



NEALCOMMUNITIES

Where You Live Matters

FREQUENTLY ASKED QUESTIONS

- **WHAT IS COVERED UNDER NEAL COMMUNITIES WARRANTY PROGRAM**

Neal Communities Warranty Program

- One Year*. – Defects in materials and workmanship. This coverage excludes cosmetic and homeowner maintenance items.
- Ten Years** – Major structural defects.
- * - Warranty commencement date is defined in the homeowner's manual under Warranty Service.
- ** Structural Warranty commences on the date the Certificate of Occupancy was issued for your home.

- **NORMAL BUSINESS HOURS**

Warranty business hours are Monday to Friday 8AM to 5PM, excluding major Holidays. Email is preferred. Please email your request to WarrantyService@NealCommunities.com. By e-mailing your warranty items to Neal Communities, your warranty request can be tracked in our system. This allows us to service you our customer more effectively. The Warranty office phone number is 1-941-328-1072.

- **NON -BUSINESS HOURS – EMERGENCY ONLY**

- Non-Business Hours are Nights, Weekends and major Holidays. The emergency phone number for use after hours is 941-713-8014.
- Sub-contractor emergency phone numbers are also located on the emergency contact sticker inside the electric panel.

- **WHAT CONSTITUTES AN EMERGENCY**

An emergency is defined as the following:

- Total loss of heat – If the outside temperature is below 45 degrees.
- Total loss of air-conditioning – If the outside temperature is above 80 degrees.
- Total loss of electricity – Check with the utility company prior to calling.
- Plumbing leak – If the entire home has to be shut off and the leak cannot be isolated by an individual shut-off valve.
- Plumbing Back-up – Homeowner should be aware that anything other than construction debris is not covered under the parameters of the warranty program.
- Gas leak – Contact your utility company – **TECO – (877) 832-6747** Or call 911 or the Fire Department.
- Roof leaks – While we agree that a leak is indeed an emergency, the reality is that the repairs cannot safely be performed while the roof is wet. Please take the appropriate steps to mitigate the damage and Neal Communities will follow-up when the conditions make the repairs possible.

- **WATER SHUT OFFS**

MAIN SHUT OFFS

- The main water valve will shut the water off to the entire home. Should a pipe break or if a leak cannot be isolated to a specific plumbing fixture, use the main shut-off valve to stop the water flow.
- To shut the valve off rotate the lever handle so it is perpendicular to the water pipe.
- If for some reason you have difficulty locating any of the shut-offs in this section please contact Neal Communities Warranty Department and we will be more than happy to show you the location of the valves.



TOILETS

- The toilet valve is generally located under the toilet tank. This valve is turned to the right or clockwise to shut off.



SINKS

- The sink valves (hot & cold) are located under the sink adjacent to the drain lines. This valve is turned to the right or clockwise to shut off.



REFRIGERATOR

- The ice maker line is located behind your refrigerator and can be either a lever or a knob.



LAUNDRY

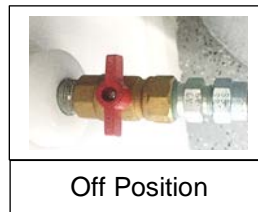
- The water shut offs (hot & cold) for the washing machine are located on the wall behind the washer. These valves generally need to be turned perpendicular to the water spout in order to shut the water off. REMEMBER to check if the washing machines drain line is hooked into the drain. It is not uncommon for a drain line to come loose and spill the water on the floor causing you to believe you have a more serious problem.



● GAS SHUT OFFS (IF APPLICABLE)

MAIN

- If you live in a community with natural gas and you have gas appliances in your home (stove, water heater, dryer, outdoor kitchen, or pool heater) . You will have a main gas shut off. This valve is generally located outside of your home near the gas meter where the main line enters your home. To turn off the valve; the lever is to be rotated so that the lever handle is perpendicular to the gas line. REMEMBER if you smell gas please call **TECO – (877) 832-6747**.
- If for some reason you have difficulty locating any of the shut-offs in this section please contact Neal Communities Warranty Department and we will be more than happy to show you the location of the valves.



WATER HEATER

- If you have a gas water heater the shut-off valve is located on the line that feeds gas to the water heater. This valve needs to be turned perpendicular to the gas line to shut off the flow of gas.



DRYER

- If you have a gas dryer the shut-off valve is located on the line that feeds gas to the dryer. The valve is generally located behind the dryer. This valve needs to be turned perpendicular to the gas line to shut off the flow of gas.



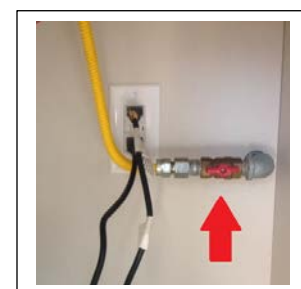
RANGE or COOKTOP

- If you have a gas cooktop or range the shut-off valve is located on the line that feeds gas to the appliance. The valve is generally located behind the range or in the cabinet beneath the cooktop. This valve needs to be turned perpendicular to the gas line to shut off the flow of gas.



OUTDOOR KITCHEN

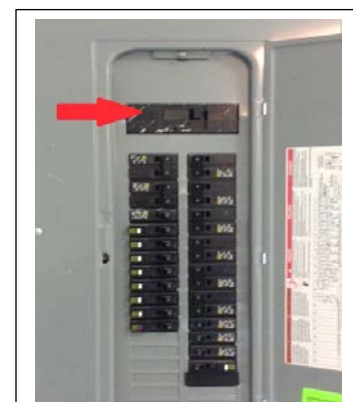
- If you have a gas supplied outdoor kitchen the shut-off valve is located on the line that feeds gas to the appliance. The valve is generally located in the cabinet beneath the appliance. This valve needs to be turned perpendicular to the gas line to shut off the flow of gas.



- **ELECTRIC**

MAIN BREAKER

- The main electric breaker shuts off the electricity to the entire home. In the event of an emergency; flood, fire or structural damage, this would be the breaker to turn off. The main breaker is generally located above in the breaker panel box at the very top. If your home has an extended service, this is where the sub panel for your homes interior breakers feeds to the main breaker. In this case, your main breaker will be located on the



Breaker Box

exterior of your home, in the extended service panel. It is located on the outer wall opposite your interior sub panel. To shut off power to your home turn the breaker to the off position.

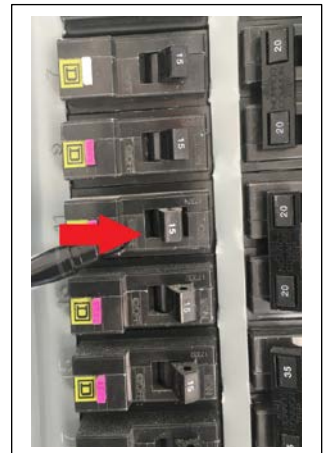
- If for some reason you have difficulty locating any of the breakers in this section or if they are not labeled please contact Neal Communities Warranty Department and we will be more than happy to show you the location and label the breakers for you.



Extended service
Outside

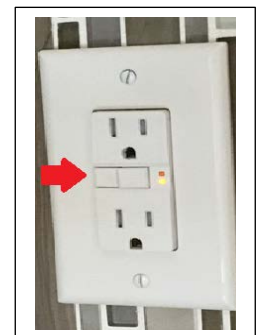
TRIPPED CIRCUIT BREAKER

- The circuit breakers in your home are safety feature designed to prevent overloading of an electrical circuit. When an electrical circuit is tripped the circuit will not have power. Meaning part of your home's electricity will be operating as normal and a portion of your home will not have electricity. To identify which breaker is tripped, go to your homes electric breaker panel and look for the breaker that is neither in the on or off position. Once identified switch the breaker to the off position then to the on position.



GFCI

- A GFI, or **GFCI** - Ground Fault Circuit Interrupter device protects us from receiving electric shocks from faults in the electrical devices we use in our home. Because lightning and other power surges can damage a GFCIs delicate circuitry at any time, it is recommended to perform the following monthly test: Plug in a portable electrical device and turn it on. Then push the GFCI's test button. If the light stays on, the GFCI needs to be replaced.



- **AIR CONDITIONER SHUT OFF**

- Your air conditioner not only cools your home but removes humidity from the air, condensing it to water. As the water collects in your unit it is diverted to a drain line (condensate line). This line can become clogged with debris and algae. Regular maintenance by a professional a/c contractor is advised and required to maintain your warranty.

A/C BREAKER

- Both your Condenser and your Air Handler are equipped with either a quick disconnect or breaker. It is not recommended to use either unless you are a Certified A/C Technician or Electrician. They are only present to safely service the equipment. To shut off the power to the AC, it is recommended to use the breaker in the main panel. When power is restored it may take up to 15 minutes for the unit to restart.

SAFETY FLOAT SWITCH

IN LINE

- Located in the condensation line near the unit. A safety float switch helps protect against overflows. The unit is designed to ensure that the excess moisture drains outside. However, debris and naturally occurring algae can clog the drain line causing improper discharge of condensation. This can lead to water damage. If condensation starts to build up in the drain line the safety float switch will signal the unit to turn off.



A/C PAN FLOAT SWITCH

- Located in the pan. A safety float switch helps protect against overflows. The unit is designed to ensure that the excess moisture drains outside. However, debris and naturally occurring algae can clog the drain line causing improper discharge of condensation. This can lead to water damage. If



condensation starts to build up in the drain pan the safety float switch will signal the unit to turn off. Please be careful what you store next to the unit so as not to inadvertently hit the float switch.

PLUMBING

• DISPOSAL

JAMMED PROCEDURE

- TURN OFF THE DISPOSAL, WATER AND POWER!!
- After the disposal has stopped running, and you have confirmed the power is off, check for any foreign object(s) lodged between the turntable and grind ring.
- Dislodge any object(s) by rotating the turntable, in either direction, with a wooden spoon and remove the object(s).
- Never place your hand in the disposal. Needle nose pliers are a good choice to reach into the disposal to remove an object. It is also helpful to have a flash light to look into the disposal.
- If no foreign object is present, there may be an internal problem that requires service or replacement.
- After turning the power back on, press the red reset button before resuming use.

RESET BUTTON

- Located near the bottom edge of the disposal.

• FAUCET

LOW WATER FLOW - AERATORS

- At times you may find the water flow through the faucet has been reduced. This happens occasionally with normal use due to minerals in the water supply and will sometimes occur when there has been a disruption in the water supply coming to your home. The aerators in your faucet will catch this debris and build-up. Some faucets have an aerator that can be removed by unscrewing them. (Be careful if you use pliers



to do this as the pliers can damage the finish) Some faucet aerators are designed to be removed by using an aerator tool. (see picture) This tool allows you to remove the aerator. Once removed the aerator can be cleaned and then replaced. This should restore the normal water flow through the faucets.

- **WATER HEATER**

WATER TEMPERATURE SAFETY CHART	
Temperature	Time to produce serious burn
120°F	More than 5 minutes
125°F	1-1/2 to 2 minutes
130°F	About 30 seconds
135°F	About 10 seconds
140°F	About 5 seconds
145°F	Less than 5 seconds
150°F	About 1-1/2 seconds
155°F	About 1 second

For safety, set water heater temperature at 120°F

For burns:
Immediately put burned area in large amount of clean water.

Untreated burns get worse ...
immediate water will stop progression of burn injury

settings on water heater thermostats are approximate

- **Electric Water Heater**

ADJUSTING THE TEMPERATURE

- Electric water heaters are installed in your home with the temperature set from the factory. Should you desire to adjust the temperature you can do the following.
- Turn off the breaker to the water heater.



- On the front of the water heater are 2 panels attached to the main body of the water heater. They will need to be removed.
- Inside the panel you will see a white knob with a temperature range. On some models there may be some insulation that covers the controls.
- The knob can be adjusted from the pre-set temperature. A small flat head screw driver can make this easier. Do this for both controls.
- Once adjusted replace the cover and insulation, if any.
- Turn the breaker to the water heater on.
- Once the temperature is adjusted, allow some time for the water heater to adjust then check the temperature before using.
- **Please be careful. The water can get hot enough to scald you.**



○ Gas Water Heater

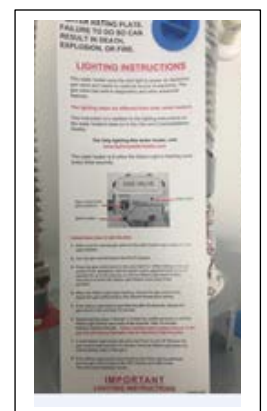
ADJUSTING THE TEMPERATURE

- Gas water heaters are installed in your home with the temperature set from the factory. Should you desire to adjust the temperature you can do the following.
- Locate the Control Valve at the bottom of the heater.
- There are several modes on the valve that can be set from Vacation Mode to Very Hot. Make slight adjustments to the temp to avoid scalding risk.



TO LIGHT THE GAS WATER HEATER

- Follow lighting instruction located on the control valve or water heater tank.



ELECTRIC

- **ONE OF THE OUTLETS IN MY BEDROOM DOESN'T WORK -**

- In your bedrooms there is at least one outlet that is wired so that half the outlet is operated by a switch on the wall. This is designed so that when you enter the room a lamp can be turned on. These outlets are often turned upside down so they can be identified.
- These outlets are generally placed on a wall where a bed might be placed.
- These outlets are often referred to as - Half- hots or Switched Outlets.

- **SMOKE DETECTORS CHIRPING**

- Your smoke detectors are hard wired into your homes electrical system the smoke detector is equipped with a battery back-up when the batteries are low, the smoke detector will make a chirping noise. This sound generally means the batteries need to be changed.
- A good rule of thumb is to change the batteries in your smoke detectors when the time changes in the spring and fall, that way you can avoid having a chirping smoke detector in the middle of the night.
- While changing the batteries blow away any dust that has accumulated in the smoke detector with a can of compressed air, if available.
- If the smoke detector continues to chirp after the batteries have been changed, the smoke detector will probably need to be replaced.

- **LIGHT FIXTURES**

LIGHT BULBS

- When replacing bulbs in your home there are many choices.
- Check the fixtures in your home to make sure the maximum wattage is not being exceeded.
- Check the bulbs to make sure they are compatible for the need; ie:3-way bulbs and or dimmable bulbs.

AIR CONDITIONER

- **AIR FILTER**

- Your air filter should be changed monthly. The filter helps keep you're a/c coils clean from dust and pet hair. Measure the size of the filter. When replacing the air filter, look at the top and observe the direction of the arrows. The arrow indicates which way the air should flow through the filter and into the plenum.

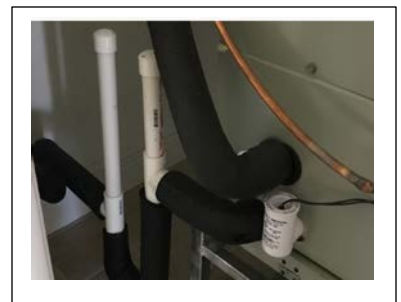


- **SERVICE CONTRACT - Required for Warranty**

- In order to receive the full benefits of your Trane System, you must register you're A/C unit with Trane and have you're A/C serviced at least once a year by a professional.

- **KEEPING CONDENSTATE LINE CLEAN**

- This is the condensate drain, which plays an important role in removing condensation produced by your air conditioner's evaporator coil. If the line isn't properly cleaned, algae and mold can grow inside and clog the drain, causing elevated humidity, musty odors and water damage inside your home.
- Neal Communities recommends cleaning your condensate line with a couple of tablespoons of distilled vinegar in the port hole monthly to help prevent a blockage.



APPLIANCES

- **WARRANTY SERVICE**

- Register your appliances with GE to receive a 1-year warranty. Neal offers an additional 4-year warranty when you register your appliances. This information is in your closing packet.
- The warranty service number is 1-800-GEcares (1-800-432-2737)

OVERHEAD GARAGE DOOR

- **DISCONNECT GARAGE DOOR OPENER**

- To disengage the motor for the garage door, only when the garage door closed, pull the emergency release cord down and away from the door (towards the motor). The emergency release cord is located hanging from the drive in the middle of the garage door.

- **RECONNECT GARAGE DOOR OPENER**

- To reconnect the garage door with the opener, (only when the garage door closed), pull the emergency release cord down and toward the door (away from the motor). Then hit your garage door remote. You will hear a loud click when it reconnects.

- **LOCKING MECHANISM**

- ***Before opening the door with the garage door opener be sure both locks on each side of the garage door are disconnected***

- **OVERHEAD DOOR MAIN SPRINGS**

- GARAGE DOOR SPRINGS ARE UNDER HIGH TENSION NEVER ATTEMPT TO WORK ON THE SPRINGS ON YOUR OWN. ALWAYS CALL A LICENSED GARAGE DOOR COMPANY.

ANNUAL MAINTENANCE TIPS

- **CAULKING**

EXTERIOR WALLS

- ✓ Inspect your home once a year for cracks on the homes exterior walls. It is not uncommon for the exterior walls of your home to show some signs of settling.
- ✓ The cracks can simply be caulked with elastomeric caulk. Elastomeric caulk is available at the local hardware store in textured or non-textured versions to suit your needs.
- ✓ If you are in the first year of your warranty, Neal Communities will caulk exterior cracks one time during this period.

TUB/SHOWER

- ✓ Every 6 months inspect the grout and caulking in your tub and shower area to check there are no cracks.
- ✓ If cracks are found, repair with the appropriate grout or caulk found at the hardware store.
- ✓ During the first year of your warranty Neal Communities will touch-up your caulking on the tub and showers one time.

- **AIR CONDITIONING – FILTER CHANGE AND SERVICE INTERVALS**

- Change you're A/C filter on a monthly basis.
- Twice a year have your air conditioning unit serviced by professional.

- **WHEN TO CHANGE SMOKE DETECTOR BATTERIES**

- Change smoke detector batteries in the spring and fall at the time change.

- **REFRIGERATOR**

- Vacuum the coils under the refrigerator once every 3 to 4 months.

- **GARBAGE DISPOSAL**

- Every 3 to 4 months sprinkle ½ cup of baking soda into the drain and then pour in ½ a cup of vinegar. This will fizz. After 5 to 10 minutes, turn the disposal on and rinse with very hot water.

- Citrus peels can also be used to help if there are odors from the disposal.

- **WINDOWS AND SCREENS**

- Inspect weep holes at the bottom of the frame to ensure they are not clogged and water will drain out.
- Inspect screen for rips or tears.
- Inspect caulking around windows. Inside and out. Touch up with a caulk meant for exterior repairs found at the hardware store. Make sure the caulk is a paintable caulk.

- **OVERHEAD GARAGE DOOR**

- Hinge and rollers: Use a small amount of spray lubricant on the combination hinge and rollers every 6 months. Lubricate the hinges in the center of the panels.
- Check there are no obstructions near the sensors.

- **STORM SHUTTERS**

- WELL BEFORE A STORM IS APPROACHING:

- Walk the perimeter of your home in order to conduct a visual inspection of the fasteners at each shuttered opening.
- If your home came standard with hurricane shutters, well before a storm it is recommended that you familiarize yourself with your homes' panels and hardware. **Practice installing** your new hurricane shutters ... **PLEASE DO NOT WAIT FOR AN IMPENDING STORM!**
- Closely follow hurricane warnings. Weather conditions may quickly deteriorate, making installation difficult and/ or hazardous.

- Annually inspect the condition of the wall anchors, shutter panels, and miscellaneous hardware by conducting a practice installation with all the appropriate members of your household.
- Annually lubricate the wall anchors and screws with lithium grease.
- Always wear OSHA approved gloves and safety goggles when handling or installing your shutters. Use extreme caution when handling panels to avoid injuries to yourself and others. **PANEL EDGES ARE SHARP.**
- Always wear back support and lift or carry one at a time. You may require assistance to install your shutters.

HURRICANE PREPAREDNESS (FEMA Recommended 2017)

- ✓ **Before** a hurricane, install your storm shutter to ensure you have all the parts, they fit correctly and which window each piece fits to. This will save you so much time and peace of mind when an actual hurricane arrives.
- ✓ Review your insurance policy. Most policies do not cover damage from rising water. You may want to consult your insurance agent to make sure you have adequate coverage.
- ✓ Sign up for local alerts and warnings for your cell phone. These are free.
- ✓ Create a Family Emergency Communication Plan. Know how to contact each other and how to get back together. Have a list of phone numbers in your wallet in case your cell phone won't work. Designate an out of town contact that can help you all connect.
- ✓ Have a plan to evacuate and know the evacuation routes.
- ✓ Find out where the nearest Emergency Shelter is to you.
- ✓ Remember to plan for your pet. Some shelters do not take pets. Have a supply of food and water along with their dishes.
- ✓ Have a "to go" bag ready. It should have basic emergency supplies – water bottles, snacks, flashlight, and change of clothes, a blanket,

hand sanitizer and first aid kit. Put your medications and important papers in a waterproof container.

- ✓ Stock up on emergency supplies such as bottled water, food supply that won't spoil, flashlight and batteries, battery operated radio, first aid kit, a manual can opener and matches. Have a week's supply. It's a good idea to have these supplies on hand at the start of hurricane season. If you wait until the storm approaches often times the supplies of these items becomes difficult to obtain.
- ✓ Fill up LP gas for the grille. Keep your car on full. Have cash on hand. If there is no electricity the ATM will not work.
- ✓ Bring lawn furniture, garbage cans and plants in pots indoors. Bring in or secure anything that could be a projectile.
- ✓ Check to make sure your downspouts and gutters are free of debris and secured to the house. This will help shed some of the water away from your home.
- ✓ When a Hurricane Warning for the area is issued, turn your refrigerator and freezer to colder settings. They will stay colder longer if there is no electricity. Fill your clean bath tub and bottles with water. It's also a good idea to fill some water bottles half way and freeze them. The frozen water bottles can be placed in your refrigerator and freezer to help add to the cooling when the power goes out.

HURRICANE PREPAREDNESS CHECKLIST

2017

The right time to prepare for a hurricane is now. This helpful checklist will get you started. Make sure to include your entire family in the preparation and discuss your emergency plan with them. Post this checklist in an easily accessible location so it's always close by. Remember to keep in mind your family's unique needs as you complete the checklist.

BEFORE A HURRICANE

Stock your emergency kit and "go bag" with:

EMERGENCY COMMUNICATION

- Important contact information for family, school, work, doctors, etc., including phone numbers and email addresses
- Cellular phone, extra battery, and chargers for electrical equipment
- AM/FM radio/NOAA Weather Radio (extra batteries)
- _____
- _____

MEDICAL NEEDS

- Medications for at least one week and copies of prescriptions
- Extra eyeglasses/contact lenses
- Medical equipment/assistive technology and backup batteries
- First aid kit
- _____
- _____

CRITICAL DOCUMENTS

- Photo ID (e.g., driver's license, passport)
- Cash and credit cards
- Personal records (e.g., birth certificates, marriage certificates)
- Medical records
- Financial information (e.g., bank account or credit card information)
- Property records (e.g., insurance policies, deed, or lease)
- Waterproof, portable container for important documents
- _____
- _____

TOOLS & SAFETY ITEMS

- Flashlight
- Multi-purpose tool
- Matches or lighter in waterproof container
- Whistle
- _____
- _____

FOOD/SUPPLIES

- At least a three-day supply of water and non-perishable food
- Infant formula and diapers
- Pet food, supplies, and extra water
- _____
- _____

HYGIENE & SANITATION

- Soap/disinfectant/sanitizer
- Paper towels/moist towelettes
- Toilet paper
- Bleach
- Toothbrush and toothpaste
- _____
- _____

PROTECTIVE GEAR & CLOTHING

- Extra warm clothes
- Sturdy shoes
- Blankets or sleeping bags
- _____
- _____

COMFORT & PRICELESS ITEMS

- Items like: books, puzzles, favorite stuffed toy, photo albums, valuables
- _____
- _____

DURING A HURRICANE

When a tropical storm or hurricane watch is issued, it's important to stay informed:

Tune in to channels: _____

Check for alerts on apps: FEMA App

In case of evacuation, grab your "go bag" and leave immediately. Use evacuation route: _____

The closest shelter is: _____

Meet family at: _____

Make sure to take these important numbers with you:

Family member's name: _____

Phone #: _____

Email: _____

Local contact's name: _____

Phone #: _____

Email: _____

Out-of-state contact's name: _____

Phone #: _____

Email: _____

Primary physician's name: _____

Phone #: _____

Email: _____

Hospital's phone #: _____

Insurance company's phone #: _____

FEMA's helpline: 1-800-621-FEMA

TTY: 1-800-462-7585

VRS: 1-800-621-3362

Red Cross's helpline: 1-800-733-2727

For more resources about hurricane risk, visit ready.gov/prepare

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