

DoubleRock Homes Homeowner Manual





Congratulations!

On behalf of the entire DoubleRock family, we are so excited to welcome you into your brand new, beautiful DoubleRock Home!

This Homeowner Manual is designed to be a tool for you to use after moving into your home. It is the homeowner's responsibility to know and understand their duties as a homeowner; a minor adjustment or repair done immediately by the homeowner saves a more serious, time-consuming, and sometimes costly repair later. Additionally, negligence of routine maintenance can void applicable limited warranty coverage on all or part of the home.

WARRANTY OVERVIEW

DoubleRock Homes warrants that each home's materials and workmanship quality meets or exceeds industry standards. Additionally, a StrucSure "1, 2, 10 Warranty" is purchased by DoubleRock Homes and included in the sale price of every new home. The StrucSure Warranty transfers to the homeowner when the Home Enrollment Application is signed at closing.

In addition to homeowner responsibilities and maintenance guides, this manual contains performance standards outlined by StrucSure.

THE LIMITED "1, 2, 10 WARRANTY"

- 1:** The quality of workmanship and materials on and in your home for 1 year
- 2:** The heating, air conditioning, plumbing, and electrical delivery system in your home for 2 years
- 10:** The structural integrity of your home for 10 years

For any general questions about your home or its systems, please feel free to contact us by email at **Service@DoubleRockHomes.com** or call us at **(682) 499-7045**. The Service Department is open from 8:00 AM - 6:00 PM, Monday through Friday.

We will respond to all questions to ensure our homeowners have the resources they need to take proper care of their homes.

Sincerely,

The DoubleRock Homes Service Department

EMERGENCY SERVICE REQUESTS

EMERGENCY REQUESTS

An emergency is a condition that, if not immediately addressed, will harm the home or its occupants.

If you are experiencing a medical emergency or fire, please dial 911.

At any time after closing, if you experience any of the following emergencies, please call our 24-hour Emergency Hotline at **(682) 499-7045** for assistance.

Emergencies include:

- Total loss of heating or air conditioning
- Total loss of electricity or water not caused by weather conditions
- Total blockage of the septic or sanitary sewer system
- An electrical problem that presents a fire hazard, such as:
 - Noise from your electrical system, such as popping, buzzing, or cracking
 - Discoloration or smoke coming from an electrical outlet
- A leak that is causing damage to the home

*Please note: Not all of our contractors offer 24-hour service. However, we can promptly assist our homeowners by shutting off water or power to prevent damage to the home or its systems.

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SERVICE AND HOME WARRANTY

90-DAY SERVICE CHECKPOINT

We ask that you please wait 90 days after closing to submit your first service request. This will allow you time to acclimate to your new home. During that 90-day period, please create a list of service items that you would like addressed in your first service visit. Addressing multiple items at once helps us provide a faster and more efficient service experience for you.

Exceptions to the 90-Day Checkpoint:

- Emergency requests can be submitted any time after closing.
- Any requests that will prevent damage to the home can be submitted any time after closing.
- Homeowners have **30 days** after your closing date to notify the Service Department of any dead trees, shrubs, bushes, or sod. After 30 days dead plants and vegetation are not eligible for replacement. Any evidence of inadequate watering or extreme weather conditions will also void your vegetation warranty.

SUBMITTING A SERVICE REQUEST

The DoubleRock Homes Service Department will make all eligible warranty repairs provided that we have received a written service request first. You can submit a service request at:

www.DoubleRockHomes.com/Service

After you submit a written service request:

1. A member of the Service Department will contact you within one business day to schedule a visual inspection. You or a representative over the age of 18 must be present at the home for any and all repairs.
2. After the visual inspection, our Service Department will contact the proper subcontractor to schedule a repair based on your availability. Our servicing hours are from 9:00 AM - 6:00 PM Monday through Friday.
3. Most repairs can be completed within 7 days of the visual inspection, depending on your schedule and subcontractor availability.

DoubleRock Homes is not responsible for damaged caused by moving, removing, or working around the homeowner's belongings while working on any portion of the home. It is the homeowner's responsibility to ensure the service item is easily accessible to DoubleRock Homes and not obstructed by furniture or the homeowner's belongings.

AFTER CLOSING CHECKLIST

1. Register all utilities in your name within 24 hours of closing. Contact information will be provided to you for the following utilities:
 - Water
 - Electrical
 - Internet
 - Gas/ Propane service (if applicable)
 - Trash service (if applicable)

2. Register your new address with USPS (if moving to a rural address).
3. Update your new mailing address with USPS by submitting a change-of-address form.
4. Submit all warranty registrations:
 - Interior appliances
 - Tankless water heater (if applicable)
 - TRANE HVAC system
 - Ecobee Thermostat
 - Home Automation Package (if applicable)
5. Immediately begin maintaining and watering your lawn.
6. Review your Homeowner Manual for a complete list of homeowner responsibilities.

EXTREME CONDITIONS

DoubleRock Homes is not responsible for any damages caused by the homeowner, Acts of God or nature, vandalism, theft, burglary, power failure or shortage, electrical surge, excessive or inadequate voltage, artificially generated electrical currents, condensation, mud slides, sinkholes, extreme weather conditions, drought, sub-freezing temperatures, windstorm, hail, lightning, ice, snow, blizzard, hurricane, tornado, tsunami, flood, earthquake, falling trees or other objects, or accidents involving aircraft, vehicles, ATV's, UTV's, or boats.

MAINTENANCE

As a homeowner, it is important to know that all new homes will go through a period of settlement and shrinkage. It takes approximately 6-9 months for lumber and trim materials to settle and dry out after construction. This drying and shrinkage can be seen in hairline cracks, warping or shrinkage of joints, and other minor cosmetic matters throughout the home— much of which is unavoidable.

This manual will express our responsibility as the builder as well as your duty as the homeowner. The following sections are organized alphabetically.

Performance standards for materials are defined by StrucSure. Any homeowner can access these performance standards on the StrucSure website, www.strucsure.com, once their account has been set up.

Other home maintenance suggestions are provided by the National Association of Home Builders and can be found on their website, www.nahb.org.

APPLIANCES

If a problem arises, please contact the Customer Service Department of the appliance manufacturer. When reporting warranty items to the appliance manufacturer, be prepared to supply the following: the date of purchase (closing date), serial number and model number (found on a metal plate or sticker usually inside the door of each appliance), and a description of the problem.

DoubleRock Homes is not responsible for servicing any appliances after the closing date. It is the homeowner's responsibility to register all appliance warranties with the manufacturer within 30 days of closing and contact the manufacturer for service.

ATTIC ACCESS

The attic space is not intended for heavy storage; excessive weight will jeopardize the integrity of the joists and trusses, voiding your warranty. Access is solely provided for maintaining mechanical equipment. When accessing the attic, do not step off wooden catwalks, support members, or onto the drywall. This can result in personal injury and/or damage to the ceiling below. DoubleRock Homes is not responsible for injury or damage caused by the homeowner's improper navigation and use of the attic space.

CABINETRY

Warping, cupping, bowing, or twisting of cabinet doors or panels is caused by temperature and humidity changes. DoubleRock Homes is not responsible for adjusting any cabinetry after occupancy as it is readily adjustable. Cabinet doors can be adjusted by opening the door and turning the adjustment screws located on the front of each hinge with the appropriate screwdriver.

Stiff or sticking cabinet drawers can be adjusted by lubricating the cabinet door slides with a dry lubricant such as graphite, which is available at any local home center. Avoid using an oil-based lubricant, as it will attract dust and debris and clog or damage the slide, voiding the warranty.

CARPET

It is the homeowner's responsibility to care for the carpet, effective immediately after closing. Carpet will fade over time due to foot traffic, cleanliness, and light exposure. Humidity, furniture, and traffic will cause wall-to-wall carpet to ripple and loosen. Please contact a professional to re-stretch the carpet. DoubleRock Homes is not responsible for replacing, stretching, cleaning, or repairing any carpet after occupancy.

CONCRETE

The homeowner should inspect the drainage around the foundation annually; ensure any grade, landscape or erosion changes will not allow standing water within 5 feet of the foundation. The addition of any landscaping or new structures to the property will affect the flow and drainage of water. DoubleRock Homes is not responsible for damages created by any changes or additions to the property after occupancy.

Soil conditions vary greatly throughout Texas. Cracks will appear in all foundations to a varying degree due to the concrete curing process and the movement of the slab caused by seasonal moisture changes in the soil.

Typical cracking of concrete is caused by normal settlement, temperature changes, soil expansion, contraction, shifting, changed surface drainage, expansion, or contraction of building materials, and drying. Separation and cracks between walks, stoops and foundations are typical. Typical cracks are not of structural significance.

According to the American Concrete Institute, Tarmac, and American Society for Testing and Materials, hairline cracks are normal and to be expected. Nothing needs to be done to hairline cracks for structural integrity.

Drying shrinkage is the main cause of cracking in hardened concrete. This cracking takes place due

to volume changes in the concrete. When concrete is exposed to moisture, it swells, and when it is exposed to air with relatively low humidity, it shrinks. Shrinkage with concrete is therefore a natural occurrence and does not necessarily result in cracking as the concrete is able to expand or contract. However, in most cases, the requirements of structural support through the use of rebar or post tension cables make this movement impossible, and hairline cracks occur.

For more information on concrete and concrete cracks, visit American Concrete Institutes website at <https://www.concrete.org/>.

No repair will be made by DoubleRock Homes to any nonstructural cracks in concrete driveways, porches, sidewalks, patios, or foundations.

COUNTERTOPS

The homeowner is responsible for cleaning and sealing granite, marble, and other hard surfaced countertops. Countertop cleaner can be purchased at any local home center; follow the recommended application interval and instructions provided on the package.

Stone countertops are required to be resealed periodically by the homeowner. Use a protective sealer that is designed for natural stone to reseal the countertop. Protective sealers are available at any local home center; follow the instructions provided on the package of whichever sealer is selected.

Natural building material such as stone, marble, and granite have size, shape, vein, and color variation; therefore, no replacement will be made after being installed by DoubleRock Homes.

DOORS

Doors are wood products subject to the natural characteristics of wood, such as shrinkage and warpage. Sticking and warped doors are caused by seasonal humidity changes or minor settlement. No adjustments or replacements will be made by DoubleRock Homes to interior or exterior doors after occupancy as both are readily adjustable and considered to be a homeowner's responsibility. The homeowner is responsible for all adjustments on interior and exterior doors immediately upon closing.

To ensure longer life for exterior doors, plan to refinish them at least once a year. Stained exterior doors with clear finishes tend to weather faster than a painted door. Treat a stained finish four times a year with a wood preserver, available at any local home center.

Weather stripping and exterior door thresholds occasionally require replacement by the homeowner. Negligently slamming doors can damage both doors and jambs, cause cracking in walls, and can work hardware loose, causing the door to sag.

DRYWALL

Nail pops and hairline cracks in drywall are due to normal settlement and normal shrinkage that takes place after occupancy. Most cracks will appear in the first 3-9 months of occupancy. DoubleRock Homes is not responsible for repairing any typical cracking or nail pops. Most drywall repairs can be easily made by the homeowner or a qualified contractor.

ELECTRICAL

The electrical system in your home is divided into individual circuits. The circuit breaker panel is generally located in the garage and contains the electrical breakers for the home. The breaker panel includes a main shut-off that controls all the electrical power to the whole home in the event all power needs to be turned off. Never touch exposed wires or work on any portion of an electrical circuit until after the power has been turned off for the entire home.

Circuit breakers are designed to trip to help protect electrical equipment and appliances in the event of an overload or short circuit. To reset a breaker, flip it first fully into the “Off” position, then after a few moments, flip it to the “On” position.

Ground-Fault Circuit Interrupter (GFCI): According to the Occupational Safety and Health Administration, a ground-fault circuit interrupter, or GFCI, is a fast-acting circuit breaker designed to shut off electric power in the event of a ground-fault. A ground-fault occurs when there is a break in the low-resistance grounding path from a tool or electrical system. The electrical current may then take an alternative path to the ground through the user, resulting in serious injuries or death. GFCI's work by comparing the amount of current going to and returning from an appliance or electrical device along the circuit conductors. When the amount going differs from the amount returning by approximately 5 milliamperes, the GFCI interrupts the current. To reset a GFCI breaker, flip it first fully into the “Off” position, then after a few moments, flip it to the “On” position. To reset a GFCI outlet, depress the reset button fully until it clicks into place.

Arc Fault Circuit Interrupter (AFCI): According to [www.afcисafety.org](http://www.afcिसafety.org), an AFCI is a circuit breaker that breaks the circuit when it detects an electric arc fault. An arc fault is an unintended arc created by current flowing through an unplanned path. In the event of an AFCI tripping, it is crucial to inspect all appliances or devices plugged into circuit for a loose connection. To reset a AFCI breaker, flip it first fully into the “Off” position, then after a few moments, flip it to the “On” position.

The homeowner is responsible for knowing how to reset GFCI's, AFCI's, and circuit breakers in the event they trip. Please attempt to reset tripped breakers prior to calling the DoubleRock Homes Service Department about a loss of electricity.

The replacement and upkeep of lightbulbs and batteries immediately becomes the homeowner's responsibility upon occupancy.

DoubleRock Homes is not responsible for damage caused by overloading circuits or the use of faulty appliances.

DoubleRock Homes is not responsible for any damages to the electrical system caused by extreme conditions defined above.

In the event of any popping, buzzing, or smoke coming from any electrical outlet or fixture, immediately turn off the applicable circuit breaker and contact the DoubleRock Homes Service Department.

EXTERIOR CAULKING AND SEALANTS

Time and weather will shrink caulking and dry it out so that it no longer provides a good seal against moisture and air infiltration. Caulking and sealants will crack and continue to crack more as time passes. It is best to repair it as soon as possible to prevent water intrusion. Caulking and sealants exposed to more sunlight, rain, and wind will crack more than other areas of the home.

The homeowner should inspect the caulking and sealants on all windows, doors, vents, and penetrations at least twice a year. Re-caulk and seal as needed. Exterior caulking compounds and caulk guns can be found at any local home center, labeled for exterior use on windows and doors.

The homeowner is responsible for caulking and resealing all windows, doors, vents, and penetrations for the life of the home. This responsibility takes effect immediately after closing. No reapplications or replacements of sealant compounds will be made by DoubleRock Homes to any portion of the home after occupancy. DoubleRock Homes is not responsible for water intrusion, dampness, or leaks due to the homeowner's failure to maintain caulking or sealants.

FIREPLACE AND CHIMNEY

It is the homeowner's responsibility to make sure the fireplace draws air properly while in use. Before using the fireplace, light a newspaper in it to make sure smoke is being drawn properly. Never start a fire in the fireplace unless the damper is open. A slightly open window may be necessary to provide a proper draw until a fire is started. Fires should be built to the rear of the firebox to avoid the likelihood of a burning log rolling out of the fireplace.

DoubleRock Homes recommends having the fireplace and chimney cleaned and inspected at least once a year by a qualified contractor.

GARAGE DOOR

The homeowner is responsible for maintaining the garage doors and openers. DoubleRock Homes recommends lubricating the garage door and opener every 6 months. Avoid overlubricating to prevent dripping lubricant onto cars or concrete below.

If the tension springs need an adjustment, have a qualified contractor make the adjustment. The door springs are under a considerable amount of tension and require special tools and knowledge for accurate and safe handling.

HEATING AND AIR CONDITIONING (HVAC)

Improper or inadequate maintenance of the system can lead to damage, which is not covered under warranty. If a problem arises with your HVAC system, contact our contractor Arthur Hagar Air Conditioning and Heating at [\(817\) 478-1122](tel:8174781122). They will be able to provide service through the duration of any applicable warranties.

The homeowner is responsible for maintaining the air handler, primary and secondary condensate lines, filters, the condenser, cleaning all ductwork, and preventing obstructions of the air returns. This responsibility takes effect immediately after occupancy. DoubleRock Homes is not responsible for any damages caused by the homeowner's lack of maintenance on the system.

Air filters should be changed periodically to ensure proper airflow through the system. Life expectancy of an air filter will vary with the size and thickness of the filter. In general, a filter will last 1 month for every inch in thickness. However, the life of the filter can be affected by interior traffic, pets, and cleanliness of the home. DoubleRock Homes recommends checking your air filter every 2 months for the first year of occupancy; after, change the filter as needed and note the lifespan of each filter. The primary and secondary A/C condensate lines should be flushed with a mixture of ½ cup bleach and ½ cup water every 6 months. Unflushed A/C condensate can cause algae growth which leads to clogs or leaks. Damage caused by overflowing condensate due to clogged condensate lines is not covered, as it is the responsibility of the homeowner to keep the primary and secondary lines clear. If you are unsure how to clear condensate lines, have a licensed HVAC tech perform this for you. DoubleRock Homes recommends a yearly inspection and cleaning performed by a licensed HVAC contractor to keep the system operating at its best.

MASONRY

The homeowner should inspect the masonry, weep holes, sealant, and expansion joints at least two times a year. Replace any caulking or sealant as needed. Minor mortar cracks can develop in the mortar used in bonding bricks or stone together. This is a normal condition due to shrinkage in either the mortar or the brick (in brick veneer homes), and this will not affect the structural integrity of the house. DoubleRock Homes is not responsible to fill or repair any cracks in mortar. Cracks can be filled with mortar repair caulking or new mortar (repointing) available at any local home center.

Weeps holes prevent water intrusion into a home; they are located at the bottom of the masonry wall just above the start of the concrete foundation. It is the homeowner's responsibility to keep weep holes cleaned out and free of debris. The homeowner shall not put any material into weep holes. They are an integral part of the wall drainage system and must remain unobstructed.

PAINT

The homeowner is responsible for all paint touch-ups and caulking immediately upon occupancy. Cracked interior caulking can be touched up and re-caulked with painter's caulking, available at any local home center.

DoubleRock Homes is not responsible for repairing or replacing any interior caulking after occupancy. All paint fades with time, light, and exposure to humidity; there is no way to avoid paint fading. It is the responsibility of the homeowner to repaint parts of, or the entire home, as needed. All caulking cracks with time, light, and exposure to humidity; there is no way to avoid cracking or shrinkage. It is the responsibility of the homeowner to re-caulk parts of, or the entire home, as needed.

Leftover paint and a touch-up kit will be left at the home prior to occupancy. Leftover paint should be kept in a climate-controlled area. After this paint sits for 6-12 months, it may no longer match. New paint should be purchased as needed for touch-ups. There is a chance that touch-ups will not match the surrounding area perfectly, even if the same paint mix is used. In some cases, it will be best to repaint the entire work surface. Fading of exterior paint is to be expected due to sun and climatic conditions. DoubleRock Homes is not responsible for any touch-ups or repainting after occupancy.

PEST CONTROL

It is the homeowner's responsibility to treat for pests immediately upon occupancy. DoubleRock Homes recommends immediate regular treatments by a licensed pest control company. DoubleRock Homes is not responsible for pests entering into the home or found on the property.

PLUMBING

It is the homeowner's responsibility to know the location of and how to operate the main water shut off. The main water shut off will be located in the garage of the home behind an access panel. Use a flat head screwdriver to open the panel. Once open, the valve can be turned perpendicular to the water line to turn off the water supply to the house.

It is also important to know and remember the location of the shut-off for emergencies such as a water line freeze or break. Other water shut offs are located under the sinks in the bathrooms and the kitchen to cut water supply to a fixture.

Each toilet has a shut-off valve behind the toilet bowl on the wall that can be used to cut water supply to a toilet. In the event of a pipe burst or leak, immediately use the applicable water shut off to shut off the water supply. This will minimize water damage to the home.

The water lines inside the home will be flushed out prior to occupancy; however, it is still possible for mineral build up or debris from the city or county water supply to clog up the aerator on a fixture.

All outdoor gas or propane appliances should be cared for as per manufacturer recommendations; it is important to use the ball valve to turn off the gas or propane to each appliance after every use.

The garbage disposal may be used for most ordinary food waste. Never insert animal fat or bones, grease, corn husks, chicken skin, metal, foil, string, rubber bands, oyster or clam shells, glass, bottle caps, plastic bags, or cloth into the disposal.

To properly operate the disposal:

1. Turn on the cold water to flush the disposal. Leave the water running.
2. Turn on the disposal.
3. Slowly insert waste into the disposal.
4. Before switching off the unit, continue running cold water through the disposal for a few moments to flush it out.
5. Shut off the disposal and turn off the water.

The dishwasher may drain into the disposal. Clear the disposal of all food waste before operating your dishwasher. Flush out the disposal monthly with disposal cleaning pods available at any local home center.

In the event the disposal is not working, check to see if the unit needs to be reset. It is equipped with its own circuit breaker; a reset button is located on the side or bottom of the unit. To reset the breaker on the disposal, shut the disposal off at the switch, unplug the motor, plug the motor back in, and reset the circuit breaker by pushing the circuit breaker reset button. In the event the disposal is

jammed, turn off the disposal at the switch immediately and unplug the disposal. Insert a non-metal tool and turn the blade counterclockwise. Remove the obstruction causing the jamming. DoubleRock Homes recommends flushing all water heaters once every 6 months to 1 year depending on the hardness of local water. Instructions for flushing out a water heater can be found on the specific manufacturer's website. Flushing out the sediments in the water heater will help maintain the heater's efficiency and lifespan. Unflushed sediment can accumulate and calcify, making it difficult to remove. DoubleRock Homes is not responsible for replacing water heaters or their heating elements due to lack of maintenance.

DoubleRock Homes is not responsible for clogged drain lines not caused by construction debris after occupancy. The homeowner will be charged for unclogging any drains blocked by household items other than standard toilet paper. Do not flush flushable wipes down any toilets.

ROOF

The homeowner should keep the roof and gutters clear of any debris, as well as trim back any trees or landscaping that may interfere with the roof. Debris can interfere with the flow of water which can lead to water intrusion into the house. Damage caused by neglect of roof maintenance is not covered under warranty.

The homeowner should also inspect the roof from the ground for any missing or broken shingles after a heavy storm or any high wind spells. It is recommended to have the roof inspected at least once a year by a professional roofer. It is the homeowner's responsibility to re-caulk flashing and penetrations as needed.

DoubleRock Homes is not responsible for water intrusion or leaks caused by debris, ice dams or any other extreme conditions defined above. In the event of water intrusion or a roof leak under normal conditions, please contact the DoubleRock Homes Service Department for a visual inspection.

SITE WORK AND GRADING

The homeowner should maintain the drainage and prevent manipulation of the drainage from erosion or blockage by sediments. Un-sodded areas of the property can and will lead to erosion and sediment deposits. Any changes to landscaping or additional features (pools, fountains, patio, etc.) will disturb the final grade and will need to be addressed by the homeowner.

DoubleRock Homes is only responsible for establishing the proper grade and swales prior to closing. DoubleRock Homes is not responsible for weather-related damage to non-landscaped yards after occupancy. It is the homeowner's responsibility to make any necessary adjustments to the eroded areas.

Water should flow from the property or seep into the ground within 24 hours after rainfall. After expended periods of rainfall, it may take more than 24 hours for the yard to dry out. It is not uncommon to have some standing water on the property after extended periods of rainfall. Soil should not settle or sink so that it interferes with the drainage patterns of the lot or have a vertical depth of six inches or more.

TILE AND GROUT

Separation of grout between tile and tub, countertops, and inside showers is caused by normal shrinkage. Shrinkage should be expected within the first year of occupancy and may require cosmetic touch-ups in 6-month intervals. Areas with higher exposure to temperature changes, humidity, or moisture will require more frequent maintenance. Grout can easily be repaired with waterproof pliable caulking or new premixed grout from any local home center.

DoubleRock Homes is not responsible for filling, cleaning, or replacing any grout after occupancy.

Tile shall remain secured to the substrate under normal usage and care. A surface imperfection in tile or grout shall not be visible from a distance of five feet or more in normal light. The surfaces of two adjacent tile surfaces shall not vary in an amount equal to or exceeding 1/8 of an inch displacement at a joint (lippage). If a tile surface exceeds these parameters, please contact the DoubleRock Homes Service Department for a visual inspection. Natural building material such as flagstone, marble, granite, slate, and other quarry tile will have size, shape, and color variation; therefore, they are exempt from these performance standards.

WINDOWS AND SLIDING GLASS DOORS

The homeowner should inspect the interior and exterior of all windows and sliding glass doors at least two times a year. Check for chips or cracked glass, replace sealant or caulking as needed, and lubricate any tracks that are dragging or squeaking. The homeowner shall keep weep holes on windows and sliding glass doors free of dirt buildup and debris; this will allow moisture to drain.

Do not use a pressure washer or spray nozzle to clean windows and doors. DoubleRock Homes is not responsible for any water intrusion due to the use of any pressurized water source. Windows and doors are designed to keep out rainfall under normal conditions. Using a water hose, spray wand or pressure washer to clean windows or doors will result in water penetration.

WOOD TREATMENTS AND TRIM

Separation of siding, cornice, molding, trim work, and baseboards are due to normal shrinkage and seasonal humidity changes. No adjustments or replacements will be made by DoubleRock Homes to any separated or warped wooden material after occupancy as it is considered to be a homeowner's responsibility to maintain. Repairs can be easily made to warped and separated woodwork. Simply re-nail, fill the nail hole with putty, caulk, and repaint as needed.

The wood installed in the home may have knot holes, split boards, insect marks, and other cosmetic effects as a product of nature. Future splitting, cracking, insect damage, and surface wear is the homeowner's responsibility.

WINTERIZING THE HOME

Winterizing the home is a process that prepares household systems for freezing temperatures that can cause leaks and breaks in the home. When water freezes, it expands as it becomes ice. This expansion produces pressure within pipes, which causes damage. Performing seasonal maintenance and taking measures to winterize the home can limit or prevent expensive and inconvenient damage. It is the homeowner's responsibility to winterize the home every year prior to freezing temperatures.

To winterize the irrigation system, find the irrigation shut off valve located near the water meter. Turn the valve perpendicular to the water line to shut off the water. Leave the irrigation controller in “auto” mode. This will allow any excess water in the system to seep out during the normal run times.

To winterize the hose bibs, remove all watering hoses and attachments. Any hose or attachments left on the hose bib will freeze and damage the fixture. Cover the hose bibs with insulative bib covers available at any local home center.

To winterize the exterior of the home, inspect all caulking and sealants. Reapply caulking or sealant to any cracked areas.

In the event of a winter storm or freezing temperatures, it is important to allow all the faucets in the home to drip a few drops per minute to help prevent freezing. In addition, maintain a home interior temperature of at least 65 degrees Fahrenheit.

If the home is going to be unoccupied for any period of time during freezing temperatures, please follow these practices:

1. Shut off the main water valve, and then turn off the circuit breaker to the water heater. This will protect heating elements in the water heater when there is no water inside the tank.
2. Open the drain valve in your hot water tank and let it discharge until empty.
3. Open all valves to drain the lines (including sinks, showers, and bathtub faucets).

DoubleRock Homes is not responsible for any damage caused by lack of maintenance or preparation for winter. DoubleRock Homes is not responsible for any damages caused by any extreme conditions defined above.

MAINTENANCE SCHEDULE

The homeowner is responsible for making any necessary replacements or reapplications after inspecting an item. This schedule does not include all maintenance items of a home.

ITEM	MONTHLY INTERVAL					
	1	2	3	4	5	6
HVAC Air Filter		Inspect		Inspect		Inspect
HVAC Condensation Line						Flush
Exterior Caulking/ Sealants			Inspect			Inspect
Interior Caulking			Inspect			Inspect
Exterior Drainage/ Grading			Inspect			Inspect
Weep Holes			Clean			Clean
Faucet Aerators			Clean			Flush
Water Heater						Flush
Garbage Disposal	Flush	Flush	Flush	Flush	Flush	Flush
Garage Doors						Lubricate
Roof						Inspect
Gutters/ Downspouts			Clean			Clean
Exterior Doors/ Window Seals			Inspect			Inspect
Smoke Detectors	Test	Test	Test	Test	Test	Test

ITEM	MONTHLY INTERVAL					
	7	8	9	10	11	12
HVAC Air Filter		Inspect		Inspect		Inspect
HVAC Condensation Line						Flush
HVAC System/ Ducts						Clean
Exterior Caulking/ Sealants			Inspect			Inspect
Interior Caulking			Inspect			Inspect
Exterior Drainage/ Grading			Inspect			Inspect
Weep Holes			Clean			Clean
Faucet Aerators			Clean			Clean
Water Heater						Flush
Garbage Disposal	Flush	Flush	Flush	Flush	Flush	Flush
Fireplace/ Chimney						Clean
Garage Doors						Lubricate
Roof						Inspect
Gutters/ Downspouts			Clean			Clean
Exterior Doors/ Windows			Inspect			Inspect
Smoke Detectors	Test	Test	Test	Test	Test	Test
Grout/ Caulking (Wet Areas)						Inspect
Touch Up or Repaint (Interior)						Inspect
Touch Up or Repaint (Exterior)						Inspect

WARRANTY & PRODUCT INFORMATION

STRUCSURE HOME WARRANTY

StrucSure Home Warranty provides third-party, insurance-backed new home warranties to builders across the United States. Those builders then include warranty protection on the homes they sell to reinforce their commitment to quality and service, build buyer confidence, and offer peace-of-mind to homeowners. Like many types of insurance, the hope is you will never need it, but if a problem emerges, you'll be glad you're covered.

The multi-part "1,2,10 Warranty" includes the following components:

1. The **one-year** warranty provides surety coverage and backs the builder's warranty on defects in workmanship and materials. Covered components of a home that do not meet established Performance Standards during the first year will be repaired, replaced, or paid for by StrucSure Home Warranty.

Components covered under the one-year warranty include site work, concrete, masonry, carpentry, doors and windows, siding and roofing, finishes, specialities (i.e. fireplaces), equipment (i.e. cabinets), mechanical systems (i.e. plumbing), HVAC and ductwork, and electrical systems.

2. The **two-year** warranty provides surety coverage and backs the builder's warranty on defects in the wiring, piping, and ductwork in the electrical, plumbing, heating, cooling, ventilating, and mechanical systems. Covered components of a home that do not meet the established Performance Standards during the first two years will be repaired, replaced, or paid for by StrucSure Home Warranty.

Components covered under the two-year warranty include water supply system, septic tank system, plumbing, electrical, heating, and air conditioning systems.

3. The **ten-year** structural warranty provides direct coverage from the day of closing for major structural defects. If a major structural defect occurs within the 10-year warranty term, it will be repaired, replaced, or paid for by StrucSure Home Warranty.

Components covered under the ten-year warranty include load-bearing foundation systems, footings, and piers; load-bearing floor framing systems; load-bearing walls and partitions; load-bearing roof framing systems; load-bearing beams; load-bearing headers; load-bearing girders; load-bearing lintels (other than those supporting veneers); load-bearing columns; and load-bearing masonry arches (other than those designed to be cosmetic).

Contact StrucSure to learn more about the benefits of warranty coverage at 1-877-806-8777 or visit their website at <https://www.strucsure.com>.

*Please reference the StrucSure Warranty Coverage Booklet for specific terms, conditions, and exclusions.

AIR HANDLERS, HEAT PUMPS, AND AIR CONDITIONER WARRANTY

Congratulations on the purchase of your new outdoor unit. Your outdoor unit is designed to work with a matched indoor unit creating a system that delivers years of dependable service and performance.

Proper Maintenance

Your system requires maintenance and repair by a properly trained service technician. “Do-it-yourself” repairs on an in-warranty unit may void your warranty.

Other than performing the simple maintenance recommended below, you should not attempt to make any adjustments or repairs to your system. Your dealer can assist you with questions or problems.

1). Replace the air filter(s)

A clean filter saves you money by helping ensure top system efficiency.

When replacing your filter(s), always use the same size and type that was originally supplied or consult with your dealer for recommendations. Be sure to replace it with the arrows pointing in the direction of the airflow.

Where disposable filters are used, they must be replaced every month with the same size as originally supplied. Clean or replace your filter twice a month during seasons when the unit runs more often.

Ask your dealer where the filter is located in your system and how to service it.

2). Maintain free outdoor coil airflow

Efficient operation of your system depends on the free flow of air over an outdoor unit’s coil.

Do not plant flowers or shrubbery right next to the unit. Also, make sure that nothing is stacked against the sides of the unit or draped over it.

Buildup of snow and ice can restrict airflow. As soon as possible after accumulation, clean snow from the area around the outdoor unit.

3). Clean the finish

To ensure the longevity of the outdoor unit appearance, clean the exterior finish with soap and fresh water. For stubborn grease spots, use a household detergent. Do not use lacquer thinner or other synthetic solvents as they may damage the finish.

4). Call your dealer for additional routine maintenance

Your system should be inspected at least once per year by a properly trained service technician. Ask your dealer about economical service or preventative maintenance agreements that cover seasonal changes.

Visit <https://www.trane.com/residential> or ask your dealer for more information on:

- System Operation
- Troubleshooting/ Maintenance
- Optimizing System Performance/ Energy Savings
- Warranties and Product Registration

Before you call for service, please check the following:

Problem	Possible Cause	Remedy
Insufficient heating and cooling	A. Dirty filters B. Air not circulating freely C. Blocked outdoor coil	A. Clean or replace B. Check supply registers and return grills for blockage C. Clear away leaves or other debris
Failure to operate	A. Power off B. Open circuit breaker or burned-out fuses C. Improperly adjusted thermostat	A. Make sure main switch is in ON position B. Reset circuit breaker, or replace burned-out fuses C. Check setting, adjust thermostat
Auxiliary heat indicator on	When outdoor temperature falls, intermittent lighting is normal	Monitor light. If it stays on continuously when above 30°F or if it comes on when 50°F outdoors, please call for service
No heating or cooling (i.e. Blower does not operate)	Blower door removed or ajar	Close door securely to restore power to blower
Unusual noise		Call your local servicer

Product Registration

Registered Limited Warranty terms are available if the product is registered within 60 days of installation. If the product is not registered within 60 days of installation, the Base Limited Warranty terms will apply.

Registration can be completed online. Please take a few moments to record the following information to ensure your product registration process is quick and easy:

- Indoor Unit: Model Number/ Serial Number
- Outdoor Unit: Model Number/ Serial Number
- Thermostat: Model Number
- Installation/ Startup Date
- Dealer
- Dealer Service Phone

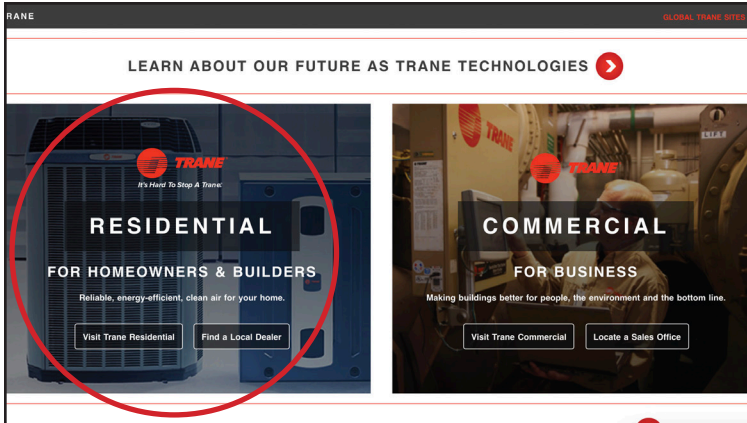
****IMPORTANT:** If the indoor air exceeds 60% relative humidity or simply feels uncomfortably humid, it is recommended that the indoor fan only be used in the AUTO mode.

AIR CONDITIONING & HEATING EXTENDED WARRANTY

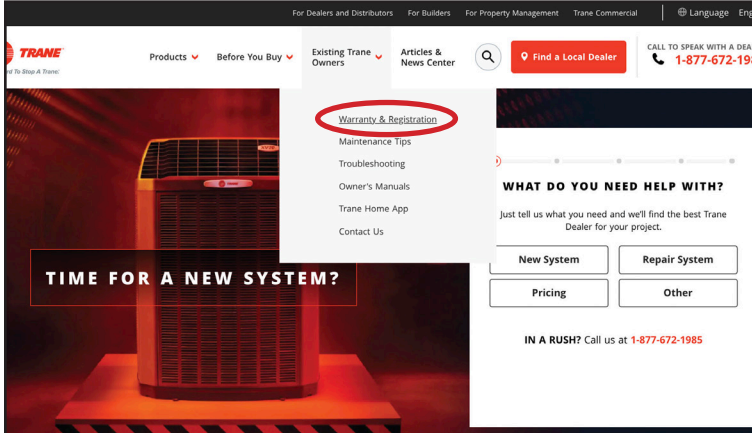
Please register your new air conditioning and heating system **within 60 days of moving in** to receive a free, extended warranty.

To register:

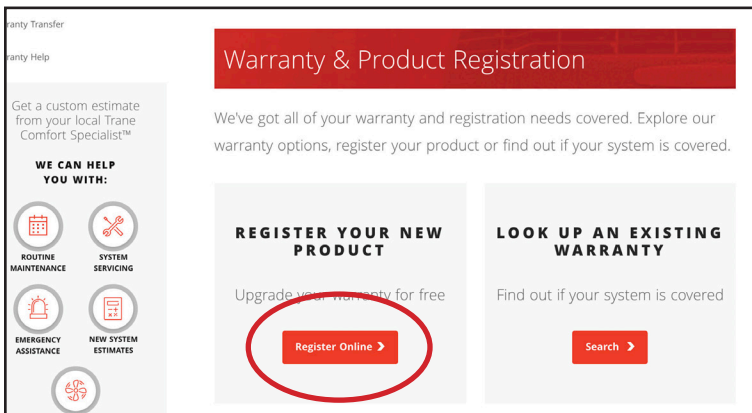
1. Before you register, you will need all model numbers and serial numbers of all indoor and outdoor equipment. Call Arthur Hagar Air Conditioning at (817) 478-1122, and they will provide you with all your model and serial numbers.
2. Once you have your model numbers and serial numbers, go to <https://www.trane.com>.
3. Choose Residential.



4. Select “Existing Trane Owners - Warranty & Registration.”



5. Select “Register Online,” and enter all required information.



DOUBLEROCK SMART HOME PACKAGE

Your DoubleRock Smart Home Package includes the following products:

- Security Panel & Alarm.com App*
- Ecobee Thermostat
- Skybell
- Z-Wave Smart Lock
- Window & Door Motion Sensors
- Z-Wave Light Switch
- Z-Wave Garage Door Controller

*Please note: Alarm.com App requires an additional contract with FireTex Security Systems.

How to Activate Your Smart Home Package

1. After you close on your home, please ensure that you have WiFi set up in your home.
2. Once you have WiFi installed, please call our security provider FireTex Security Systems at (817) 381-3318 for your free training session. At this session, our provider will connect all devices to your Security Panel and Alarm.com App, and answer any questions you may have.
3. Please note that setup requires WiFi. If you do not have WiFi by your appointment date, FireTex will have to reschedule your training session.

ELEMENT SEPTIC SYSTEMS

Office: (817) 999-6208

Email: Courtney.Jones@ElementSystemsTX.com

Website: ElementSystemsTX.com

Owning and maintaining an aerobic septic system may seem overwhelming. The purpose of this information guide is to familiarize you with the day-to-day usage and maintenance of an aerobic septic system. Please review the following information. If you have any questions or concerns, please feel free to contact Element Systems.

Your septic system is a *live* system. There are live good-bacteria that “eat” the solid waste in your system. There are certain items that should not be used in an aerobic septic system. These items may kill the bacteria and create costly damage to your system.

Do not permit the following items to enter the system:

- Strong disinfectants or bleaches, other than small amounts normally used in day-to-day cleaning and laundry
- Antibacterial hand soap, body wash, dish soap, or cleaning liquids
- Very limited amounts of vegetable peelings, eggshells, and disposal use (near-zero use of disposal recommended)
- Disposable baby diapers and wipes
- Sanitary napkins, condoms, or other similar items
- Hair, bandages, rags or string (drain screens in showers recommended)
- Latex, plastic, or metallic objects
- Coffee grounds or cigarette butts

- Mud or sticks
- Paper towels or napkins
- Bleach toilet bowl drop-ins
- Beer waste or any other rich liquids
- Pet hair (washing pets outdoors is recommended)
- Be aware of using the system while taking certain medications, particularly chemotherapy

Tip: Is your system running more than normal? It could be that you have a running toilet or leaking faucet. Even a minimal leak can cause a large amount of water to be drained into the system. Make sure to check all toilets and water outlets.

Septic Pumping

Every 2-5 years your septic tanks may need to be emptied by a qualified septic pumping company. Element Systems does not provide septic tank pumping. However, we have two pumping companies that we recommend: American Wastewater (817-994-8210) and B&B Septic (817-270-4167).

Adding Chlorine/Bleach to Your System

Element Systems offers two types of chlorinators for your septic system: the tablet chlorinator and the Stage III liquid bleach chlorinator.

The tablet chlorinator uses 3" chlorine tablets that are available at local hardware stores (Home Depot, Lowe's, Ace). The chlorine tablets come in a 10 lb. bucket and cost \$55-\$70.

The Stage III liquid bleach chlorinator dispenses approximately 1 gallon of household bleach (sodium hypochloride) per month. The Stage III liquid bleach chlorinator is available from Element Systems for an additional \$140.

Benefits of switching to a liquid bleach chlorinator:

- Chlorine cost can be reduced by more than \$100 per year
- Lasts up to 1.5 months on one filling
- No weekly tablet maintenance
- Fill with 6% sodium hypochlorite
- Low annual operating costs
- Meets and beats state requirements on chlorine residuals and low bacteria count
- No dangerous gasses from opening big buckets of chlorine tablets
- Destroys fecal coliform
- Very simple installation and virtually maintenance free

If you have a tablet chlorinator, you are responsible for adding the correct chlorine tablets. ***Do not use swimming pool tablets.*** Do not add more than five tablets at a time; this could clog your chlorinator tube (2-3 at a time is recommended). Please check the tablet supply weekly.

If you have a liquid bleach chlorinator, you are responsible for adding regular bleach. Please check the bleach supply monthly.

Service/ Maintenance Contract Renewal

Each system installed by Element comes with a 2-year warranty. This 2-year warranty covers the pumps, tanks, compressor, and control box. All spray lines, pipes, and spray heads are covered for one full year. Warranty period begins at install date.

In compliance with the Texas Commission on Environmental Quality (TCEQ), the owner of an aerobic septic system shall continuously maintain a signed, written maintenance contract with a valid maintenance company.

Element Systems is under contract to inspect your aerobic treatment system for two years from the time of installation or as noted on your existing service contract. Inspections will be performed every four months to ensure that your septic system is operating properly. You will receive a note on your front door notifying you that an inspection has been performed.

If your service/ maintenance contract needs to be renewed, or if you need a copy of your current contract, please call Element Systems at (817) 999-6208.

Emitter Systems

If you have an underground drip emitter field instead of spray heads, it is important to know where your emitter field is. Do not drive over the field, park vehicles or trailers on the field, or build or lay concrete over the field. The emitter lines are fairly shallow and can be damaged. There is a filter that needs to be cleaned regularly within the emitter system. The filter is located in the filter box and is easily accessible. There is also no need for chlorine with this type of distribution model.

Alarm/ Red Light

Your alarm/ red light is located on the top of your control box on the side of your house. When the alarm/ red light goes off, it is signalling that your treatment system is malfunctioning. If this happens, please do the following:

1. Turn the switch (located on the side of the control box) to “mute” and call (817) 999-6208 for service.
2. Check that the small clear airline is securely attached to the bottom of the control box, and check the breaker box. Often times the alarm is triggered due to a loss of power when a breaker flips.

Power Outage

In case of a power outage, you will need to reset the clock on your system. The clock is located in the control box/ timer. Depending on your box, you may be able to simply dial in the correct time with the white clock hands, or you may need to spin the black dial until the white arrow points at the correct time.

Types of Septic Systems

Element Systems installs two types of systems: Pro Flo and NuWater NR.

The Pro Flo Wastewater Treatment System is an aerobic septic system capable of turning residential household sewage into a clear, odorless liquid within 24 hours.

The Pro Flo wastewater treatment plan is similar to large municipality sewage treatment plants. It uses an extended aeration activated sludge process. This type of treatment depends primarily on the use of air. When air is introduced to the wastewater, it promotes the growth of aerobic bacteria and other microorganisms that break down the organic material found in regular household sewage.

Raw, unsettled wastewater from your home enters directly into the pre-treatment tank. Inside the pre-treatment tank, the solids separate from the liquid, and the liquid flows into the aeration chamber. Inside the aeration chamber, simple hydraulic displacement is accomplished by the introduction of air. Air is introduced into the aeration chamber by passing from the aerator motor through the diffuser bar and into the system. This air promotes the growth of aerobic organisms in much larger amounts than would naturally occur. It is these aerobic organisms (bacteria) that break down the organic material. As the wastewater leaves the aeration chamber, it enters the “quiet zone,” better known as the clarifier. No mixing occurs inside the clarifier.

In the clarifier, any “leftover” solids separate from the liquid and settle to the bottom of the clarifier. This solid material is called sludge. Sludge contains dissolved oxygen, and the bacteria it contains are activated by the oxygen. This activated sludge is returned to the aeration chamber where it is mixed and digested again. The sludge mixes with the incoming wastewater, and this mixture of returned sludge, wastewater, and dissolved oxygen is referred to as mixed liquor. The mixed liquor flows back into the clarifier, the solids separate, and then they return once again to the aeration chamber. This never-ending cycle produces a clear, odorless, high-quality effluent that is ready to be released to the environment.

The NuWater NR Wastewater Treatment System is designed for treating domestic wastewater generated by normal household activities. The system consists of a single tank utilizing the extended aeration activated sludge process. The system is capable of producing an effluent which meets or exceeds applicable state discharge standards. This system has been successfully tested in accordance with National Sanitation Foundation (NSF) Standards 245 and 40.

Treatment begins when wastewater from the home flows into the pretreatment zone of the system. Here, the organisms begin to break down and convert the waste into gasses and additional microbes. This is also where nitrate is converted to nitrogen gas. The partially broken down waste then enters the treatment area, or aeration chamber. In the treatment area, waste is continually exposed to microbes for the remainder of the treatment process. The digestion action of the aerobic microbes results in a lower concentration of pathogenic bacteria.

After average retention time in the aeration zone of 24 hours or more, the mixture enters the clarifier where calm conditions enable separation of microbes, solids, and treated wastewater. The microbes that settle out of the water sweep back into the aeration chamber where they are again beneficial in wastewater treatment. The proprietary airlift provides for a portion of the treated wastewater to be returned to the pre-treatment zone for additional treatment and denitrification.

The result of aeration and quiescent separation, followed by recirculation, is an effluent that is clear, odorless, and low in nutrients, which may be discharged according to local health regulations.

UTILITIES

WEATHERFORD

UTILITY	RECOMMENDED SERVICE	CONTACT
Police	Weatherford Police Department	(817) 598-4310
Fire	Weatherford Fire Department	(817) 598-4292
Hospital	Medical City Weatherford	(682) 582-1000
School District	Weatherford ISD	(817) 598-2800
Water	City of Weatherford Utilities	(817) 598-4000
Trash (Mon & Thurs)	City of Weatherford Utilities	(817) 598-4000
Electric	City of Weatherford Utilities	(817) 598-4000
Internet & Phone	HughesNet	(844) 737-2700
	AT&T/ Charter	Coming Soon
Security	FireTex Security Systems	(817) 381-3318

GODLEY (CITY)

UTILITY	RECOMMENDED SERVICE	CONTACT
Police	Godley Police Department	(817) 389-2500
Fire	Godley Fire Department	(817) 389-2510
Hospital	Texas Health Harris Methodist in Cleburne	(817) 641-2551
School District	Godley ISD	(817) 592-4300
Water	Johnson County SUD	(817) 760-5200
Trash (Every Friday)	Johnson County SUD	(817) 760-5200
Electric	United Co-op Services	(817) 447-9292
Sewer	City Hall	(817) 389-3539
Propane	Bluebonnet Propane	(817) 240-8130
	Joe Rider Propane	(817) 237-3325
Internet & Phone	Windstream	1-(855)-465-9369
	Nextlink	(855) 698-5465
	Cirra	(817) 259-1100
Security	FireTex Security Systems	(817) 381-3318

GODLEY (RURAL)

UTILITY	RECOMMENDED SERVICE	CONTACT
Police	Godley Police Department	(817) 389-2500
Fire	Godley Fire Department	(817) 389-2510
Hospital	Texas Health Harris Methodist in Cleburne	(817) 641-2551
School District	Godley ISD	(817) 592-4300
	Joshua ISD	(817) 202-2500
Water	Johnson County SUD	(817) 760-5200
Trash	Bob's Rural Service	(817) 645-8517
	Republic Trash Services	RepublicServices.com
	Waste Management	(817) 348-2600
Electric	United Co-op Services	(817) 447-9292
Propane	Bluebonnet Propane	(817) 240-8130
	Joe Rider Propane	(817) 237-3325
Internet & Phone	Windstream	1-(855)-465-9369
	Nextlink	(855) 698-5465
	Cirra	(817) 259-1100
Security	FireTex Security Systems	(817) 381-3318

OUR MISSION

At DoubleRock Homes, we are guided by our vision to deliver beautiful, safe communities and quality-built homes to families at an affordable price.

Everything we do is guided by our three core principles: We always try to do what's right, we hold ourselves to extremely high standards, and we take ownership and responsibility for our work.

Thank you for choosing us for your homeownership journey, and we look forward to showing you the DoubleRock Difference.



DoubleRock Homes

101 S Main St., Godley, TX 76044

www.DoubleRockHomes.com

(940) 399-8079



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DoubleRock Homes is an equal housing opportunity builder.



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