Exterior)

All openings in exterior walls have been caulked to prevent the entry of water and insects. It is normal for caulking to crack due to the natural movement of the structure and climatic conditions. It should be checked and maintained regularly as part of proper home maintenance procedure.

Ceramic Tile and Granite

Ceramic tiles and granite should be cleaned as per the manufacturer's recommendation. For additional information on care and maintenance of ceramic tiles and granite, you may contact the Minto MasterCareSM Department and we will assist you in obtaining that information from the supplier.



Concrete Slabs, Walkways and Driveways

It is not unusual for concrete to vary in color due to the variances in the color of the natural products used, chemical reactions and the curing process. This condition is not considered defective and may fade in time. Minor “stress” cracks may develop due to the natural reaction of concrete curing or other factors. Minor flaking may occur due to weathering. Neither condition is a structural problem that needs to be repaired. Only cracks greater than ¼” in width will be repaired. Deterioration or discoloration caused by chemicals, autos, mechanical implements and other factors beyond our control will not be repaired.

Note: masonry and concrete work are subject to color and texture variations. When repairs are made to these materials, variations in color and texture are normal and should be expected by the homeowner.

Cultured Marble

A cultured marble top should never be cleaned with an abrasive or mild abrasive cleaner. It should be cleaned with a mild liquid detergent. While any commercial glass or window cleaner with ammonia will give it a nice shine, ammonia should not be used on the plumbing fixtures, as it may discolor the fixtures.

Doors

Although the main entry door into your dwelling is metal and warp-resistant, the door may stick during humid weather. An application of a lubricant or silicone spray will help eliminate this problem. It is advisable to lubricate exterior door locks and hinges periodically with silicone spray. Exterior hardware, which is subject to the weather, may discolor or rust. This is a natural condition and is to be expected.

Upon completion of the home, the door frame is caulked and painted to prevent deterioration from the elements. Maintenance of these areas in the form of re-caulking and repainting is the responsibility of the homeowner.



Electrical

The electrical system and fixtures originally installed in your home are warranted as to proper function. Appliances and other electrical equipment connected to the system at outlets are not considered part of the system and carry their own manufacturers' warranties.

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It is the nature of fluorescent light fixtures to hum. Exterior fixtures, which are subject to weather, may discolor or rust. This is a natural condition and is to be expected. **If you should find certain parts of your house without power, please refer to the trouble-shooting chart in this Guide.**

Irrigation

The irrigation provided with your home has been designed as a master system. All water used for irrigation is pumped from the lakes and/or canals and is controlled via computerized time clocks set by your village. You should not change the time clock settings. These are set initially by the Association. These settings should not be tampered with, as it may result in overwatering or underwatering of your landscaping as well as affect the operation and performance of the entire community's system.

Time clocks should be kept closed to prevent water penetration and damage to the computer. Water damage is not a warranty item.

Irrigation maintenance (i.e. replacement/cleaning of sprinkler heads, etc.) is your responsibility. Main line breaks caused by you will be repaired by the Association and charged to you. Turning your sprinkler control off during heavy rains is not necessary as the main pump is equipped with a rain gauge, which automatically performs this function.



Landscaping

Trees throughout your lot will only be replaced if needed during your first year of ownership. In the event a plant, shrub, sod, etc. dies -- replacement of that item is the responsibility of the homeowner. Its replacement must be the same or approved equal.

As part of proper maintenance, your grass should be mowed on a regular basis to ensure a thick and healthy lawn. As each lawn has specific needs, you should analyze your soil with a testing kit sold in many hardware or lawn care stores to ensure the proper mixture and frequency of fertilization.

Overwatering your landscaping and turf can be as detrimental as underwatering. Your sprinklers have been preset for proper watering and should not be altered.

Mirrors

Use of ammonia-based mirror cleaners or sealants such as caulking around the edges will cause de-silvering along the mirror edges. We strongly recommend that you purchase a good-quality mirror-cleaning product that is ammonia-free.

Painting

The paint used inside your home is a type and quality appropriate to its use. For example, semi-gloss paint is used on all painted wood trim. Therefore, these areas are more easily washed. In all other areas of the house, flat latex paint is used. Paint will gradually fade when exposed to light, cooking fumes, varying temperature and humidity. This is considered normal and will not be repainted. The manufacturer recommends exterior repainting in years three to five.

A small quantity of each of your selected colors is provided. Any additional quantities must be purchased through the manufacturer.



Pest Control

Interior and exterior pest control is performed at the homeowner's discretion and expense.

Plumbing

All plumbing, piping and fixtures have been inspected prior to your occupying the house. However, if a leak does develop, the Minto MasterCareSM Department should be contacted. Please refer to the trouble-shooting chart in this Guide for additional information on leaks.

The building code now requires that your home be provided with water-saver toilets, aerators and showerheads that reduce water consumption. Your water-saver toilet, which contains a 1-1/2 gallon tank, may occasionally clog. You should have a plunger on hand as there will be a charge by the plumber to unclog toilets filled with items other than construction debris. Caution should be observed concerning materials disposed of in toilets, particularly sanitary napkins or similar other non-biodegradable materials.

If a toilet or any other drain backs-up during the first two weeks of occupancy and you cannot clear the blockage with a plunger, the Minto MasterCareSM Department should be notified. They, in turn, will have a plumber check the system. Any blockage due to construction material or improper installation will be corrected at no charge. If the system backs-up after two weeks of occupancy, you should call a plumber of your choice, as any blockage from that time forward will be due to the introduction of debris subsequent to Closing, and such blockage is not covered.

Water shut-off valves for the dishwasher and the hot and cold water to the kitchen sink are located under the sink. The icemaker shut-off valve is usually behind the refrigerator. The individual shut-off valves are to be used when shutting off the water supply to a specific location rather than the entire house. Separate shut-off valves are located at each toilet, sink and behind the washing machine. The location of the main water shut-off can be found on an outside wall connected to the front hose bibb. Turn shut-off valves clockwise to turn them off; counterclockwise to turn them on. Some noise in pipes is to be expected due to



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the expansion and contraction of the water flow. Loud, hammering noises in pipes will be corrected.

The hot water in your house is heated electrically. If you find that you have no hot water, first check the circuit breaker to ensure that it is in the “ON” position. To reset the breaker, first turn it off and then back on. If you still do not have any hot water after a period of time, contact the Minto MasterCareSM Department.

Rust stains on the kitchen sink are caused mostly by wet metal articles (utensils, scouring pads, etc.) or standing water left on the surface of the sink. Use a commercial powdered stain remover carefully following the manufacturer’s directions, but do not allow the rust remover to spread on to the chrome-plated plumbing fixtures. All plumbing fixtures should be cleaned with soap and water. Avoid using any ammonia or acid-based cleaner, as it may discolor the fixtures. Cleaning sinks is a homeowner maintenance item and not our responsibility.

Shelving

The storage shelves have been installed per the manufacturer’s specifications for the support of lightweight storage. Any additional support is at the homeowner’s discretion and expense. Minto is not responsible for the overloading of storage shelves.

Shutters (Hurricane Protection)

If your home is equipped with shutters, annual re-caulking of the tops of all tracks (upper and lower) should be included as part of normal maintenance to prevent water intrusion. Prior to Closing, all of the shutters and hardware will be banded together and placed in your garage.

After Closing, the Minto MasterCareSM Department will demonstrate how to properly install your shutters. The demonstration will include the following:

1. Installation of panels.
2. A plan detailing the installation procedure.
3. Verification that you are in possession of all hardware.



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Any missing materials must be reported in writing to the Minto MasterCareSM Department within 5 days of the demonstration. In the event you have purchased a two-story home with a one-story screen enclosure, there is a greater level of complexity involved in installing hurricane panels on the windows above the screen enclosure.

Site Drainage

The grading on your lot provides positive drainage away from the building into the drainage system. Care should be taken not to alter the drainage pattern when making any changes, such as adding a fence, patio, landscaping or swimming pool. Make sure you restore the grading to its original level to allow for proper rear-yard drainage, as Minto is not responsible for re-grading your lot, relocating your sprinkler system, or repairing damage caused by your changes.

Sliding Glass Doors

It is normal for water to collect in the tracks of the sliding glass doors. All sliding glass door tracks are provided with drain holes at one or both ends to allow the water to drain. The holes must be free of debris or they won't drain properly.

Smoke Detectors

Each home is provided with smoke detectors. Smoke detectors should be kept clean and dust-free or it could affect the operation of the unit. Smoke detectors provided with battery back-ups require periodic battery changing. If the smoke detector "chirps" every few minutes, all batteries in all the smoke detectors should be changed as they are interconnected (wired together).



Structured Wiring and Alarms

After you move into your home, representatives from the security and telecommunications companies will come by to explain your structured wiring and alarm system, and answer any questions pertaining to them. In essence, structured wiring refers to your phone and cable TV wiring, which is built-in and runs throughout the structure of your home. However, you might also have wiring that allows for computer networking, high-speed internet access and video sharing.

Connections can easily be made at the faceplates on the walls. Sometimes you need to change what's connected. For instance, you may want to move your home office from one room to another. This can be done at the connection center in your home, without the hassle and expense of "pulling" wires.

Stucco

Due to natural weathering, the stucco color may fade slightly and the material may develop hairline cracks, which may allow the entry of water. As a homeowner part of your ongoing maintenance is the need to periodically reseal areas showing settlement.

Although water for the sprinkler system is drawn from relatively clean lakes and waterways, at certain times of the year lawn sprinklers may cause discoloration of the stucco. The rust stain may be removed with a product such as E-Z Rust Remover.

Mildew is a condition which results from a combination of moisture and humidity common to tropical climates. Cleaning of mildew is a homeowner maintenance item and may be mitigated with laundry bleach or X-14 Mildew Remover.



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Swimming Pools

Minto will perform pool maintenance on your pool for three months after your Closing, if you have elected to build your pool with Minto. It is very important to maintain your pool on a regular basis in order to avoid damage to the pool and equipment. Failure to do so can void all warranties on your pool. Our pool service company will meet with you after you move in and provide an in-depth summary to help you thoroughly understand the maintenance and operation of your pool. Be sure to contact them as soon as possible after your Closing in order to schedule the orientation. If you choose to change pool service companies, we recommend that you contact them directly for further information on the care and maintenance of your pool.

Windows, Patio Doors and Screens

For proper operation of windows and patio doors, regular cleaning and maintenance must be carried out, i.e., tracks cleaned and lubricated with silicone spray and operable mechanisms oiled. If a window or patio door leaks water, contact the Minto MasterCareSM Department.

Condensation on windows is a result of humidity and temperature differences. It's a normal, natural condition that doesn't require any attention.



SPECIAL TIPS FOR FLORIDA LIVING

Because you now live in the subtropics, there are some special precautions that you should be aware of in order to adjust to your new lifestyle.

Due to heavy amounts of moisture in South Florida's atmosphere, it is imperative that you run your air-conditioner often to keep the air inside your home as dry as possible to prevent the development of mildew and mold. In addition, use any one of a number of mildew and mold preventions found in a local hardware store.

Mildew and Mold Protection

Mildew and mold have a tendency to accumulate in moist, unventilated areas. To eliminate or reduce the adverse effects of these naturally occurring fungi, we suggest:

1. Check household items for signs of mildew and mold before bringing them into your residence. Potted plants, furnishings and stored clothing often contain these fungi.
2. Vacuum and clean regularly with a mild bleach solution or tile cleaner.
3. Reduce humidity by using exhaust fans and running the air-conditioner to remove excess moisture from the air.
4. Promptly clean up spills, condensation and other sources of moisture.
5. Inspect for leaks regularly, looking for discolorations and wet spots. Check the condensation pans in the air-conditioner and refrigerator for mildew and mold growth.

To protect your home against unnecessary damage while you are away for an extended time, we suggest the following precautionary steps:



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1. Arrange for your air-conditioner to run for a period of time each day. This may be accomplished with a humidistat, which automatically turns on your air-conditioner when the humidity level inside your home reaches a certain level. Humidistats are available at local air conditioning retailers.
2. Strip all beds and separate mattresses and box springs.
3. Leave dresser drawers and closet doors slightly open.
4. Wipe tubs, showers and sinks completely dry.
5. If covering furniture, use a lightweight cloth, loosely draped.

Vacation Tips

1. **LIGHTS:** So that your home does not appear vacated in your absence, arrange for one or two lamps to be lit each evening from dusk until about midnight. This is easily accomplished by purchasing an automatic-timing device, available at most appliance stores. Attach it to a lamp centrally located within your home.

2. **CONNECTIONS:** Disconnect all electrical cords from outlets and flip off all circuit-breaker switches, except those controlling the air-conditioner, humidistat or automatic timer.

3. **REFRIGERATOR:** The refrigerator/freezer should be emptied of all food and thoroughly cleaned. To absorb leftover odors, leave an opened box of baking soda in both the refrigerator and freezer sections. Doors should be left ajar to help prevent mildew accumulation. If your freezer has an icemaker, be sure to shut off the control switch.

4. **DISHWASHER:** Turn off the water supply to the dishwasher and drain the water inlet line. Remove water valve and blow on the small plastic outlet to remove water. Remove the plug in the bottom of the rubber boot and drain the dishwasher completely.



5. WATER SUPPLY: The water supply should be shut off completely by turning the main water valve clockwise (for the exact location refer to the plumbing section of this Guide). The circuit breaker to the hot water heater, located in the circuit breaker panel, should also be turned to the OFF position. This will prevent damage to the hot water heater in the event of a leak.

NOTE: Information in this section is based on previous experience of South Floridians and should be considered only as suggestions.

When a hurricane approaches, there will be plenty of advance warning. If directions given by newspapers and broadcast stations are followed closely, there will be no need for undue concern. For information concerning hurricane shutters, refer to the Home Service Guide in this Handbook.



TROUBLE-SHOOTING CHART

<i>Problem</i>	<i>Solution</i>
AIR CONDITIONING/ HEATING	
A/C not cooling	Shut off your A/C unit to prevent further damage and call the A/C company directly for service.
A/C unit leaking	Shut off your A/C unit to prevent further damage and call the A/C company directly for service.
Thermostat malfunctions	Your A/C unit may operate with a time delay. When the settings on the thermostat are changed, the unit will not respond immediately, but should respond within two minutes. If the unit does not respond within two minutes, call the A/C company directly for service.
ELECTRICAL	
Outlets not working	One half of one outlet in each bedroom, living room and family room (or den) is controlled by an electrical switch on the wall. If any of these outlets in any of these rooms cannot be activated by the electrical switch, please notify the Minto MasterCare SM Department in writing, as this is not an emergency. Your kitchen and bathrooms are also protected by ground fault interrupters



Problem

Solution

Circuit breaker trips

(GFI). If any outlet located in the kitchen fails to operate, you may reactivate it by pushing one of the reset buttons located on any GFI outlet in the kitchen (These outlets are provided with two buttons: a reset button to reactivate the outlets and a test button which will deactivate the outlets). All of the outlets in all of the bathrooms are controlled by GFIs and may be located in any of the bathrooms. The garage GFI controls all exterior outlets.

Your electrical system is designed to shut off a circuit breaker if it becomes overloaded or if a problem develops. Should one shut off, go to the breaker panel and locate the switch that has moved toward the OFF position. Turn the switch completely to OFF then turn it back to ON. If it stays on, the problem was temporary. If it snaps back to OFF, do the following: unplug any appliances or equipment fed by that particular circuit, then turn the switch completely to OFF, then back to ON. If it continues to snap towards OFF, there is a problem in the electrical line, and you should call the Minto MasterCareSM Department during normal working hours. However, if after you have unplugged all appliances



<i>Problem</i>	<i>Solution</i>
	or equipment, the switch stays on, plug your appliances back in, one at a time. When you discover which appliance makes the breaker trip, have the appliance checked and/or repaired.
Loss of Power	In case there is no electrical power, please call FPL at 1-800-4-OUTAGE (1-800-468-8243)
PLUMBING	
Toilet clogged	Due to code requirements, water-saver toilets with 1-1/2 gallon tanks have been installed in your home. These toilets may clog on occasion. As this is out of Minto's control, a plunger should be kept on hand or a plumber of your choice should be notified.
Garbage disposal jams	Your garbage disposal may jam occasionally. After removing the obstruction, you may find it necessary to press the reset button at the bottom of the disposal in order to reactivate it. A jam key will be left in your home at closing to help you manually dislodge the jam. Never place your hand or any utensils in the disposal while it is operating. For service on your disposal, refer to the appliance section in this Guide.



Problem

Solution

Plumbing leak

The main shut-off valve is located on an outside wall at the front hose bibb and should be turned completely clockwise for leaks which occur in the wall or before the individual shut-off valves located at the sinks, toilets and washer. If this occurs, call the Minto MasterCareSM Department during working hours or the after-hours emergency number provided at your New Home Celebration.

Any leaks which occur beyond an individual interior shut-off valve is not considered an after-hours emergency, as it is a controlled leak which still allows water in your home at other locations. For leaks beyond the individual interior shut-off valves, call the Minto MasterCareSM Department during normal working hours.

Bath tub or shower leak

Call the Minto MasterCareSM Department during normal working hours to schedule a service call. **Do not use the shower or tub until the leak has been repaired as the leak cannot be repaired if the area is wet or retaining moisture. Minto will not be responsible for damage due to continued use when a leak is apparent.**



Problem

Solution

Hot-water heater leaks
or malfunctions

Shut off the water to the hot-water heater. There are two gate valves located above the hot-water heater. Turn the gate valve closest to the hot water heater clockwise until it completely stops. Turn the breaker for the hot-water heater located in the breaker panel to the OFF position. This will prevent damage to the heating elements. If your hot-water heater malfunctions from Sunday evening through Friday afternoon, call the Minto MasterCareSM Department during normal working hours. If it malfunctions from Friday evening through Sunday afternoon, you may call the after-hours emergency number provided at your New Home Celebration.

Refrigerator (icemaker)
or dishwasher leaks

The shut-off valves for the dishwasher are located under the kitchen sink. The icemaker shut-off valve is usually behind the refrigerator. If a leak occurs, shut off the applicable valve immediately and call the Minto MasterCareSM Department during normal working hours to schedule a service call.



Problem

Solution

Miscellaneous

Roof leaks and other non-plumbing leaks

Leaks cannot be repaired while the roof or area of water intrusion is wet. Please relocate personal items and furniture to a safe area and call the Minto MasterCareSM Department during normal working hours to schedule a service call.

Locks malfunction

If your keys will not allow you entry into your home through any location, or your home cannot be secured because all locks are malfunctioning, call the Minto MasterCareSM Department during normal working hours or the emergency after-hours number provided at your New Home Celebration.

If only one lock is malfunctioning, call the Minto MasterCareSM Department during normal working hours to schedule a service call.

Overhead garage-door opener malfunctions

Check the batteries in your remote. If the door cannot be operated automatically, it may be operated manually by pulling the rope attached to the chain. This will release the door from the opener. You may then call the Minto MasterCareSM Department during normal working hours to schedule a service call.



Problem

Solution

Overhead garage door won't stay closed or reopens by itself

Your overhead garage door has been provided with light-sensors, which automatically reopen the door when the beam of light is broken. If the door reopens when approximately six inches from the floor, make sure the rope attached to the

bottom of the door is not breaking the beam as the door lowers. If the door stops sporadically, check the sensors for a green light. If no green light appears, the sensors were knocked out of adjustment. Readjust the sensors by pointing them toward each other until the green light reappears.

If your overhead door opener still malfunctions, pull the rope attached to the chain to operate the door manually and call the Minto MasterCareSM Department during normal working hours to schedule a service call.