

## Solid Surface Countertop, Cultured, Marble, Laminate, Granite Care Tips & Precautions

### Solid Surface Countertops:

**Care Tips:** Caring for your Solid Surface Countertop or surface is as simple as wiping the surface with a damp cloth. If a stain develops, wipe it away with soap and water. Or if you prefer, wipe it clean with Windex.

If a stain does not respond to soap and water, for a matte finish apply a mild abrasive cleaner such as Soft Scrub. Please contact your dealer or fabricator before attempting repairs.

**Precautions:** Do not expose the surface to harsh chemicals, such as paint remover, turpentine, nail polish remover or stove and drain cleaners. If these chemicals should come in contact with the surface **immediately wash them off with water**, using appropriate safety measures to avoid injury.

Always use a cutting board instead of cutting directly on the surface. While minor cuts and scratches can be repaired, care should be taken to prevent them in order to keep the surface looking as good as new.

Heat can cause serious damage to your solid surface; a cutting board or trivet should be used for heat generating appliances, hot pans or trays from the stove or oven.

### Cultured Marble:

**Care Tips:** Cultured Marble is a cast polyester product, when the product is new it should be waxed. Cleaning consists of using any type of spray or foam bathroom cleaner **do not use** abrasive cleaners of any type. For hard water deposits, a solution of vinegar and water will remove most hard water deposits. After being cleaned, the product should be polished with a non-abrasive carnauba wax.

**Precautions:** Care must be exercised when running hot water in your cultured marble sinks. We recommend a hot water setting no higher than 105 degrees to avoid thermal shock, which can result in cracking of the gel coat around the drain area. This type of damage is not covered by any warranty.

### **Plastic Laminate Countertops:**

**Care Tips:** Clean with soap and water, you may use a mild disinfectant, but check the label for any warnings against use on plastics, **never use** bleach or abrasive cleaners.

**Precautions:** Always use a cutting board instead of cutting directly on the laminate surface. Protect your surface from heat of small appliances and never set a hot pan or dish on your laminate surface. Laminate tops consist of a veneer glued to a substrate, water left sitting on a miter joint or seam will cause the top to separate and the seam to swell. This type of damage is not covered by any warranty.

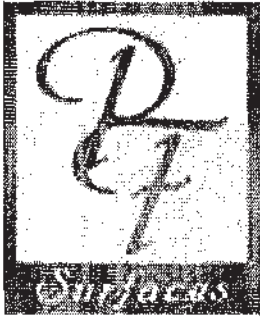
**Special note to owners with “high gloss” laminate counters:** High gloss laminates show small surface scratches and abrasions. These are inherent in the product and are received from the manufacturer in this condition. Therefore, minor scratches and abrasions are non-warrantable items.

### **Granite Countertops:**

**Care Tips:** Clean with soap and water or a spray or foam cleaner, **never use** any type of abrasive or caustic cleaners. Although granite is a very durable surface, care should always be taken when placing hot pots or pans directly on the surface. Granite is a naturally porous material and water or fluids should not be allowed to remain on the surface, keep the surface dry.

### **Caulking:**

Caulking maintenance is very important, and is the responsibility of the homeowner and is not a warrantable item. All areas of caulking should be regularly checked and maintained to ensure maximum performance.



# Piedrafina

## PIEDRAFINA MARBLE SURFACES CARE AND MAINTENANCE

Maintaining Piedrafina Marble Surfaces is easily achieved. You will need to follow some simple care and maintenance steps and take some general precautions. By following the recommendation you will enjoy your Piedrafina Marble Surfaces for years to come.

### Care and Maintenance:

- For routine cleaning utilize a damp cloth or paper towel.
- For more difficult stains a small amount of mild soap can be utilized.
- For the most stubborn stains you can incorporate a neutral pH cleaner and a non abrasive scrub pad.
- Be certain to rinse all areas thoroughly when applying any type of cleaning agent.
- Although Piedrafina Marble has a low liquid absorption it is advisable to seal the product on an annual basis. It is recommended to utilize a marble sealer while carefully following the manufacturer's instructions.

### General Precautions:

- Be cautious when exposing your marble surface to any chemicals or solvents.
- Many commonly used household cleaning products may have negative effect on the marble surfacings.
- Never expose Piedrafina Marble Surfaces to any chemicals that contain trichlorethan or methylene chloride such as paint removers and furniture strippers.
- When choosing a cleaning agent it is never recommended to utilize any product that contains a high acidity (low pH) or high alkaline (high pH) is recommended to utilize a neutral pH cleaner.
- If accidental exposure to any damaging products should occur, thoroughly rinse the affected area with water as soon as possible.

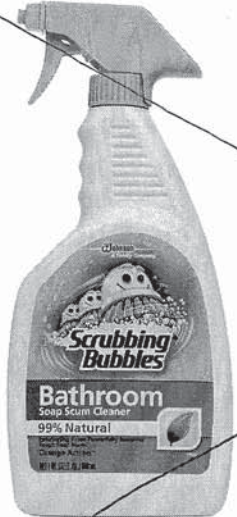
*This one is also better for windows and sliding doors*



**PASSED**



**Piedrafina Marble Safe**



**FAILED**

**Not Safe for use on Piedrafina Marble**

### **Shower/Bath Enclosure**

**Care Tips:** The silicone compound that has been used to seal the enclosure is critical to the waterproof integrity of the enclosure. Therefore, this silicone seal needs to be checked by a professional for possible re-sealing every 6 months.

Every 6 to 8 weeks the interior of the enclosure should be thoroughly cleaned using products specifically manufactured for cleaning glass and aluminum.

### **Mirrors**

**Care Tips:** Use clean, warm water and a soft cloth. Commercial glass cleaner can be used, but do not use a brand containing ammonia. Do not use industrial strength cleaner.

Never spray cleaner directly on mirror. Always apply to a clean, soft cloth and then wipe mirror. Do not allow water or cleaner to collect and remain on mirror edges, as this can be harmful to mirrors.

**Precautions:** Do not allow abrasive or detergent cleaners designed for tile, walls or other fixtures to come in contact with mirrors or mirror edges. Certain common chemicals found around the home such as chlorine, alkali, acids (Sulfuric in pool cleaners), acetic acid (Vinegar) and ammonia can be very harmful to mirrors.

## WHAT'S A PVB?

A pressure vacuum breaker (PVB) is a type of backflow prevention device required by the plumbing code to keep water that has been left in the landscape watering system from entering back into the home water supply. The picture included shows the pressure vacuum breaker which is typically installed on the exterior side of the home near the front adjacent to the irrigation valve.

**During freezing temperatures, this device can break, crack, and leak. The builder has insulated the piping that supplies water through the device but it is the customer's responsibility to protect the device during extreme cold temperatures.**

While there are other "home made" ways that homeowners use to insulate and prevent damage to the pressure vacuum breaker that work very well, the example shown in the picture is one method that homeowners can use to prevent damage to the PVB during cold temperatures.

Its suggested that our customers place a reminder on their calendar or scheduler to take appropriate measures to protect the PVB during the fall season and to also remove the covering in the spring season so that the valves on the PVB do not rust and prevent operation.



## Landscape & Irrigation Care Tips & Guidelines

PLEASE NOTE: *These are Care Tips and Guidelines only and may differ from house to house, depending upon sun exposures, weather and soil conditions.*

**Trees, grass and all plant life is not covered by your builder warranty. There is no warranty on trees, grass and all plant life.**

It is important to know that Clark County requires homeowners to follow watering guidelines, which change according to the season. A copy of this schedule can be obtained from your local water authority, free of charge.

**Timer Clock:** It is very important for the homeowner to get familiar with their landscape system timer operation, as the homeowner is responsible for any over/under watering. A manual is provided for reference and instructions of operation.

**Material Maintenance:** It is the responsibility of the homeowner to maintain the plant and irrigation materials, and be sure that they are in kept in proper working condition. Grass should be kept mowed and not allowed to overgrow and interfere with the proper operation of sprinkler heads and their spray patterns. Tree stakes should be checked, regularly (especially after high winds). Drip and sprinkler system heads and lines need to be checked regularly and kept free of debris, for proper operation and output. It is the homeowner's responsibility to properly protect the anti-siphon valve during freezing, or below freezing temperatures, as repair of damage due to the lack of proper protection is the responsibility of the homeowner.

Your landscaper's phone number has been provided for you, on your Emergency Phone List. Please be advised, you could be charged for a service call if it is found that the Homeowner has not properly maintained their system.



## Heating, Ventilation and Air Conditioning (HVAC) System Information, Care and Tips

The below information is provided to help you understand the basic operation of your HVAC system, and to provide you with some tips that will prolong the life of your equipment. The harsh climatic conditions that exist in the desert offer many challenges in meeting the specific comfort needs for each homeowner. Several factors should be taken into consideration when trying to meet your needs, such as:

- Size of your home, Number of stories or levels
- Layour of the living spaces, Direction your home faces
- The number, size and location of windows, Height of the ceilings
- The number of people that live in your home, each person lifestyle

**General Information:** *Thermostat* - the thermostat(s) control the operation of the HVAC system. You must read and understand the users guide for your thermostat. For maximum efficiency, your thermostat should be set at a comfortable temperature, avoiding wide swings in temperature demand. Setting your thermostat above or below the desired indoor temperature will not heat or cool your home faster and may cost you more money. *Air Balancing* - This helps you save money on your energy bills and be comfortable. It is your responsibility, as a homeowner to balance your HVAC system to meet your specific comfort needs depending on the particular season. At the supply register, open or close the damper to increase or decrease the airflow to each room, these minor adjustments may take months before the desired balance in your home is maintained. *Factors affecting Air Balancing* - closing off vents or closing doors to unused rooms is not recommended, especially in the cooling season. This restricted airflow may cause the temperature inside the cooling coil to drop below freezing and cause the coil to ice up. This may damage the compressor, leading to costly repairs. *Window Coverings* - proper window furnishings are essential, proper airflow to a room during the cooling season assumes some type of draperies or shading on all windows are present. *Filter replacement* - it is the homeowner's responsibility to change the air filters for the system every 30 days, to provide necessary filtration for proper system operation. *Condensate Lines* - condensation lines may plug under normal conditions, it is the responsibility of the homeowner to perform regular maintenance and inspection of these lines to keep them free of debris build-up. The condensation line is typically a plastic pipe that comes out of an outside wall, usually over a door or window, in the case of attached living units, this line may be located in a lower area of an outside wall.

**Tips:** It is recommended you have your system serviced a minimum of once per year. Using your garden hose (not high pressure), spray off the inside and out side of the condensing unit. Accumulated dirt and debris will greatly affect the performance of the system. Do not attempt to cover or shade the condensing unit, as this can hinder the performance and possibly cause costly damage. Replace the condensing unit, as this can hinder the performance and possibly cause costly damage. Replace the batteries in the thermostat(s) each season (you could coincide this with changing the batteries in your smoke detectors at the seasonal time changes). Keep windows covered whenever possible during the cooling season and open them during the heating season.