MEDALLION
HOME

CONGRATULATIONS!

All of us at Medallion Home are looking forward to assisting you with the closing of your new home! We will be here for you every step of the way to answer questions and ensure your home is ready for you the moment you receive the keys.

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!

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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.

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Homeowner Maintenance and Troubleshooting

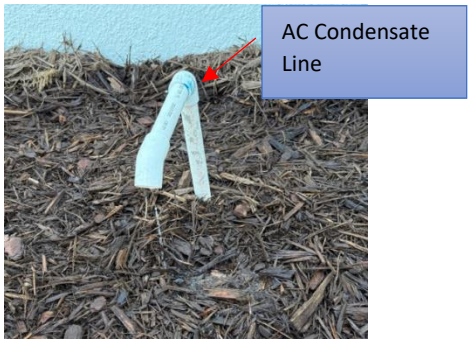
HVAC

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.

- You will need to contact the installer of your AC unit (contact information located on pg. 1) in order to register your AC equipment.
- Medallion Home highly recommends contacting a local AC company and setting your system up on a maintenance plan.
- It is recommended that you put 1 cup of distilled white vinegar in the condensation line every +/- 45 days to help prevent clogging.
- Air Conditioner filters must be changed every 30-60 days.

Please note that it is your responsibility as the homeowner to ensure that your home is being kept at proper temperature and humidity levels. A widely held industry practice is the "20-degree differential" rule. Essentially, your AC system is made to be able to cool your home effectively to within 20 degrees of the outdoor temperature. For example, if it is 95 degrees outside, keeping your thermostat at 70 degrees may put tremendous strain on your system which can lead to freezing, excessive condensation/duct moisture, and drain line backup. Similarly, it is essential to ensure that you are not keeping your home too warm, as running your AC pulls moisture from the air and reduces humidity. Trane recommends that humidity be kept between 45%-55%.



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Plumbing

Hot Water to Shower/Fixture – Length of Time

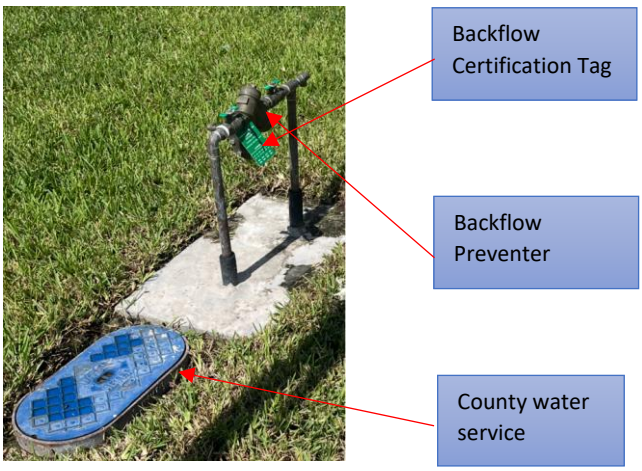
It is not uncommon for hot water to take up to 2 minutes to reach a specific fixture in your home. This length of time is based on the location of the fixture relative to the hot water heater.

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.

Backflow Preventor – Annual Certification

Each Home that receives water service from the county/city contains a backflow prevention device as is required by state/local code. Backflow preventors work to ensure that water can only flow in one direction form the water supply to the home. This is an important function of ensuring safe water for all residents. Backflow preventor's must be certified by a licensed plumber each year to ensure proper operation. Medallion has certified your backflow for 1 year from the initial install. Please note that you will be responsible to maintain certification post-closing.



Plumbing

Main Water Shut off

In the event of an emergency, it is important to be aware of the main water shut off to the home. This will be located on the same side as the home's water service, towards the front of the home. To shut off the water, simply turn the red valve handle (shown below):

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Drainage

Your Medallion Home is built on a homesite that has been engineered for proper drainage. It is important that stormwater can effectively drain away from a home utilizing proper lot grading and drainage swales. Landscaping and sod are also a part of this overall system. Please be aware that you, as the homeowner, are responsible for maintaining the original grades around your home. Changing the drainage, grading patterns, or causing disturbance with landscaping changes may disturb the drainage patters and can cause damage to your home.

Additionally, please note that drainage swales are designed to both hold and carry stormwater away form your home. With this, it is not uncommon to have standing or ponding water in drainage swales for the 24-hour period after a rainfall or irrigation use.

Drainage swale examples

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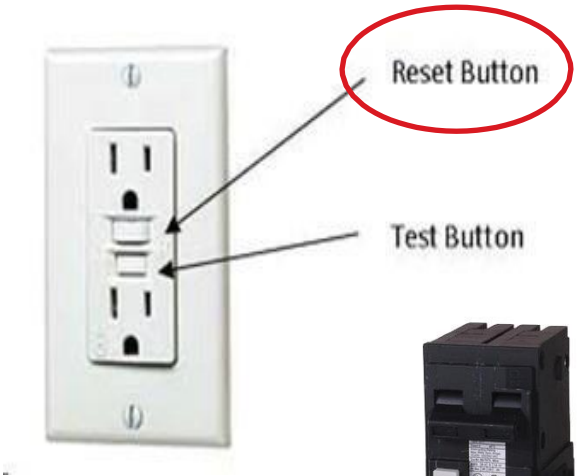
Electrical

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 below:



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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

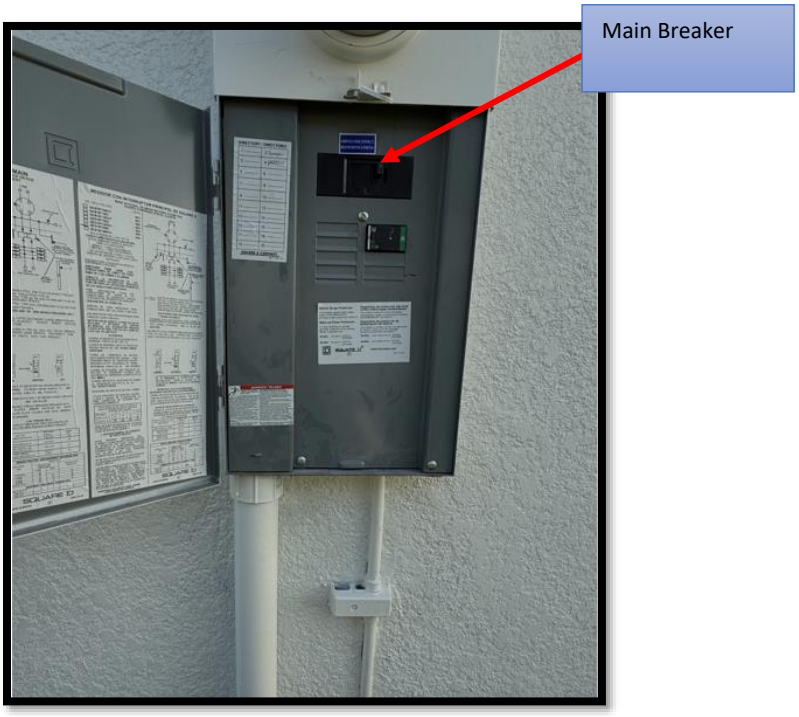
Your home is also equipped with Arc Fault Circuit Interrupters (AFCI) designed specifically to prevent fires by detecting a non-working (i.e., non-intended/non-useful) electrical arc and disconnecting the power before the arc starts a fire. AFCIs are sensitive. During the normal operation of household 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.

Electrical

Main Shut Off

If for any reason you need to shut off power to the entire home, this can be done by flipping the main breaker to the “off” position. For all Medallion homes permitted after 2023, this is located on the outside of the home, under the meter. For homes permitted prior to 2023, the main shutoff will be inside the panel of the garage.



Caulking, Paint 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 may allow water to penetrate into your home. 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.

Painting

After closing, any paint touch ups are a homeowner maintenance item. It is not uncommon to experience nics, scuffs and other minor blemishes during the move in process and throughout normal day to day living. Additionally, it is extremely important to maintain your exterior paint. Not only does this ensure your home looks beautiful, but paint is part of an essential system to keep your home protected from the elements.

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.

Quartz Countertop Information and Maintenance

The countertops in your Medallion Home are made of quartz. Quartz is an engineered, man-made product made for countertops and other surfaces made of ground quartz (stone) combined with resins/polymers. 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 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 seams are filled with a color matching epoxy to maintain a consistent and beautiful look.

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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.

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Pavers

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

Joints 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 now 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.

Beauty in imperfection

Concrete pavers are a man-made product that contains a mixture of sand, cement, stone and coloring pigments. Because these products are produced using natural resources, it is normal to experience slight variances between paver batches, as well as in the individual pavers themselves. Please note that minor color discrepancies, pits/fissures or small nics/chips in pavers are not covered by Medallion Home's limited warranty.

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.

Standard run times and days for an existing lawn and shrubs…

During Hot and Dry Periods:

Drip Zones 25-30* Minutes 2X per week

Front and back yards, Spray zones for grass 15-20* minutes 2x per week

Shared Side** yards, Spray zones for 4-8 mins twice weekly

During Cooler and Inclement Weather:

Drip Zones 15-20* Minutes 2X per week

Front and back yards, Spray zones for grass 10-15* minutes 2x per week

Shared Side yards**, Spray zones for 2-3 mins twice weekly

**Water times are approximate; adjustment may be needed for your specific yard.*

***Coordinate with neighbor on watering day as to not over water.*

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 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.

Shrubs and Other Plants:

Landscape plants will be covered under warranty for 30 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.

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For a copy of the full Medallion Home 1-2-7 warranty manual, please visit www.medallionhome.com/Customer-care

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.