



HOMEOWNER GUIDE

Congratulations on the purchase of your new Sage Home! At Sage, our goal is to provide you with a home that you will be as satisfied with 10 years from now as you are the day you move in. Enclosed you will find all the details of your warranty, walkthrough sheets, and product information. Helpful homeowner maintenance tips are also included to help ensure that you will enjoy your new home for years to come.

We would like to take a moment to thank you for putting your trust in us. A new home is the biggest investment most people will ever make, and we don't take that lightly. From the foundation to the roof, our team strives to put out a product that is a step above the rest. The greatest compliment we can receive comes from our Homeowners. We hope you will be able to say years from now that you are still proud of your decision to go with Sage Homes.

Thank you again,

Thomas C. Pickard, Owner

Sage Homes, Inc.

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WELCOME HOME!

So, you've just purchased your new home. What's next? Please take the time to read through this binder and become acquainted with the ins and outs of your house. Enclosed are some helpful tips, troubleshooting suggestions, warranty information, and more.

Please be sure to store this binder somewhere safe and accessible, as you will want to reference the information contained within for the life of your home. You will also need the enclosed worksheets for scheduling walkthroughs, as well as registering some products for warranty.



These are the service providers for your area. Some utilities may have more than one option:

Electric Provider: _____

Gas Provider: _____

Water Provider: _____

Post Office: _____

Internet: Century Link- 1-800-244-1111 _____

Mediacom- 515-246-1555 _____

Trash Service: Ankeny Sanitation- 515-964-5229 _____

*ASI may not service all areas

Recycling: Metro Waste Authority – 515-244-0021 _____

Please call and have services transferred into your name as soon as possible after closing. As we know it can be hectic getting settled into your new home, Sage Homes provides a grace period of 1 week after your closing before we will stop payment of all utility accounts for your address.



EMERGENCY CONTACT INFO:

There are very few things that necessitate a call to the emergency On Call phone numbers listed below. Should you not have a true emergency, these contractors will bill you full charges for On-Call service. Please keep this in mind before you call. Burst pipes, furnace failure, and smoking electrical fixtures or power panels are the few reasons these numbers exist.

Royal Plumbing on call phone - 515-975-9306

Bussanmas Heating and Cooling Service Line – 515-442-9018

Kline Electric Emergency Service Line - 515-963-1101

For issues that are non-emergency, but cannot wait until the 60 day or 1 year appointment, you can email us at service@SageHomesIowa.com to alert us to the problem. We do reserve the right to determine whether the issue at hand can wait until the next scheduled warranty follow up.



HOMEOWNER MAINTAINANCE INFORMATION

Listed below are some routine maintenance suggestions to help keep your home performing at its best for years to come. This list is by no means all inclusive, but it's a good place to start. Warranty of many products in your home will be dependent on you performing the necessary upkeep.

MONTHLY:

- Change furnace filter. This is especially necessary the first 6 months after move in, as construction debris may have accumulated in the ductwork.
- Clean microwave/range hood filters.
- Clean garbage disposal. Freeze vinegar in ice trays, and run through disposal. This will help clean and sharpen the blades.
- Run water and flush toilets in unused spaces, such as basement bathrooms and bars, or any area that does not get regular use.
- Purchase a fire extinguisher after move in, check it monthly for proper charge.
- Test garage door auto-reverse feature and sensors.
- Check under sinks for leaks.

SEMI-ANNUALLY:

- Check caulking on the exterior of your home, any wall penetrations, and siding joints if you have LP or Hardie siding. All caulking will dry out, crack, and shrink, and failure to upkeep exterior caulking will result in water penetration into your home.
- Check sump for proper operation by filling with water until pump kicks on.
- Check around tubs and inside tile showers for caulking and grout cracks, repair as necessary. As with exterior caulking, the caulking installed during installation will eventually dry out and shrink. Homeowners must regularly re-caulk to avoid water penetration issues.
- Change batteries in smoke & CO2 alarms, and push button to test units.
- Test pressure release valve on hot water heater.
- Check exterior vent hoods, remove lint & debris buildup. Vent hoods may be located on the exterior walls as well as the roof.

- Seal granite countertops.
- Vacuum refrigerator coils. Roll fridge out to access the back of the unit.

ANUALLY:

- Drain hot water heater to flush sediment that has collected at the bottom of the tank. Remember to shut off water into the unit first by turning the shutoff valve at the top.
- Lubricate garage door tracks & rollers with silicone based lubricant.
- Check the grade around your home for standing water. Fill low spots as necessary.
- Have HVAC system serviced/tuned up by a professional HVAC contractor.
- Inspect roof & attic for signs of leaks.
- Remove hoses from exterior hose bibs before first freeze.
- Seal grout on tile floors and in tile showers. Materials to do this can be found at any home improvement store.
- Have carpets professionally cleaned.



WARRANTY/ WARRANTY PERIOD:

Sage Homes general warranty period is good for one year from your closing date. During the warranty period on your new home, Sage Homes warrants that the home will be free from:

Defects in the materials or workmanship. This does not include defects in appliances, fixtures, and equipment (furnace, hot water heater, faucets, etc.), which are covered by the product manufacturers warranty.

Defects in the electrical, plumbing and mechanical systems, including wiring, piping and ductwork of those systems.

Sage Homes also provides a warranty against major structural defects for a period of 10 years from date of closing.

We define a 'major structural defect' as: Actual physical damage to load-bearing portions of the home, caused by failure of load bearing portions such that it affects their load bearing functions to the extent that the home becomes unsafe, unsanitary, or otherwise unlivable.

Sage Homes provides the opportunity to address any issues that may arise two times during the first year of your home ownership experience. The first being 60 days after closing, and the second being one year after closing. On the following pages, you will find procedures and worksheets to document any issues that may arise.

To set up your 60 day and one year follow up appointments, please contact us at service@SageHomesIowa.com . Please include either your 60 day or 1 year punch list in the email.



WARRANTY COVERAGE SPECIFICS:

Following is a list of what is and is not covered under this warranty pertaining to specific areas of the home, as well as maintenance tips and suggestions.

Caulking- Caulking in all areas of your home will shrink and crack out over time. This is normal and to be expected. As a homeowner, it is your responsibility to keep everything sealed up tight with regular re-caulking. This includes but is not limited to: caulking around tubs and sinks (color-matched grout caulking or otherwise), caulking in the corners of your tile shower, caulking at the base of your kitchen backsplash, caulking exterior wall penetrations, and siding joints if your home has hardboard siding.

Concrete- Due to the freeze-thaw cycle in the Midwest, all concrete will eventually crack. Sage Homes will repair any cracks in the foundation wall of your home, but will only repair cracks in flatwork (floors, driveway, sidewalks) if it becomes deemed a tripping hazard. Some tips to avoid excessive cracking and staining: keep large vehicles off your driveway. Driveways are built to residential code, and not made to withstand the weight of large commercial vehicles. Keep vehicles with leaking fluids off the driveway. Additionally, keep sprinklers and hoses from spraying directly against the home, this will help keep water from being forced into the home or under the slabs. A pet friendly ice melt is recommended for any wintertime snow and ice removal.

Countertops- Granite and Quartz countertops will have random patterning and movement, as well as naturally occurring fissures, and we cannot guarantee that the final countertop will match your selection perfectly. It is the homeowners responsibility to seal countertops, and keep sealing them regularly. The materials needed can be found at any large hardware store, such as Home Depot or Menards. Though the tops may be hard, you should always avoid sitting or standing on them, cutting directly on them, or setting hot kitchenware directly on them.

Doors (exterior)- The exterior doors on your home are equipped with an adjustable threshold to help keep the door sealing tightly as the seasons change and the materials used in construction naturally dry out. To access the adjustable screws, use a razorblade to pop the caps off the threshold. Once you have exposed the screws, turn them to adjust the threshold up or down as needed.

Doors (interior)- The interior doors in your home may experience minor shrinking and swelling as the seasons change. This is due to the excess moisture in the air in the warmer months, and lack of moisture in the colder months. Should your doors move to the point of sticking or fail to stay closed, Sage Homes will repair or replace them.

Drywall- The drywall in your home may experience some minor cracks and screw pops over the course of the first year. This is normal, and is due to the materials used in the construction of your home drying out over time. Sage Homes asks that any minor drywall imperfections that may occur after closing be addressed at the one year walkthrough.

Electrical- Your new home has been wired to strict electrical code standards set forth by the State and signed off on by the city. **If any electrical work is done on the home after closing by anyone other than a licensed electrician, Sage Homes reserves the right to void the electrical portion of this warranty.**

Should you be looking to add landscaping or dig in the yard in any way, Iowa law requires you to call Iowa One Call before you dig. This is a free service that locates all underground utilities, so you can avoid hitting them as you dig. You can find their contact information at www.IowaOneCall.com

Before calling for electrical service, please check the following items:

- Confirm that all GFI plugs in the home (located at kitchen and baths) do not need a reset.
- Confirm that all breakers in the electrical panel are in the "ON" position.
- Confirm that there is no power outage in your area.
- If you are having a problem with a fixture, please try changing the light bulb before calling.

Fireplace- The first several times you run your fireplace, you may notice a strange odor. This is the oils and dust burning off the materials inside the fireplace, and will go away after a few uses. If you smell natural gas, get out of the home and call your utility provider *immediately*. Please be aware that your fireplace is open to the outside of the home. As such, it is possible to feel a slight temperature change directly around the unit, especially when there is excessive wind. This is normal, and not covered under this warranty.

Floor Coverings- Specific care guidelines for flooring can be found in the “**Product Manufacturers Paperwork**” section of this booklet.

Hardwood- All hardwood is subject to some squeaking and scratching. Sage Homes does not warranty squeaking unless it is deemed to be excessive. Additionally, Sage will repair or replace any hardwood scratches found before possession of your home, but will not be liable for scratches/gouges incurred after you take possession of your home. Extra hardwood is left behind on every home should the need for repairs arise.

Disclaimer: Hardwood is a natural product, and is susceptible to changes in size as humidity levels change. Gapping between planks in the cold, dry months is normal, as well as swelling and popping in the more humid summer months. This is normal and not covered under warranty.

Carpet- All carpet is subject to crushing over time. One way to help this is to re arrange your furniture often. This helps to prevent spot crushing from heavy furniture and change traffic patterns through your home for more even wear. Manufacturer recommendations suggest a professional cleaning at least annually to maximize the life of your carpet.

Tile- Tile, though durable, can crack. Sage Homes will repair or replace any tile that is broken before final possession of the home, but after possession, broken tile claims will be dealt with on a case-by-case basis. Extra tile is left behind on every home should the need for repairs arise.

Grout- Homeowners should seal grout yearly to help minimize staining. Any grout cracking occurring in the warranty period will be replaced or repaired by Sage Homes. Grout sealing materials can be found at any large hardware or home improvement store.

Garage Doors- Overhead doors are not airtight. You may experience some blowing snow and rain piling up around the bottom of the door. This is not covered under warranty. Door tracks, rollers, and hinges should also be lubricated annually by the Homeowner, with a silicone based lubricant.

Grading, Landscaping, and Sod- The grade of your yard has been established by Sage Homes and our excavation and grading contractors. It is important to make sure that this grade is maintained. As much as we try to prevent any settling issues, there is always a chance that you may experience some ground settling. Sage Homes will come back **one time only** during the warranty period to address any settlement issues you may have. The method of repair will be dealt with on a case by case basis. Any landscaping disturbed by the repair will be the responsibility of the homeowner. After the one year warranty period, any low spots that occur should promptly be filled with soil by the Homeowner to promote drainage away from the home.

This booklet contains sod and tree care instructions from our installer. Please ask if you have further questions on sod or tree care, as **landscaping, tree, and sod care is considered a Homeowner responsibility and is in no way covered under this warranty.** This includes, but is not limited to, sod death or shrinkage, washouts, exposed landscape fabric, weed growth, etc.

Should you need to purchase more seed for your yard, you can purchase a blend similar to what was used to grow your sod from Quick Supply in Des Moines. Ask for the Evergreene Sod Bluegrass Blend.

Gutters- Unless you are mowing or performing landscaping and yard work in the direct area, downspouts should be kept in the down position. This helps any rain water shed away from the foundation, which may contribute to settling and other water related issues.

Paint & Stain- Small amounts of all paint used on your home are left behind in your storage room, as well as color matched touch up kits for your cabinetry and stained woodwork. Sage Homes will perform all painting touch ups per the final walkthrough, but **after the home closes, paint touch ups are the responsibility of the Homeowner. This includes the one year drywall touch up.**

HVAC system- HVAC systems today are designed to work together as a whole home unit. This means that if you have doors constantly closed and rooms shut off, the equipment will not perform as it should. Whenever possible, rooms should be open to the main areas of the home. If a room is experiencing extreme heat or cold, you can adjust the grille louvers accordingly. Before calling on any HVAC warranties, please check the following items:

- Confirm that the air filter has been replaced and is clean.
- Confirm that the breaker in electrical panel is in the "ON" position.
- Confirm that the electrical switch near the furnace is in the "ON" position
- Confirm that the gas lines are in the "ON" position, both at the manifold and the unit
- Confirm that the condensate line is free of obstruction and completely drained
- Have the code from your furnace owner's manual ready when you call

Plumbing- All plumbing fixtures in your home are covered under the manufacturer's warranty provided by the manufacturer. If your home is equipped with an irrigation system, it is the responsibility of the Homeowner to have it professionally shut down every fall, as well as perform backflow testing every spring. **Make sure hoses are not left attached to exterior hose bibs if the temperature is going to drop below freezing. If the hose is left attached, your hose bib is likely to burst inside your basement wall, causing significant damage that is not covered under warranty.** Additionally, if you have a garage utility sink, make sure to shut it off and winterize it every fall. Before calling on any plumbing warranties, please check the following items:

- Confirm that the water shut off valve in utility room is in the "ON" position
- Confirm that the individual fixture water line valves are in the "ON" position
- Confirm that your utility provider has not shut off your water for billing or maintenance
- If you are having an issue with your hot water heater, please have the code from your water heater owner's manual ready when you call

Please note: toilet blockages are not covered under warranty. Any toilet issues are generally caught when the home is inspected prior to closing, and after closing, blockages are the responsibility of the homeowner.

Windows & Sliders – Energy efficient vinyl windows with LowE glass have been installed in your home. Vinyl windows are typically low maintenance, but may sometimes require cleaning of the vinyl itself on the interior and exterior surfaces. Please reference the window literature in the “**Product Manufacturers Paperwork**” section of this booklet for proper care procedures. Condensation on interior window glass can sometimes be an issue in Iowa during the colder months. It can become especially problematic if you leave your blinds or curtains drawn at all times. Should you start to experience this issue, make sure you are getting proper airflow and conditioned air to the glass. Condensation is not covered under warranty.

Woodwork and Trim- Wood and grain variations in cabinets and trim are part of its natural beauty. Sage Homes does not warranty or replace woodwork and trim based on appearance alone. Additionally, all wood is subject to some degree of expansion and contraction with the varying temperature and humidity levels in Iowa. As such, we do not warranty woodwork joint cracks unless they are in excess of 1/4 of an inch. Cabinet touch up kits are left behind on every home for any scratches or blemishes that may be found after closing.

Ventilation- Sage Homes has installed exhaust fans throughout your home. Use them to remove excessive moisture from the area. All vents penetrating to the exterior of your home should be checked semi-annually, and cleaned if necessary.

Additionally, your furnace is equipped with a fresh air intake system. Homes are air sealed now better than ever, and sometimes it is necessary to cycle in “fresh” air from outside into your HVAC system. Your fresh air intake has been adjusted by Sage Homes prior to your move in, but the needed intake may vary year to year and season to season. Should you have any questions, please contact Sage Homes or a licensed HVAC professional.

Acts of Nature- Anything that falls outside of the reasonable control of Sage Homes, Inc. or the Homeowner is considered an act of Nature, and is not covered under this warranty. Examples of this may be, but are not limited to; bug infestations, flooding or sod washouts due to heavy rains, or undesirable vegetative growth.



60 DAY CHECKUP:

The products in every Sage Homes home were designed and selected with longevity in mind. However, due to the amount of people tasked with the various stages of construction, and the vast number of individual pieces that make up a house, there can sometimes be minor issues that may arise after you move into your home. Please use the provided worksheet to keep track of any non-emergency issues that may pop up in the first few weeks after your closing date. **When you have reached 60 days from your closing date, please send this list to your service representative at service@SageHomesIowa.com so we can schedule a time to address these issues.**

If you have any questions on what may or may not be covered, please refer to this packet, or the most recent edition of the **National Association of Home Builders Performance Guidelines**, a copy of which can be found at our website.

Please note: drywall and paint touch ups are not addressed at this checkup except in extreme circumstances. Paint touch ups after closing are strictly the responsibility of the homeowner, drywall will be addressed at the 1 year checkup.

Please Note: Sage Homes will substitute new materials for any repairs made if necessary. Changing dye lots, normal wear & tear, and some fading are to be expected. As such, Sage Homes cannot guarantee an exact color or texture match on any given product or repair. Additionally, Sage Homes does not cover damage done to materials and fixtures after the closing of the home, unless those damages were caused by something within the reasonable control of Sage Homes.

For any scheduled repairs that may be necessary, a Sage Homes representative will need access to your home. If you wish to be present for such repairs, they must be scheduled for Monday-Friday, between 7:30 and 4:00.



60 DAY CHECKUP

A series of 20 horizontal, light blue and white checkered lines, providing a space for handwritten notes or signatures.

SAGE HOMES REPRESENTATIVE _____
BUYER _____
BUYER _____
DATE _____



ONE YEAR CHECKUP:

For every new home sold, Sage Homes provides the added piece of mind of a one year warranty and follow-up. Although Sage Homes strives for a top-notch product, there is no such thing as a "perfect home". It is estimated that there are over 500,000 individual pieces that make up a house, and countless individual people performing the labor necessary to assemble all those pieces into *your* home. Due to this, human error or faulty products may sometimes come into play. However, please remember, owning a home is a big responsibility, and there are many things in your home that require routine maintenance in order to perform up to specifications.

We do not cover defects that have arisen as a clear result of lack of maintenance on the part of the Homeowner.

At this stage, Sage Homes has prepared for a drywall contractor to visit your home (if necessary), to repair any screw pops or minor drywall cracks that may have occurred as a result of the home going through its natural drying and acclimating process. *Please remember, paint touch ups after closing, including following any drywall touch ups, are the responsibility of the homeowner.*

Please Note: Sage Homes will substitute new materials for any repairs made if necessary. Changing dye lots, normal wear & tear, and some fading are to be expected. As such, Sage Homes cannot guarantee an exact color or texture match on any given product or repair. Additionally, Sage Homes does not cover damage done to materials and fixtures after the closing of the home, unless those damages were caused by something within the reasonable control of Sage Homes.

Please use the provided worksheet to keep track of any repairs that may arise to be addressed at the one year checkup. As with your 60 day checkup, if you have questions on what may or may not be covered, please refer to this packet, or the **National Association of Home Builders Performance Guidelines**.

The non-structural warranty Sage Homes provides is limited to one year. As a courtesy, Sage Homes will accept this one year punch list worksheet up to 13 months after the date of closing on your home. If not submitted prior to that date, Sage Homes will assume the purchaser has no follow up items to be addressed, and has waived their one year follow up appointment.

For any scheduled repairs that may be necessary, a Sage Homes representative will need access to your home. If you wish to be present for such repairs, they must be scheduled for Monday-Friday, between 7:30 and 4:00.



ONE YEAR CHECKUP

A series of 20 horizontal, light blue and white striped lines, intended for handwritten notes or observations during the one-year checkup.

SAGE HOMES REPRESENTATIVE _____
BUYER _____
BUYER _____
DATE _____



VENDOR CONTACT INFORMATION

You may still find the need to contact some vendors after your one year warranty period is over. The following is a list of some of our suppliers and their contact info. Some of these contacts may provide labor services as well as material, but in some instances, you will need to contact a 3rd party installer.

Absolute Fence – 515-710-6389

Alans Seamless Gutters – 515-262-8375

Another Drywall Company – 515-202-9913

Beisser Lumber (windows, decking, & hardboard siding) – 515-986-4422

Bussanmas Heating & Cooling (HVAC system) – 515-442-9018

Centurion Stone of Iowa (exterior stone work) – 515-727-5998

CKF (cabinets) – 515-270-6558

Elite Irrigation – 515-883-0665

Factory Direct Appliance – 515-253-2600

The Flooring Guys (carpet, tile, wood/WPC) – 515-508-0024

Gannon Roofing Supply (roofing & vinyl siding) – 515-282-4415

The Kitchen & Bath Company (countertops & shelving) – 515-964-4556

Kline Electric (electrical & Control4 system) – 515-963-1101

The Lighting Gallery (light fixtures) – 515-964-8629

Moehl Millwork (trim, interior & exterior doors, locksets) – 515-276-6791

Royal Plumbing – 515-994-3224

Sherwin-Williams (paint & stain material) – 515-964-7890

WD Door (garage doors & motors) – 515-519-3557



LOCKSET INFORMATION

All keys have a numerical code. If you lose your keys, you can have new ones made at our supplier by providing them with this numerical code. The lockset for your home was purchased at Moehl Millwork in Ankeny, and the key code is:



PICK SHEET:

Following is a copy of the pick sheet for your home. This document will have all your color selections for future reference. If you have purchased a completed spec home, there may have been deviations during construction from the included pick sheet, and a selection on the pick sheet that does not match the final installed product is not grounds for replacement.

All paint and stain (both interior & exterior) for your home is purchased at Sherwin Williams in Ankeny.

All grout & grout matched caulking is TEC brand grout, and should you need more, can be purchased at either Lifestyle Flooring in Ankeny, or any Menards store.

New cabinet touch up kits can be obtained through CKF in Urbandale. Cabinet colors are listed on the pick sheet, and unless specified otherwise, Marquis cabinets are the brand installed in your home.