



MEDALLION
HOME

CONGRATULATIONS!

All of us at Medallion Home are looking forward to assisting you throughout your exciting journey of building with us! We will be here for you every step of the way to answer your questions and provide services you may need.

General information you need to know regarding your new community and home, as well as the products within your home, is located in this
New Home Reference Guide.

Welcome to the Medallion Home Family!



Fine Finishes

Please take a look at the fine finishes of your home prior to moving in!

Some finishes can be damaged unintentionally by boxes and/or unusual objects placed upon them during the move-in to your new home. Finishes can also be damaged by improper cleaning techniques. Damage from these types of circumstances are not warrantable.

Cosmetic surfaces including, but not limited to, **countertops, cabinets, tubs, appliances, mirrors, shower enclosures, windows, screens, and all flooring** have been inspected during the Homeowner Orientation and are deemed acceptable, except for items noted on the Orientation Form.

Homeowner

Date

Superintendent

Date



Window Condensation

Condensation is not a warrantable item. It is a common occurrence when there is a significant difference in temperature from the inside to the outside of the home. Moisture on interior surfaces of the windows is the result of high humidity within the home. You are responsible for controlling interior temperature and humidity levels to minimize condensation.

Storm Shutters

Your new home may have been equipped with hurricane panels that attach to the walls around your windows and doors by bolts or tracks. These panels are corrugated so each piece overlaps the next for maximum strength. Your panels have been installed and inspected per the current Florida Building Code.

We recommend familiarizing yourself with the installation of your hurricane panels immediately after closing and prior to the first threat of an impending storm, as the local vendors have limited resources to meet everyone's needs in the event of an emergency. It is your responsibility to install and uninstall the hurricane shutters.

In addition to the panels, you will receive a kit including the following:

- An instructional guide for the installation of the shutters
- Hardware to secure the shutters

Warning: The edges of hurricane panels can be very sharp and the panels, when stacked, are heavy. Wear gloves when installing and use extreme caution to avoid injury.



Homeowner Maintenance and Troubleshooting

HVAC

A/C Maintenance

Due to the high temperatures and humid climate of Florida, maintenance on your HVAC system is important for its performance and the life of the system.

- It is recommended that you put 1 cup of white distilled vinegar in the condensation line each month to help prevent clogging.
- Air Conditioner filters must be changed every 30-60 days.

Plumbing

Hot Water to Shower/Fixture – Length of Time

It is not uncommon for hot water to take up to 2 minutes to reach a specific fixture in your home. This length of time is based on the location of the fixture relative to the hot water heater.

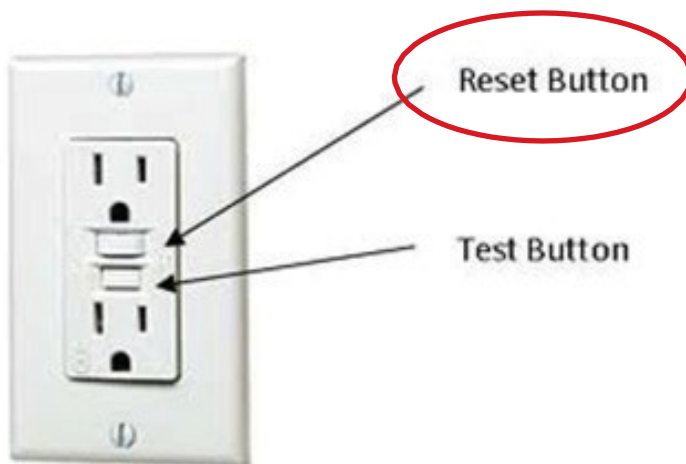
Tankless Water Heater – Length of Time for Hot Water to Reach Fixture

A tankless hot water heater is plumbed the same as a conventional water heater, so the length of time it takes hot water to reach a fixture is the same. The advantage of a tankless water heater is its ability to create hot water on demand, ultimately eliminating unnecessary electricity that would have been used to maintain a tank of hot water.

Electrical

Ground Fault Circuit Interrupters (GFCI) Receptacles in Bathrooms, Kitchen, Laundry Room, Garage, Lanai, Patio, or Exterior Do Not Work

It is common for several outlets to be attached to a single GFCI, so a whole section of electrical outlets may not work if a GFCI receptacle trips. GFCI Receptacles are either reset at the actual receptacle or the main breaker panel. For GFCIs at the main breaker panel, simply reset the breaker. For GFCIs at the receptacles, push the “reset” button shown in the picture.





Electrical

Tamper-Resistant Receptacles Will Not Accept a Plug

Your home requires the use of “Tamper-Resistant” receptacles. Tamper-Resistant receptacles (also known as child-safety outlets) look like standard receptacles, but include automatic shutters allowing plugs, but block other objects. When plugging in a cord make sure that both prongs push the internal shutters at the same time. Some wiggling of the prongs from side-to-side and up/down may be necessary to activate both shutters in unison.

Arc Fault Circuit Interrupter (AFCI) Receptacles in Bedroom or Living Areas Do Not Work

Your home is also equipped with Arc Fault Circuit Interrupters (AFCI) designed specifically to prevent fires by detecting a non-working (i.e. non-intended/non-useful) electrical arc and disconnecting the power before the arc starts a fire. AFCIs are sensitive. During the normal operation of household devices, such as a vacuum cleaner, flipping a light switch and/or the insertion and/or removal of a plug from an electrical receptacle, an arc can occur causing an AFCI to trip at the breaker panel. If this occurs, turn the AFCI breaker in the panel to the “OFF” position and back to the “ON” position.

Warning: GFCIs and AFCIs do not protect your home or your electronic equipment from lightning strikes. Televisions, computers, and any electrical devices should be protected with a surge protector. See your local electronics dealer for the correct surge protection for all your electronic equipment.



Caulking and Stucco Maintenance

Caulking

Caulking is a Homeowner maintenance item. Maintaining your interior and exterior caulking is very important to the longevity of your home. Over time, caulking around your home can shrink and/or crack due to settling, normal wear and tear, weather conditions, and other miscellaneous elements. These cracks and voids can allow water to penetrate into your home, resulting in damage to your home and belongings, which is not covered in your warranty. Please take the time to check all of your exterior caulking around doors and windows, as well as your interior caulking in all wet areas throughout the year to prevent damage from occurring.

Stucco and Stucco Cracks

Minor cracking of stucco finish is a normal occurrence and should be expected. Homeowner maintenance is essential. Any cracks on the exterior wall surfaces will require maintenance as necessary. These cracks and voids can allow water to penetrate into the home, resulting in damage to your home and belongings, which is not covered in your warranty. Use an elastomeric caulking or stucco patch for repairing stucco cracks.



Granite Information and Maintenance

Granite is a natural material and one of the most durable countertop materials available if cared for properly. Natural characteristics of granite and maintenance recommendations are outlined below.

Characteristics

Natural Fissures

All granite contains natural fissures which may appear as small cracks. Fissures are visible separations along intracrystalline boundaries and occur naturally in all stones. Fissures are not considered flaws, therefore, they are not warrantable.

Surface Pits

Granite is made up of several different minerals. Tiny pits are natural and expected due to its composition. Pits do not make granite less durable or inferior. When noted during your Homeowner Orientation, pits can be addressed and filled. Countertops will not be replaced.

Color Variation

Granite is a natural material; therefore, it is normal for color veining and patterns to vary from slab to slab. Each slab is unique and variations may be noticeable at the seams.

Seams

Most granite installations will require multiple seams. Please be aware that they will be visible.



Granite Care and Maintenance

It is recommended that you use care and maintenance products specifically formulated to enhance and protect your natural stone. To maintain the beauty of your countertop, the following guidelines are recommended.

Do's

- Use mild soap and water on a routine basis to maintain the countertop's appearance.
- Clean up spills of acidic liquids such as fruit juices or vinegar-based liquids immediately.
- Clean surfaces regularly with cleaners made specifically for natural stone.
- Use coasters under glasses or other objects that may scratch the surface of your countertop.
- Use a sealant annually to protect your stone.

Don'ts

- Don't use abrasive, acid based, or oven cleaners on your countertop.
- Don't use ammonia-based products or other general-purpose cleaners such as glass cleaner, bleach, or vinegar.
- Don't use rust or paint removers on your countertop.
- Don't use wax or finishes requiring high speed polishing.
- Don't place hot dishes and cookware directly on your countertop.
- Don't cut directly on countertops.



Quartz Countertop Information and Maintenance

Quartz is a man-made engineered product made for countertops and other surfaces. It is a better product than granite when it comes to strength, durability, maintenance, and cleaning. Characteristics and maintenance recommendations are outlined below.

Characteristics

Strength and Durability

Quartz is much harder than granite or marble, so it is much more durable. It is less likely to scratch or chip.

Maintenance Free

Quartz is nonporous and nonabsorbent, so it does not require sealing like granite and marble. Normal cleaning only requires a damp cloth and a mild detergent.

Seams

Most quartz installations will require multiple seams. Please be aware that they will be visible.



Quartz Care and Maintenance

Caring for quartz countertops is very easy. The following guidelines are recommended.

Do's

- Use mild soap, warm water, and a soft cloth for cleanup.
- Use a quartz-approved disinfectant as needed.
- Clean up spills of acidic liquids such as fruit juices or vinegar-based liquids immediately.

Don'ts

- Don't use full strength bleach or abrasive powders or scrubs.
- Don't apply sealers, penetrants, or topical treatments as quartz does **not** require sealing and polishing.
- Don't place hot dishes and cookware directly on your countertop.
- Don't expose the countertop to strong alkaline, acids, or other similar chemicals.



Smoke Detectors

Smoke and Carbon Monoxide Detectors are installed in specific locations to meet Florida Building Code requirements and should not be moved or painted. These devices require constant 120-volt AC power and a working 9-volt battery to operate properly.

If the 9-volt battery needs to be replaced, the smoke/carbon monoxide detector will beep intermittently. This is not considered a warrantable item and is considered Homeowner maintenance. Batteries should be changed annually.



Pavers

Quality pavers make a surface that can last for generations needing little maintenance. Below are guidelines for maintaining your paver surface.

Joins Between Pavers

The sand between the joints of the pavers needs to be maintained. During the course of normal use, the top layer of joint sand will be removed. This will allow dirt to settle in between the pavers allowing weeds to grow. It is recommended that your paver surface is pressure-washed and joints re-sanded at least once per year.

Efflorescence

Efflorescence comes from free lime released from within the concrete units. Lime is dissolved and carried by water to the surface of the paver, leaving a white residue after the water evaporates. It doesn't damage the concrete and usually lessens with time. It can be removed with cleaners specifically made for concrete pavers. Use care when applying cleaners as many contain diluted acid which can damage the paver permanently.

Removing oil stains

Petroleum products will damage concrete pavers on driveways, and a stain caused by oil leaking from cars can be difficult to remove. Stains should be treated as soon as possible, since the longer they remain on the surface, the deeper they penetrate. Stains are not covered by your warranty. In instances where stains cannot be removed, and pavers need to be replaced, the new pavers might not match because dye lots vary. When pavers have to be replaced, there is no guarantee that the pavers will match.

Sealing Pavers

Sealing the pavers is your decision and responsibility. Once pavers are sealed, ongoing maintenance of that seal is necessary and voids the limited warranty coverage.



Landscape & Sod Warranty

Sod:

Lawn Warranty Extent: It is a well-known fact that producing a successful lawn is often more difficult than any other phase of gardening. We use the best materials available for each specific situation. Because we cannot control the weather, soil conditions or subsequent care (which determines the success or failure of a lawn after installation), sod is not guaranteed or warranted unless noted at time of walk thru. Those concerns will be addressed and completed within 30 days. You can guarantee the success of your lawn by investing a minimal amount of time and effort. Following are some general recommendations to assist you in establishing a healthy beautiful lawn.

Monitoring your lawn is critical to establishing and maintaining a healthy lawn. Medallion Home recommends that you hire, immediately at occupancy, a professional lawn service for your fertilization and insect, fungus and weed control.

During Hot and Dry Periods:

Water your lawn 2 times daily AM & PM (5:30AM-3:30PM)

During Cooler and Inclement Weather:

Water your lawn 1 time daily in Early AM (Sunup)

15 minute spray zones – 30 minutes rotor type

Initial mowing should not be done until the new sod has taken root. The time it takes your lawn to root depends on the amount of water it receives as well as daily temperatures. On average rooting takes between 7-14 days. Please note that when mowing you should never remove more than 1/3 of the leaf blade height.



Following are optimal heights for several sod varieties:

St. Augustine: 3-3.5”

Bahia: 4-5”

Zoysia: 1.5”

Trees:

Trees will be covered under warranty for 1 year, unless it is determined that the cause of death was due to poor water management, an act of God (freeze, hurricane), vandalism, animals and wildlife or maintenance neglect.

Shrubs and Other Plants:

Landscape plants will be covered under warranty for 90 days, unless it is determined that the cause of death was due to poor water management, an act of God (freeze, hurricane), vandalism, animals and wildlife or maintenance neglect.

Any plant material that has been transplanted, repositioned or disturbed by someone other than a representative of Medallion Home will not be covered under the warranty.

Irrigation:

There is no warranty coverage for irrigation, unless there is a mechanical failure of the irrigation controller.



For the full warranty manual, please visit
www.medallionhome.com/warranty

THIS GUIDE IS FOR INFORMATIONAL PURPOSES ONLY. IN THE EVENT OF A
CONFLICT BETWEEN THIS GUIDE AND THE APPLICABLE WARRANTY, THE
APPLICABLE WARRANTY SHALL CONTROL.
