

# HOMEOWNER'S GUIDE



CHAMPION®  
HOME BUILDERS

# ***CONTACT INFORMATION – SERVICE AND MAINTENANCE***

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## **SERVICE AND MAINTENANCE CONTACT NUMBERS**

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Your Retailer can provide the following contact information for your home's warranty and maintenance service providers. This information may also be located in the appliance manufacturer's warranty and operational instructions for each of the various appliances.

### **HOME RETAILER**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
Phone \_\_\_\_\_  
Serial # \_\_\_\_\_

### **REFRIGERATOR SERVICE**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
Phone \_\_\_\_\_  
Serial # \_\_\_\_\_

### **RANGE SERVICE**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
Phone \_\_\_\_\_  
Serial # \_\_\_\_\_

### **FURNACE SERVICE**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
Phone \_\_\_\_\_  
Serial # \_\_\_\_\_

### **WATER HEATER SERVICE**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
Phone \_\_\_\_\_  
Serial # \_\_\_\_\_

### **WASHER SERVICE**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
Phone \_\_\_\_\_  
Serial # \_\_\_\_\_

### **MANUFACTURER**

Plant \_\_\_\_\_  
Address \_\_\_\_\_  
City, State \_\_\_\_\_  
Phone \_\_\_\_\_

### **DRYER SERVICE**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
Phone \_\_\_\_\_  
Serial # \_\_\_\_\_

### **DISHWASHER SERVICE**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
Phone \_\_\_\_\_  
Serial # \_\_\_\_\_

### **GARBAGE DISPOSER SERVICE**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
Phone \_\_\_\_\_  
Serial # \_\_\_\_\_

### **AIR CONDITIONER SERVICE**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
Phone \_\_\_\_\_  
Serial # \_\_\_\_\_

### **OTHER EMERGENCY NUMBERS**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
Phone \_\_\_\_\_

Name \_\_\_\_\_  
Address \_\_\_\_\_  
Phone \_\_\_\_\_

### **HOME SERIAL NUMBER**

\_\_\_\_\_



Dear Homeowner:

Welcome to your new home, and congratulations on achieving the great American goal of homeownership. You have chosen an exceptional housing value, and we are both delighted and proud to deliver that value to you.

The information and recommendations on the following pages will help you to enjoy and protect your investment. You will also find essential safety information that you should review with your family. Please read this Guide carefully and store it for regular reference.

Our dedicated employees thank you for choosing one of our homes. We work hard to make sure your home will bring many years of comfort and satisfaction.

Sincerely,

Champion Home Builders, Inc.

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# ***INTRODUCTION***

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## **YOUR HOMEOWNER'S INFORMATION PACKET**

Your new home is a major investment. To help you get the most enjoyment and benefit from it, we have put together this Homeowner's Information Packet containing **FIVE** important documents. Please be sure you have received each of the **FIVE** documents listed below, and store them in a safe place for future reference. If you did not receive one or more of these documents, please ask the retailer who sold your home to you to provide them.

**1. Homeowner's Guide** - This is the document you are now reading. It describes many important home features and gives guidelines for the ongoing care and upkeep that will help protect your investment. This Guide also provides important safety warnings and health and safety information.

**2. Warranty** - Our limited warranty - our written commitment to you concerning the home you purchased. Also attached are Homeowner Information Cards for the registration of your home.

**3. Installation Manual** - Your home must be properly installed for its long-term comfort and durability. The Installation Manual contains instructions for the proper installation of your home. It includes instructions for site preparation and drainage, and outlines the minimum requirements for the proper supporting foundation and anchoring of your home, as well as guidelines for connecting the utilities.

**4. Insulation Information Sheet** - A statement of the amount of insulation provided with your home.

**5. Appliance Warranty and Use-and-Care Booklets** - These booklets provide warranty and information about how to operate the major appliances included in your home.

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## **HOMEOWNER'S INFORMATION CARDS**

The Federal Manufactured Home Construction and Safety Standards Act requires every producer of manufactured homes to provide in each home a booklet containing at least three (3) detachable information cards. It is important that we receive the information requested in these cards. If you purchased your home from a retailer, please be sure the retailer

completes and mails a card on your behalf. If you acquired your home from someone other than a retailer, please fill out and send a card to us promptly at the address shown on your home's Data Plate. It is important that you keep this Homeowner's Guide while you own the home or give it to any person who buys the home from you.

# ***INTRODUCTION***

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## **DATA PLATE**

A completed Data Plate for your home is located at the main electrical panel, in the utility room, in a bedroom closet, or in a cabinet in the kitchen. The Data Plate provides various identification numbers and identifies the wind zone, roof load zone, and climatic zone for which your home was designed. Maps included on the Data Plate geographically identify the wind, snow and climatic zones for the United States. Your home should not be located in or relocated to a zone which has requirements exceeding those for which the home was designed.

Information included on the Data Plate:

- certified climate zones suitable for the home's location
- model and serial numbers
- a listing of the major factory-installed appliances
- the manufacturing plant's name and location

## **SERIAL NUMBER**

The serial number of your home is included on the data plate and is permanently stamped on the front of your home's steel frame. When contacting your retailer or manufacturing plant for service, please have the serial number available for identification purposes.

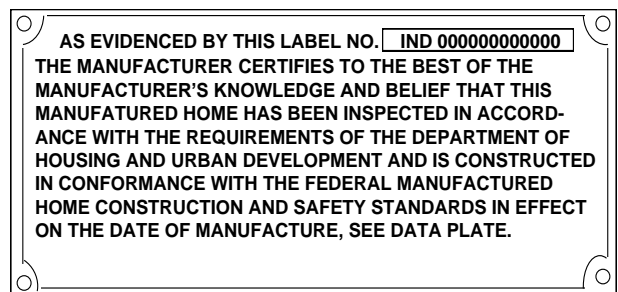
# ***INTRODUCTION***

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## **HOW TO FIND YOUR HUD LABEL**

The National Manufactured Housing Construction and Safety Standards Act of 1974 (Act) was enacted to improve the quality and durability of manufactured homes and to reduce the number of injuries and deaths caused by manufactured home accidents. The Federal Manufactured Home Construction and Safety Standards issued under the Act govern how manufactured homes must be constructed. Your manufactured home was manufactured to these standards. The standards cover the planning and construction of your home. They were developed so that you would have a safe, durable home. The standards do not cover such aspects of the manufactured home as furniture, carpeting, certain appliances, cosmetic features of the home and additional rooms or sections of the home that you have added. The Act provides that if for some reason your manufactured home is found not to meet the standard or to contain safety hazards, the manufacturer of the manufactured home must notify you of that fact. In some cases where there is a safety hazard involved, the Act requires

the manufacturer to correct the manufactured home at no cost to you or to replace the home or refund all or a percentage of the purchase price. If you believe you have a problem for which the Act provides a remedy, you should contact the manufacturer, the manufactured home agency in your state (see state-by-state list in this manual), or the Department of Housing and Urban Development (HUD). Our address is: Champion Home Builders, Inc., ATTN: Customer Satisfaction Department, 755 W. Big Beaver Road, Suite 1000, Troy, Michigan 48084. We recommend that you contact us first, because that is the quickest way to have your complaint considered.



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## **MANUFACTURED HOME DIAGRAMS**

You may obtain diagrams of the structural, electrical, plumbing, heating, cooling, and transportation system diagrams by sending a written request to the Manufacturing Plant that

built your home. The contact information is listed on the page preceding the inside back cover of this manual.

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# ***INTRODUCTION***

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## **FOR QUESTIONS ABOUT YOUR RIGHTS UNDER FEDERAL LAW, CONTACT HUD**

HUD is the Federal agency that administers the Act. Any questions concerning the Act or a consumer's rights under the Act should be directed to HUD. In order to contact HUD, you should refer to the Department of Housing and Urban Development under listings for the U.S. Government in your telephone book. In calling or writing the local HUD office,

you should direct your inquiry or call to the "Consumer Complaint Officer" in your local HUD or FHA office.

You may contact the Central HUD office directly by writing or calling the Office of Manufactured Housing and Regulatory Functions, Compliance Branch.

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# ***ABOUT YOUR HOME***

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## **PLUMBING SYSTEM**

Water Heater Operation - Before operating your water heater read and understand the manufacturing instructions and warnings. Never operate your water heater before the tank is properly filled with water.

Water Lines Can Freeze - If your home is located where freezing temperatures occur, the water supply line to the home should be installed below the frost line. The entire pipe riser above the frost line should be insulated. Pipes not adequately insulated could result in frozen pipes that may cause damage to the plumbing system, your home and contents. A number of suitable insulating materials are available. An electric heating element,

generally referred to as a “heat tape,” may also be used.

When the heat tape is wrapped around the pipe and plugged into an electrical outlet, it will normally protect the pipe against freezing. Electricity consumption is about equal to that of a 25-watt light bulb.

**NOTE: THE HEAT TAPE RECEPTACLE UNDER THE HOME IS NOT GROUND FAULT-PROTECTED AND IS NOT TO BE USED AS AN OUTSIDE POWER SOURCE; IT SHOULD ONLY BE USED TO POWER A HEAT TAPE TO PREVENT WATER SUPPLY LINE FREEZING.**

**NOTICE: Your installer equips your home with a Main Water Shut-off Valve to shut off the water to your entire home. Familiarize yourself with the location of this Main Water Shut-off Valve.**

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***Leaks*** - Leaks anywhere in the water distribution system can cause extensive damage if not found early. A regular check of your water lines - especially the fittings - both inside and outside the home, is a worthwhile precaution (see Homeowner’s Maintenance Calendar on page 38).

The installation of the home may cause plumbing leaks that occur after the home has been set up. Such plumbing leaks are NOT covered by the factory warranty. If a leak occurs after you have moved into the home, check for stresses on the plumbing lines. The home may need to be re-leveled.

**WARNING!**  
**Failure to adequately and/or timely address and repair leaks could cause damage to the home and personal property.**

# ABOUT YOUR HOME

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## HEATING SYSTEMS

Your home has a central heating system. You can balance the airflow throughout your home by opening or closing various vent registers, however, do not close more than one (1) out of every five (5) registers as this could cause unnecessary heat build-up.

The manufacturer of the gas furnace provides instructions for the installation, adjustment, alteration, service, and maintenance and how to light and operate the furnace. These instructions are usually placed within the furnace burner compartment or attached to the furnace door before the home is shipped from the factory. Review and carefully follow the furnace manufacturer's instructions at all times.

Improper care and use of heating systems may result in higher energy bills, release of carbon monoxide, fire or explosion that can cause property damage, personal injury or loss of life.

It is your sole responsibility to make certain that the furnace has been correctly set up and adjusted to operate properly.

**Never attempt to alter or modify the furnace. If a malfunction occurs, contact a qualified service technician.**

**IF YOU USE A FUEL OTHER THAN NATURAL GAS: MAKE CERTAIN YOUR GAS APPLIANCES HAVE THE PROPER ORIFICES FOR THE SPECIFIC TYPE OF GAS (PROPANE, ETC.) SUPPLY BEING USED.**

### **WARNING!**

**Under no condition should the combustion air intake or the outside draft opening on the furnace be blocked or obstructed.**

NOTE: IF YOU CHOOSE TO INSTALL AN AIR CONDITIONING UNIT (OTHER THAN A UNIT SUPPLIED BY THE MANUFACTURER) YOU MUST ENSURE THE UNIT IS PROPERLY SIZED FOR YOUR HOME AND LOCATION.

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## FURNACE MAINTENANCE

Maintaining your heating system on a regular basis can increase its efficiency and life. Consult the furnace manufacturer's maintenance manual for specific care and maintenance requirements and warnings.

**All furnaces should be serviced at the beginning of each heating season by a qualified service technician.**

*Dust Filters*- remove and clean or replace the filters on a regular basis. Minimally, the filters should be cleaned or replaced twice a season, and more often in dusty areas. Your

local home improvement store may have the proper replacement filter or a factory replacement can be obtained from a furnace distributor near you (see list included with the furnace owner's manual).

*Beware of Roof Jack*- Ice may form on the furnace roof jack during extremely cold weather. A small amount of ice present is no problem, but excessive ice on the air inlet or exhaust portions of the roof jack must be removed.

### **WARNING!**

**Unvented fuel exhaust heaters can cause excessive condensation in your home, and can contribute to serious issues such as headaches, drowsiness, and even asphyxiation. Never install or use unvented combustible fuel heaters (e.g., kerosene, propane, natural gas, wood, etc.) in your home.**

# ***ABOUT YOUR HOME***

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## **FIREPLACES**

If your home is factory-equipped with a fireplace or other wood-burning appliance, any modifications should be done only in accordance with the fireplace manufacturer's specifications. The fireplace is NOT an alternative heat source for the home and is not intended to heat your home.

Before you start your first fire, read the Fireplace Manufacturer's Care and Operations Manual carefully. Your fireplace and chimney should be inspected and checked twice a year.

**NOTICE:** INSPECT THE CHIMNEY ROOF ASSEMBLY AND THE FLUE PIPE TO ENSURE PROPER INSTALLATION PRIOR TO OPERATING THE FIREPLACE.

**CAUTION:** DO NOT BLOCK OR OBSTRUCT THE COMBUSTION AIR INTAKE OR DRAFT OPENINGS FOR WOOD BURNING APPLIANCES.

### **WARNING!**

**Your fireplace is equipped with glass doors, and should ONLY be operated with the doors fully opened or fully closed. Partially opened doors may draw out gas and flames that may result in fire and smoke hazards.**

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## **ENERGY SUPPLY SYSTEMS**

### **LP or Natural Gas Systems**

If your home has gas appliances, it is equipped with a gas distribution system that handles either natural gas or liquefied petroleum gas (LP-gas). Factory-installed

appliances usually require natural gas. A qualified and/or licensed service technician should perform any and all installation or service of gas appliances.

### **WARNING!**

**When connecting gas to your home, check for leaks by applying soapy water to joints and connections and look for any sign of bubbles. A match or open flame should NEVER be used in checking for gas leaks.**

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### **Oil Supply**

If your home uses oil as a heating fuel, keep the oil tank full when not in operation to prevent condensation and rusting. Check the oil lines from oil tank to furnace for leaks

and/or kinks in tubing. In extremely cold climates, the oil line should be completely insulated to keep oil from congealing.

# ***ABOUT YOUR HOME***

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## **Electric Power Supply**

Your home is equipped with a 120/240 volt, 4-wire power supply system. A tag on the side of the home at the power supply service entrance identifies the specific capacity of your system. Before installing your home, check the

placement site to ensure that the electric power supply there meets your capacity needs. Inadequate electric supply can result in low voltage and may decrease the efficiency of lights and appliances.

### **WARNING!**

**Failure to properly ground the electrical system increases the risk of fire or electrical shock. See the Installation Manual for proper grounding procedures.**

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## **Electrical Distribution Panel**

Within your electrical distribution panel in the home is a series of circuit breakers that protects the wiring against electrical current overload. Each circuit breaker is designed to cut off power to the circuit it controls if problems occur.

If circuit breakers frequently trip, cutting off power, consult a licensed electrician as you may be overloading the system with small electrical appliances, televisions, computers, etc. and you may need to add additional circuits to your system.

### **WARNING!**

**In an emergency, you can cut off electrical power to the entire home by tripping the main breaker or pulling the main fuse.**

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## ***ABOUT YOUR HOME***

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### ***Ground Fault Circuit Interrupter***

Several of your home's electrical receptacles, or outlets, are equipped with a ground fault circuit interrupter (GFCI). The GFCI is a safety device that protects from electrical shock in the event of a ground fault in the circuit. If a fault occurs, the GFCI will trip to the "off" position and interrupt the electrical supply to the receptacle.

There are two types of GFCI: one is installed in the main electrical panel box, the other in the receptacles. Receptacles with a GFCI are on the outside wall of the home, in the bathroom and within 6 feet of the kitchen sink.

The GFCI is equipped with a "Test" button. Check the operation monthly, or at the frequency recommended by the manufacturer, by pressing the test button. The interrupter will trip if the GFCI is operating properly. To restore service, reset the breaker by pressing the "Reset" button. If the GFCI continues to trip and cut off power, contact an electrician.

GFCI-protected circuits should not have appliances with continuous motor loads connected in them (i.e., refrigerators, freezers, etc.).

**WARNING!**  
**OVERLOADED OR IMPROPERLY CONNECTED  
GAS, OIL, OR ELECTRICAL DISTRIBUTION  
SYSTEMS CAN RESULT IN FIRE, EXPLOSION,  
OR ELECTRICAL SHOCK. ANY CHANGES TO  
THESE SYSTEMS, INCLUDING REPAIRS OR  
INSTALLATION OF MAJOR APPLIANCES,  
SHOULD ONLY BE DONE BY LICENSED  
ELECTRICIANS OR FUEL-SERVICE  
PROFESSIONALS.**

# ***SAFETY, HEALTH AND COMFORT***

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## ***Moisture, Mold and Homeowner's Responsibilities***

Moisture can often be the root cause of building durability problems in the United States. Excessive moisture is also the leading cause of mold and mildew growth. To protect your investment and reduce the likelihood of moisture-related damage and related repairs, this section will provide you with some basic information about controlling moisture in your home.

According to the U.S. Environmental Protection Agency, *“Molds are part of the natural environment. Outdoors, molds play a part in nature by breaking down dead organic matter such as fallen leaves and dead trees, but indoors, mold growth should be avoided...There are many types of mold, and none of them can grow without water or moisture. It is impossible to get rid of all mold and mold spores indoors.... If there is mold growth in your home, you must clean up the mold **and** fix the water problem.”*

There is much debate over the extent to which molds may cause or aggravate human illness, but nearly everyone agrees that mold should be removed promptly before it can damage the material on which it is growing. Health agencies and experts do not recommend testing homes as a first line of mold detection and prevention. Reliable sampling for mold can be expensive and there are no standards for judging whether the mold level could cause problems for the occupants.

The key to mold investigation and containment is prompt moisture control. Here are some ways you can do that:

### **Exterior maintenance**

- If you have gutters and downspouts installed, be sure to regularly clean and repair. Downspouts should extend and drain at least five feet away from the home foundation wall.
- It is critical that the ground slopes away from the home and foundation so that water does not collect around or under the home.

### **Interior maintenance**

- Immediately clean up any standing or spilled water.
- Vacuum and clean regularly to remove possible sources of mold growth.
- Keep the humidity level in your home between 30% and 50%.
- Use an air conditioner that's properly sized for your home.
- Use a dehumidifier during humid months (drain and clean collection trays frequently).
- Be sure the home has enough exposure to outside air, including exhaust fans in the kitchen and bathrooms. Routinely clean bathrooms with fungus-killing products (e.g., bleach).
- Clean refrigerator drip pans regularly.
- Add mold inhibitors to paints before application.
- In portions of your home susceptible to moisture (e.g., bathrooms, basements), use area rugs or washable floor surfaces rather than wall-to-wall carpet.
- Remove or replace previously soaked carpets, upholstery or other materials.

# ***SAFETY, HEALTH AND COMFORT***

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**To decrease the potential for mold, regularly clean and maintain areas that are often damp or other sources of moisture. Such areas include:**

- Showers, bathrooms and kitchens
- Clothes-dryer vents
- Houseplants
- Aquariums and pet animals (i.e., birds, cats, dogs)
- Humidifiers
- Windows or doors

It is impossible to eliminate all mold and mold spores, but indoor mold growth can and should be prevented by controlling indoor moisture. If mold is growing in your home, clean up the mold and fix the water problem. If you clean up the mold, but do not fix the water problem, the mold could return.

***The Manufacturer's limited warranty on your home DOES NOT include mold evaluations or inspections.*** Please use caution if you choose to hire a company to test your home for mold. As noted, there are no Federal standards for such testing, and the costs can be high and the results unreliable. Overall, it is your responsibility as a homeowner to perform regular maintenance and care of your home.

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## **CONDENSATION, RELATIVE HUMIDITY AND VENTILATION**

Condensation on windows, skylights and cold surfaces is usually a sign of excessive relative humidity inside your home, which can cause problems.

Relative humidity is a measure of the amount of moisture in the air. High relative humidity indicates excessive moisture in the air, which can severely damage your home by causing wood and other building products, including the thermal insulation, to fail.

The following are some suggestions for managing relative humidity:

- Reduce the amount of moisture being put into the air. Sources of moisture include the bath and shower, cooking, and even body heat. Other more controllable sources of moisture include humidifiers, large numbers of houseplants, large aquariums, and laundry dried inside the house. Kerosene heaters add more than a gallon of water to the air for every gallon of kerosene burned and should never be used inside a home.

- Remove moisture from the air by using a dehumidifier.
- Replace moist indoor air with drier, outdoor air through ventilation.
- Manage the relative humidity underneath your home.

Provide proper ground drainage underneath and within a few feet of the home so that water flows away from the home and does not accumulate. Also, placing a vapor barrier on the ground will reduce the amount of ground moisture that gets into the crawl space.

Don't let moisture-producing equipment empty into the crawlspace. For instance, clothes dryer vents and air conditioning condensation lines should be routed outside of the home and not underneath the home.

Finally, ventilate the space underneath the home so that moisture can escape. If there is skirting around the bottom of the home, the ventilation should keep the relative humidity of the air in the crawl space at about the same level as the outside air.

# ***SAFETY, HEALTH AND COMFORT***

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NOTE: HIGH HUMIDITY IS NOT THE RESULT OF A DEFECT IN THE HOME. DAMAGE CAUSED BY HIGH HUMIDITY,

INCLUDING CONDENSATION, IS NOT COVERED BY THE WARRANTY.

## **WARNING!**

**Failure to manage relative humidity in the indoor air could lead to condensation and excessive moisture in the home, which may damage the home and personal property and may lead to the growth of mold and mildew.**

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## **WHOLE HOUSE VENTILATION OPERATING INSTRUCTIONS:**

Your home is constructed with a Whole House Ventilation System. The purpose of this ventilation system is to allow the homeowner a way to improve the quality of the air inside the home. This is due to many different conditions that may occur in the home, such as elevated levels of moisture, interior odors or fumes, etc. The homeowner should operate the ventilation system when the home is occupied. The runtime needed to achieve the desired results will vary and, therefore, the homeowner should determine the necessary runtime to achieve his/her own level of comfort.

Inside your home there will either be a labeled switch or thermostat control mounted

on a wall. The switch will look similar to the other switches in your home but it has a label that reads, **“WHOLE HOUSE VENTILATION”**. The fresh air supply ventilation system to your home may be energized at any time by turning this switch or thermostat control “on” to activate the ventilation system. An example of this label is shown below. Please Note: this system **DOES NOT** shut off automatically; to deactivate the ventilation system, the switch must be returned to the “off” position.

**WHOLE-HOUSE  
VENTILATION**

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## **FIRES AND FIRE SAFETY**

You must be aware of possible fire hazards and vigilant about fire prevention to protect yourself, your family, and your home. At a minimum, you should follow this crucial Four (4)-point plan:

### **1. Educate yourself and your family about the dangers of fire and how to respond to it.**

Fires produce heat, smoke and poisonous gases that may be deadly. All three products usually become more concentrated the closer they are to the ceiling. Therefore, always stay low to the ground in the presence of a fire.

Most fire fatalities are caused by inhalation of smoke or toxic gas, not by heat or flame. Even a few breaths of toxic gas can cause complete disorientation and unpredictable behavior. The most breathable air is usually low to the ground. A damp cloth held over the mouth and nose may offer some protection from smoke and gas inhalation. Fires need oxygen to burn. In case of fire, close any window or door near you and do not open any door without first touching it to feel for heat buildup on the other side. If there is fire on the other side of the door, opening the



# ***SAFETY, HEALTH AND COMFORT***

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door could provide oxygen to the fire, causing it to “flash” and spread rapidly. If you feel heat coming through a door, exit the room through another door or window.

Plan emergency escape routes that include two alternate paths from anywhere in the house, and practice routes at least once a year. Meet outside in a prearranged meeting spot.

If there are small children, elderly, or disabled persons in the home who may not be able to escape a fire on their own, make plans and provisions for a primary and a secondary route to reach them. Consider that the secondary route may need to be from outside the house, through a window, in the event that the occupant’s room is blocked by fire.

## **2. Do not allow fire hazards in or near your home.**

- Do not store flammable liquids or hazardous materials in or underneath the home.
- Maintain electrical appliances, devices and their connecting cords in good repair; do not overload electrical outlets. Use extension cords only temporarily.
- Do not smoke in bed - keep matches, lighters, and other flammable materials away from small children.
- Do not store materials or restrict air movement around heat-producing appliances.
- Never pour water on a grease fire.

## **3. Maintain the energy distribution and energy-consuming systems provided with your home.**

Cooking and heating equipment are major causes of fire. At least once a year check the condition of your major appliances, including the furnace, range, water heater and any wood-burning appliances.

If you smell gas or experience electrical problems, stop using the system immediately and have it inspected by a professional. Do not ignore suspected problems!

## **4. Maintain the fire protection systems provided with your home.**

The smoke alarms near each sleeping area of your home could save your life by providing early warning of a fire! Make sure that you read, understand, and follow the operational and maintenance instructions provided by the smoke detector manufacturer. Keep the instructions for future reference. The smoke detectors in your home are connected to the electrical wiring of the home and are equipped with a backup battery to assure proper operation in the event of an electrical failure. The batteries should be checked and replaced regularly. If a smoke detector becomes inoperable, replace it immediately.

Each home is equipped with at least two remotely located exit doors. The doors are operable from the inside without the use of keys. Keep these doors and their operating mechanisms in good repair and do not obstruct the pathway on either side.

Each bedroom is equipped with a safety-exit escape window that includes operating instructions. Do not block access to the window or otherwise restrict its operation.

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## **WINDSTORM PROTECTION**

In order for your home to be secure against high winds, it must be anchored to the ground and tied down. Homes that are not properly anchored or tied down, may be at risk of wind damage when high wind conditions occur. Even if your home is properly

anchored and tied down, your home still may not be able to resist severe windstorms such as hurricanes and tornadoes. It is not safe to remain inside the home during the threat of an extreme windstorm.

# ***SAFETY, HEALTH AND COMFORT***

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## **Tornadoes**

During a Tornado Warning, evacuate your home immediately and seek emergency shelter. Or, if your home is over a basement foundation, proceed to the basement.

## **Hurricanes**

Do not rely on the home to provide shelter from a hurricane. If a hurricane is approaching, evacuate the home and move to emergency

shelter inland, away from the coast. In anticipation of an approaching hurricane, secure all property both inside and outside the house - flying debris is a major cause of hurricane damage. Use hurricane shutters or equivalent door- and window-covering devices. If the home is not so equipped, refer to our Installation Manual for recommendations to install such coverings.

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## **AIR QUALITY**

To promote energy conservation, manufactured homes are designed and built in accordance with the Department of Housing and Urban Development (HUD) standards. These standards greatly reduce air infiltration – the seepage of outside air into the house – by making the construction “tight.”

However, reduced air infiltration may also reduce the purity of the indoor air. Odors, gases, particulates and allergens tend to accumulate in the air from such sources as furniture, carpeting, clothing, building materials, cleaning materials and cosmetic

sprays. Other sources include cooking, smoking, and even breathing.

If the various particulates, allergens, or gases (including formaldehyde) are allowed to accumulate, they may produce physical discomfort. You can increase air purity by using the exhaust vents (your home has automatic and/or manual ventilating systems) and by opening one or two windows periodically to keep air circulating within the home. It may also help to give the home a regular and thorough “airing out.”

### **IMPORTANT HEALTH NOTICE**

Some of the building materials used in this home emit formaldehyde. Eye, nose and throat irritation, headache, nausea, and a variety of asthma-like symptoms, including shortness of breath, have been reported as a result of formaldehyde exposure.

Elderly persons and young children, as well as anyone with a history of asthma, allergies, or lung problems, may be at greater risk. Research is continuing on the long-term effects of exposure to formaldehyde.

Reduced ventilation resulting from energy efficiency standards may allow formaldehyde and other contaminants to accumulate in the indoor air. Additional ventilation to dilute the indoor air may be obtained from a passive or mechanical ventilation system offered by the manufacturer. Consult your retailer for information about the ventilation options offered with your home.

High indoor temperatures and humidity raise formaldehyde levels. When a home is to be located in areas subject to extreme summer temperatures, an air-conditioning system can be used to control indoor temperature levels. Check the comfort cooling certificate to determine if this has been equipped or designed for the installation of an air-conditioning system.

If you have any questions regarding the health effects of formaldehyde, consult your doctor or local health department.

# ***INTERIOR MAINTENANCE***

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## **WALLS AND CEILINGS**

Most, if not all, of your walls and ceilings in the home are made of gypsum drywall. Though there are several different types of surface finishes, they can generally be categorized as either *prefinished* or *textured*.

### **Cleaning**

*Textured surfaces* may be lightly dusted or vacuumed to remove dirt but should not be washed; washing will remove the texture.

*Prefinished surfaces* can be cleaned with a damp cloth or a mild detergent. Strong soaps or cleansers are not advisable.

Mold, mildew, or water stains on the wall or ceiling indicate moisture in the drywall panels. If this happens, it is extremely important that you find the source of the moisture and correct it. Do not overlook the possibility of high relative humidity or condensation as explained in the section on page 12 titled **Condensation, Relative Humidity and Ventilation**. Once you correct the moisture problem, you can usually remove the stain with bleach or a commercial cleaner.

### **Repairing**

*Prefinished* – This type of surface is relatively smooth and finished with paper, coated paper, or vinyl.

Small scrapes, scratches or chips can be rubbed with very soft, white chalk and then wiped with a clean cloth. A deep scratch may require more than one application. A little

touch-up paint matching the color of the surface may be applied over the chalk if the area is small, but in general, painting of prefinished surfaces is not recommended. Spackle and touch-up paint should be used for deeper gouges.

Major damage may require significant repair or replacement of the panel. If you replace a vinyl-coated panel, you will need to provide another vinyl finish to ensure moisture control.

*Textured Finish* – Scrape away the old texture and make sure the panels are secure and the joints properly taped. Fill in any cracks with pre-mixed drywall compound. Use the same pre-mixed drywall compound, dabbed or sprinkled on with a brush or cloth, to provide a textured finish consistent with the rest of the surface. Home improvement or hardware stores carry commercial applicators that help obtain a professional look. Next, prime the surface with a vapor resistant primer-sealer and then apply a finish coat of high-quality latex paint.

NOTE: WALL AND CEILING CRACKS THAT OCCUR AFTER THE HOME HAS BEEN SET-UP ARE USUALLY CAUSED BY SETTLING OR FOUNDATION FAILURES. THEY ARE NOT MANUFACTURING DEFECTS AND ARE NOT COVERED BY THE WARRANTY.

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## **FLOORS**

Floors are covered with vinyl floor covering or carpeting. Vinyl flooring looks better and lasts longer when cleaned regularly. Avoid excessive water application, as it may cause lifting and curling.

Carpeting fades when exposed to direct

sunlight. Carpet, as well as draperies and upholsteries, should be protected from direct sunlight. Fading of carpeting due to sunlight is not considered a carpet defect and is not warranted. Carpets and drapery should be cleaned and vacuumed regularly.

# ***INTERIOR MAINTENANCE***

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## **DOORS**

Occasionally, after the home has been set up on site and leveled, minor adjustments to the door hang may be necessary. Check with your retailer to have adjustments made. This usually will not be covered under your factory warranty because the doors were fit at the factory when the home was level.

If doors begin binding after the home has been set, it may be an indication that the foundation of the home is settling and that

leveling adjustments are necessary. Since a level, solid foundation is critical to the long-term integrity and performance of your home, do not overlook the possibility that binding doors may indicate that the foundation or level of your home may need adjustments. You may be able to correct a door problem by adjusting the swing; however, you should check the level and foundation of the home, too.

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## **WINDOWS**

In cold climates, condensation may accumulate on windows or exposed glass; storm windows can help prevent this. (Condensation is a warning signal; see the section on page 12, **Condensation, Relative Humidity and Ventilation**).

If your windows are difficult to open or close or do not close tightly against the frame, check to see if the casing guides need cleaning or lubrication. Mild soap, WD-40 or a similar lubricant may fix the problem.

However, a minor adjustment in the seating or framing of the window may be necessary. If this is the case, the imperfect window alignment may be an indication that

the foundation is settling and/or the home needs to be re-leveled. Do not ignore such warnings!

### **Skylights**

Manufacturer suggests regular cleaning and maintenance of the exterior and interior surfaces of the skylight and to regularly check for any damage or leaks. Minimally, in a harsh environment, skylight exteriors should be inspected and cleaned at six month intervals. In mild settings, once every 24 months may be adequate.

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## **COUNTERTOPS**

Countertops should be protected from extreme heat. Exposure to extreme heat can cause cracks, chips or discoloring. Hot pots, dishes or utensils should not be placed on any laminated surface; place a trivet, wire rack or protective pad under the hot item until it has

cooled. Cutting food and other items directly on the countertop should be avoided as this may slice, cut and damage the countertop. Be sure to use a cutting board when using knives, choppers and other sharp objects.

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## **CABINET DRAWERS**

If a drawer in your built-in cabinetry does not slide properly, check the drawer glides for proper alignment. They can be adjusted by loosening a screw, adjusting, and then tightening the screw.

# ***INTERIOR MAINTENANCE***

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## **FIXTURES**

### **Sinks**

Light washing with mild soap or detergent will remove everyday dirt; and occasional scouring with a household cleaner will make your sink shine like new.

For stains and tougher jobs, use commercial cleaners specifically designed for

your sink – there are various cleaners for stainless steel, porcelain enamel, fiberglass or plastic sink types. Avoid bleaches containing chlorides (they tend to corrode materials), and strong scouring agents (they can scratch surfaces).

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### **Bathtubs and Showers**

Clean the bathtubs and showers by applying dishwashing detergent with a soft cloth. Thoroughly rinse off the detergent to eliminate any film. Do not use abrasive materials that can dull or scratch the surface.

Mold may form in tubs and showers, particularly on surfaces where moisture is allowed to stand for extended periods (small ledges, corners, etc.) To reduce the occurrence of mold or mildew, minimize the humidity in the bathroom by:

- using fans or vent windows during baths or showers
- keeping wash cloths and other moisture-trapping objects off of fixture surfaces
- wiping the shower or tub after use with a towel
- cleaning regularly with fungus-killing products
- wipe the floor clear of any standing water

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### **Toilets**

Use commercial toilet bowl cleansers. If yellow rings form inside the bowl from mineral deposits in the water, consider water softening or purifying services.

# ***EXTERIOR MAINTENANCE***

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## **SIDING**

### **Wood or Composition Siding**

These sidings provide long-term resistance to weathering when adequately protected by house paint and are usually warranted by siding manufacturers. Generally, however, the siding manufacturer's warranty does not apply to deterioration caused by moisture that has penetrated the siding's surface. To prevent excessive moisture, follow the siding manufacturer's recommendations, as well as the following maintenance tips.

#### ***Manage moisture environment in the home***

High relative humidity levels inside the home or in the crawl space beneath the home can cause moisture to penetrate the siding from the back or underside of the board where there is little or no resistance. To prevent this, see page 12 **Condensation, Relative Humidity, and Ventilation**.

#### ***Maintain the exterior finish***

Periodically repainting the siding is necessary, with the frequency depending on the climate, your home's exposure, and the quality of paint used. Use quality paint suitable for exterior use, wood-type siding, as recommended by the siding manufacturer or your paint supplier. If the board is exposed, use a primer before refinishing.

The exterior finish will last longer if the siding is kept clean. Wash with plain water or as recommended by the manufacturer; avoid soaps, detergents and solvents as they can wear away the finish. Mold or mildew should be removed using commercially available fungicides.

Bushes, trees, plants, and other materials or structures that press or rub against the siding should be removed or controlled so they do not scratch the finish or allow moisture to stand against the surface.

#### ***Re-caulk and re-nail as necessary***

If factory-provided caulking hardens, cracks, or loses its seal, replace it by applying high quality caulk. Caulk and seal any joints, cracks, nail holes, seams or other areas (e.g., windows, kitchen, bathrooms, doors, siding, roof, etc.) where moisture may cause damage. Re-nail any loose siding or trim, taking care that the head of the nail itself provides a good seal with the siding surface.

### **Metal Siding**

For maximum protection, wax metal siding with a paste wax, which will leave a durable coating and protect against abrasion and minor scratches. Wax jobs last longest if applied when the outdoor temperature is between 50 and 70 degrees.

### **Vinyl Siding**

Vinyl siding resists airborne dirt. Normal rainfall or periodic rinsing with a water hose will keep the siding free of most dirt. If an unusual amount of dirt accumulates, use an ordinary, nonabrasive household detergent. Use a rag, sponge or soft bristle brush with gentle rubbing action to clean the siding. Rinse thoroughly.

# ***EXTERIOR MAINTENANCE***

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## **ROOF**

The smallest leak or break in the roof or roof edges could result in damaged ceilings, interior panels, and even personal property. Most costly roof troubles can be prevented:

1. The roof should not be walked on unless absolutely necessary. If walking on the roof cannot be avoided, walk only on sections supported by rafters or stringers, or use boards or panels to distribute your weight. Carefully place ladders against the side of the house or roof to protect against damage to siding or roof shingles.

2. Do not remove and reinstall the furnace or furnace pipes without checking the exterior roof stack. A crack in the stack caulking or a loosened stack could cause a roof leak. A loose roof stack or furnace pipe could result in emission of carbon monoxide, fire or explosion; inspect and check thoroughly and re-caulk stacks regularly as needed.

3. Inspect the roof and roof edges for leaks, breaks or openings at least twice yearly, and remove any accumulated or decomposing debris.

**WARNING!**  
**Failure to adequately and/or timely repair leaks could damage your home and personal property and could cause the growth of mold and mildew.**

---

### **Metal Roof**

Coat or paint metal roof with a roof preservative at least every other year; coat once a year for maximum life. Use a high quality roof preservative; it will be less likely to melt or run in hot sun and streak the sides of your home. Some roof preservatives are guaranteed not to streak your pre-painted side panels. Check before you purchase these items!

Check the roof seams for spreading, parting or buckling. If any of these conditions

occur, take immediate action to prevent roof leaks.

Rust, oxidation, and breaks and cracks of the roof panels are all potential trouble points and almost always indicate roof panel wear. Scrape or wire-brush the affected areas and re-coat before additional damage occurs. Treat cracks and breaks in metal roof panels with a special conditioner before using the regular roof coating. Consult a paint retailer for a recommended conditioner.

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### **Shingled Roof**

Periodically inspect shingled roof for any tearing, cracking or rolling of individual shingles. Shingles that have been rolled up by the wind can be flattened out and cemented down with approved roof mastic.

Replace cracked or torn shingles. This is extremely important to prevent leaks that could damage the interior of your home.

# ***EXTERIOR MAINTENANCE***

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## **Roof Moldings**

All roof moldings should fit tightly to the roof and be held firmly by screws or nails. Repair or replace damaged moldings. Before resetting moldings, apply a heavy coating of caulking to the underside with a small brush, putty knife or caulking gun. When the roof or

roofline molding is tight, or after it has been reset, apply a preservative coating over the top of the entire molding. Be sure that all screws or nail heads are well coated with a preservative.

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## **Roof Stacks and Vents**

Rusted stacks or vents that do not function properly should be replaced. Before replacing, remove the old, dried caulking around them and apply new caulking. In setting stacks and vents, apply caulking to the underside of the base of the fixture and to the roof where it is to be set.

Secure the fixture firmly in place with screws, nails or other suitable fasteners. Apply caulking so that it completely covers all stack or vent fasteners.

Even if stacks and vents do not have to be replaced, the old dried caulking around them should be scraped away and a new coating of caulk liberally applied as regular inspection dictates.

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## **Roof Maintenance**

Accumulations of organic standing or decomposing debris including leaves, pine needles, and ice and snow can damage your roof. In particular, ice or debris dams along the eaves can cause leaks that are not covered

under the warranty. Inspect and maintain your roof frequently, especially during the winter, after heavy snow, high winds and heavy rain. Do not let buildups occur - remove the risk.

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## **SKIRTING**

Before a covering or skirting is installed around the bottom of your home, make sure the skirting is adequately vented. For directions, read the section on page 12 titled **Condensation, Relative Humidity and Ventilation**, as well as the requirements and

recommendations in the Installation Manual. Once the skirting is installed, do not close the air vents, even in winter. The open vents will minimize moisture accumulation and also provide the needed combustion air for appliances.



# ***EXTERIOR MAINTENANCE***

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## **BOTTOM BOARDS**

Carefully inspect the protective covering material on the bottom side of the home for any damage such as: failed seams, tears, splits or punctures which may have occurred during transportation or installation.

This special under-covering is known as “bottom board” and can be made from different

materials. This covering is designed to protect against moisture, insects, rodents, as well as to isolate the floor cavity from outside air.

It is important that all necessary repairs be completed whether skirting is to be installed around the perimeter of the home or not.

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## **CAULKING**

As with any type of house, your home should be caulked and re-caulked periodically. Caulk or seal all cracks and openings, no matter how small. These cracks can occur around the moldings, joints, rails, windows, rooftop seams, doors and roof vents. Tighten or replace exposed or loose nails and screws so moisture cannot enter.

Sealing compounds come in a variety of colors to match the existing finish. The best caulking compounds do not dry out to a hardened state, but remain elastic. Caulk can be applied with a caulking gun or putty knife.

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## **LOCKS**

Interior and exterior door locks should be periodically lubricated with a powdered graphite lubricant. The latch bolt and door strike must be kept in alignment. If they are not aligned, adjust so that the door strike and latch bolt line up properly. If the latch goes out

of alignment, it may be due to foundation settlement.

Keep a record of your home lock’s model and identification number so that a locksmith can make new keys if the original keys are lost.

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## **WINTER PROTECTION DURING NON-OCCUPANCY**

If you are not living in your home for extended periods, especially during cold or winter months:

- drain all sink and lavatory traps or pour antifreeze into them.
- Always pour non-toxic antifreeze into bathroom commodes and tub traps.
- Do not allow water to remain in the commode tank.

- Completely drain all hot and cold water lines to prevent bursting.
- Close the shut-off valve below the frost line on the main water supply.
- Leave all faucets open and blow air through the lines to drain water from low spots in the traps.

# ***EXTERIOR MAINTENANCE***

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## **INSURANCE**

No matter where you live or your financial status, it is important to protect your home with adequate insurance.

There are four basic types of insurance:

**1. Physical Damage Insurance (sometimes called Hazard Insurance)** - Coverage for the structure of your home and associated structures, such as carports or garage, from covered losses. Covered losses may include, fire, vandalism, hailstorms and other natural disasters.

**2. Homeowner Insurance (contents and personal property)** - Coverage for physical contents and personal property. You may have to pay extra and list property such as computers, cameras, jewelry, art, antiques, musical instruments, stamp collections, etc.

**3. Liability Insurance (sometimes called Third Party Insurance)** - Coverage for claims or lawsuits filed against you by people who are accidentally hurt by your actions or because of your activities.

**4. Credit Life, Accident and Health Protection** - Provides for continuous payments to the lending institution for certain conditions, such as severe injury, which may cause the borrower to be unable to make the payments. Your lending institution may request this type of coverage as a condition of the loan, or you may want to purchase it to protect your own financial status.

You should thoroughly review specific insurance policies, including the type, coverage amounts and deductibles, with an insurance agent of your choice. You may want to deal with an agent who has policies specifically designed for manufactured housing. Be sure that your coverage and rates factor in how your home is tied down and whether it is in a park or on private property. Also, if you intend to transport, move or relocate the home, make sure that you, the transporter and set-up company have proper insurance coverage.

# ***RESALE and RELOCATION of YOUR HOME***

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## **HOME RESALE**

If you sell your home, review this Guide with the purchaser before new possession and occupancy. It is important to maintain consistent upkeep over the life of the home. Please be sure the second-time buyer fully

understands the maintenance instructions in this Guide. The second-time buyer should also fill out and send in the Homeowner's Information Cards described on page 2.

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## **RELOCATING YOUR HOME**

Only professional manufactured home movers should move manufactured homes. Firms specializing in manufactured home relocation have offices in most major cities. It is important to consult your insurance agent for special insurance for the move including any insurance coverage to be provided by the mover.

### **Ready for Moving**

Never attempt to move your home yourself. Consult an expert and follow their instructions on how to prepare and conduct your move.

If you need further instruction, or a list of recommended transport companies, please contact your retailer.

# ***TROUBLE-SHOOTING GUIDE***

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As the owner of your new home, it is your responsibility, working in conjunction with your retailer, to ensure that your home is properly leveled and set-up at the site, including all necessary tests and adjustments described in this Homeowner's Guide. It is also your responsibility to provide routine preventive maintenance as may be required.

This Trouble-Shooting Guide is intended to help reduce or eliminate minor service calls on your home by explaining minor adjustments you can make on your own.

To use this Trouble-Shooting Guide, find your specific problem under the heading, *PROBLEM AREA*; the recommended solution is printed in the *SOLUTION* column directly to the right.

---

## **PROBLEM AREA**

1. Leak under sink at water line.
2. Leak under sink at drain.
3. Leak at showerhead.
  
4. Leak at any gas fitting.
5. Leak on water line to commode.
6. Leak between tank and bowl in commode.
7. Leak at base of commode at floor.
8. No water to sinks, dishwasher, or washer.
9. Leak on sewer line.

## **SOLUTION**

1. Tighten fitting at connection to faucet.
2. Tighten collars on trap fittings.
3. Turn off water. Contact Retailer or contractor.
4. Turn off gas. Contact Retailer or contractor.
5. Tighten fitting at bottom of tank.
6. Tighten nuts between tank and bowl.
7. Tighten nuts at floor level to seal wax ring.
8. Make sure valves are open.
9. Contact Retailer or contractor.

## **ELECTRICAL**

1. No power to home.
  
2. Partial power to home.
  
3. No power to bathroom receptacles.
4. No power to isolated switches or receptacles.
5. Smoking or sparking at any switch or receptacle.

1. Check main power source outside to insure breakers are in the "on" position. Check breaker box inside home to insure all are in the "on" position.
2. Check main power source outside to insure breakers are in the "on" position. Check breaker box inside home to insure all are in the "on" position.
3. Reset GFCI breaker.
4. Do not use. Contact Retailer or contractor.
5. Disconnect main breaker. Contact Retailer or contractor.

# ***TROUBLE-SHOOTING GUIDE***

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## **PROBLEM AREA**

## **SOLUTION**

### **DOORS AND WINDOWS**

- |   |   |
|---|---|
| <ol style="list-style-type: none"><li>1. Leak around doors or windows.</li><li>2. Doors and windows that bind, sag, or will not close tightly.</li><li>3. Delaminating or warping of doors.</li><li>4. Windows hard to open or close.</li><li>5. Excessive condensation on glass.</li></ol> | <ol style="list-style-type: none"><li>1. Use a silicone based caulking around edges and top. Check level of home.</li><li>2. Check level of home. Adjust striker plates to catch plunger.</li><li>3. Contact Retailer or contractor.</li><li>4. Lubricate window hinges and guides with a light machine oil or WD-40.</li><li>5. Refer to section in this guide on <i>Condensation and Ventilation</i>.</li></ol> |
|---|---|

### **APPLIANCES**

- |   |  |
|---|--|
| <ol style="list-style-type: none"><li>1. No power to an appliance.</li><li>2. Faulty operation of appliance.</li><li>3. Water heater (electric) not heating.</li><li>4. Water heater (gas) not heating.</li></ol> | <ol style="list-style-type: none"><li>1. Make sure power cord is plugged in. Check breakers for “on” position.</li><li>2. Contact appliance manufacturer through a local representative.</li><li>3. Disconnect power. Contact Retailer or appliance manufacturer.</li><li>4. Check that gas source is on. Check pilot light.</li></ol> |
|---|--|

### **HEATING AND AIR CONDITIONING**

- |  |   |
|--|---|
| <ol style="list-style-type: none"><li>1. Heater not working.</li><li>2. A/C not working.</li><li>3. Heater smokes.</li></ol> | <ol style="list-style-type: none"><li>1. Check power source. Check fuel source. Check pilot light. Check thermostat. Contact Retailer or contractor.</li><li>2. Check power source. Check breakers. Check thermostat. Contact Retailer or contractor.</li><li>3. This is common on initial start-up. Let heater run and ventilate home.</li></ol> |
|--|---|

# ***TROUBLE-SHOOTING GUIDE***

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## **PROBLEM AREA**

## **SOLUTION**

### **FLOORS, WALLS, CEILINGS**

1. Loose moldings or trim.
2. Loose hinges, knobs, drawer pulls, etc.
3. Walls, partitions, or floors buckling.
  
4. Floor covering is wrinkled or loose.
  
5. Floor feels soft and spongy.
  
  
6. Floor squeaks.
7. Exterior siding is bowed or cracked.
  
  
8. Ceiling is marked.
  
  
9. Panels mildewed or stained.

1. Re-nail as needed.
2. Tighten as needed.
3. Check level of home; check for water leaks, reduce or eliminate humidity.
4. Check level of home. Contact Retailer or contractor.
5. Check level of home; check for water leaks or standing water under the home, reduce or eliminate humidity.
6. Check for loose lag bolts or loose decking.
7. Check for excessive humidity; re-nail siding.
8. Use soft white chalk or touch-up paint to cover-up. Check for water leaks.
9. Refer to section on *Condensation and Ventilation*.

### **ROOF**

1. Leak from roof.
  
  
2. Roof rumble.
  
  
  
3. Shingles torn, cracked or curling.

1. Check level of home. Seal around seams, edges, and vents with good quality roof coating.
2. Check level of home. Contact Retailer or contractor. **DO NOT** put mechanical fasteners (i.e., rumble buttons, staples, etc.) through the roof.
3. Replace torn or cracked shingles. Curled shingles can be flattened with roof mastic sealer.

# ***DISPUTE RESOLUTION PROCESS***

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## **DISPUTE RESOLUTION PROCESS**

Many states have a consumer assistance or dispute resolution program that homeowners may use to resolve problems with manufacturers, retailers, or installers concerning defects in their manufactured homes that render part of the home unfit for its intended use. Such state programs may include a process to resolve a dispute among a manufacturer, a retailer, and an installer about who will correct the defect. In states where there is not a dispute resolution program that meets the Federal requirements, the HUD Manufactured Home Dispute Resolution Program will operate. These are "HUD-administered states." The HUD Manufactured Home Dispute Resolution Program is not for cosmetic or minor problems in the home. You may contact the HUD Manufactured Housing Program Office at (202) 708-6423 or (800) 927-2891, or visit the HUD website at <http://www.hud.gov> to determine whether your state has a state program or whether you should use the HUD Manufactured Home Dispute Resolution Program. Contact information for state programs is also available on the HUD website. If your state has a state program, please contact the state for information about the program, how it operates, and what steps to take to request dispute resolution. When there is no state dispute resolution program, a homeowner may use the HUD Manufactured Home Dispute Resolution Program to resolve disputes among the manufacturer, retailer, and installer about responsibility for the correction or repair of defects in the manufactured home that were reported during the 1-year period starting on the date of installation. Even after the 1-year period, manufacturers have continuing responsibility to review certain problems that affect the intended use of the manufactured home or its parts, but for which correction may no longer be required under Federal law.

### ***Additional Information: HUD Manufactured Home Dispute Resolution Program***

The steps and information outlined below apply only to the HUD Manufactured Home Dispute Resolution Program that operates in HUD-administered states, as described under the heading "Dispute Resolution Information" in this manual. Under the HUD Manufactured Home Dispute Resolution Program, homeowners must report defects to the manufacturer, retailer, installer, a State Administrative Agency, or HUD within 1 year after the date of the first installation. Homeowners are encouraged to report defects in writing, including, but not limited to, email, written letter, certified mail, or fax, but they may also make a report by telephone. To demonstrate that the report was made within 1 year after the date of installation, homeowners should report defects in a manner that will create a dated record of the report: for example, by certified mail, by fax, or by email. When making a report by telephone, homeowners are encouraged to make a note of the phone call, including names of conversants, date, and time. No particular format is required to submit a report of an alleged defect, but any such report should at a minimum include a description of the alleged defect, the name of the homeowner, and the address of the home.

Homeowners are encouraged to send reports of an alleged defect first to the manufacturer, retailer, or installer of the manufactured home, or a State Administrative Agency. Reports of alleged defects may also be sent to HUD at: HUD, Office of Regulatory Affairs and Manufactured Housing, Attn: Dispute Resolution, 451 Seventh Street, SW., Room 9164, Washington, DC 20410-8000; faxed to (202) 708-4213; e-mailed to [mhs@hud.gov](mailto:mhs@hud.gov), or reported telephonically at (202) 708-6423 or (800) 927-2891.

# ***DISPUTE RESOLUTION PROCESS***

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If, after taking the steps outlined above, the homeowner does not receive a satisfactory response from the manufacturer, retailer, or installer, the homeowner may file a dispute resolution request with the dispute resolution provider in writing, or by making a request by phone. No particular format is required to make a request for dispute resolution, but the request should generally include the following information:

1. The name, address, and contact information of the homeowner;
2. The name and contact information of the manufacturer, retailer, and installer of the manufactured home;
3. The date or dates the report of the alleged defect was made;
4. Identification of the entities or persons to whom each report of the alleged defect was made and the method that was used to make the report;
5. The date of installation and serial number of the manufactured home affected by the alleged defect; and
6. A description of the alleged defect.

Information about the dispute resolution provider and how to make a request for dispute resolution is available at <http://www.hud.gov> or by contacting the Office of Manufactured Housing Programs at (202) 708-6423 or (800) 927-2891.

A screening agent will review the request and, as appropriate, forward the request to the manufacturer, retailer, installer, and mediator. The mediator will mediate the dispute and attempt to facilitate a settlement.

The parties to a settlement include, as applicable, the manufacturer, retailer, and installer. If the parties are unable to reach a settlement that results in correction or repair of the alleged defect, any party or the homeowner may request non-binding arbitration. Should any party refuse to participate, the arbitration shall proceed without that party's input. Once the arbitrator makes a non-binding recommendation, the arbitrator will forward it to the parties and HUD. HUD will have the option of adopting, modifying, or rejecting the recommendation when issuing an order requiring the responsible party or parties to make any corrections or repairs in the home. At any time before HUD issues a final order, the parties may submit an offer of settlement to HUD that may, at HUD's discretion, be incorporated into the order.

In circumstances where the parties agree that one or more of them, and not the homeowner, is responsible for the alleged defect, the parties will have the opportunity to resolve the dispute outside of the HUD Mediation and Arbitration process by using the Alternative Process. Homeowners will maintain the right to be informed in writing of the outcome when the Alternative Process is used, within 5 days of the outcome. At any time after 30 days of the Alternative Process notification, any participant or the homeowner may invoke the HUD Manufactured Home Dispute Resolution Program and proceed to mediation.

The HUD Manufactured Home Dispute Resolution Program is not a warranty program and does not replace the manufacturer's or any other warranty program.



# ***HOMEOWNER'S MAINTENANCE CALENDAR***

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The following is a maintenance seasonal schedule that lists *minimum* guidelines for inspecting, maintaining and preserving your home.

## **Spring**

- Wash exterior; wax metal siding; repaint as necessary.
- Clean interior walls.
- Inspect roof; clean off debris; hose off with water.
- Check and clean exhaust-fan systems.
- Check anchoring system and tie downs.

## **Summer**

- Check air conditioner.
- Check and replace furnace filters.
- Check exterior caulk and sealants.
- Check roof jacks, appliance exhausts.

## **Fall**

- Clean and check furnace.
- Check oil supply.
- Caulk all small openings.
- Check heat tapes on water lines, if installed.
- Recoat metal roof, if necessary.
- Check condition of ground cover.

## **Winter**

- Lubricate window slide tracks.
- Check furnace filters twice each season.
- Clean filters, if necessary.
- Lubricate door locks.

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## **PERIODIC MAINTENANCE CHECKS**

### **Weekly**

- Test smoke alarms.\*

### **Monthly**

- Test Ground Fault Circuit Interrupters.\*

*\* Or as frequently as manufacturer recommends*

### **Vacation Reminders**

- Turn off water supply.
- Turn off and drain water heater if home will be unheated.
- During winter put approved antifreeze in kitchen, lavatory and toilet traps; drain water lines if home will be unheated.
- Unplug appliances.
- Close and lock windows.
- Lock the doors.
- Have fun!

# STATE ADMINISTRATIVE AGENCIES

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**ALABAMA** - Alabama Manufactured Housing Commission, 350 South Decatur Street, Montgomery, AL 36104-4306, (334) 242-4036 ext. 25, Fax (334) 240-3178

**ALASKA** - Use HUD address at end

**ARIZONA** - AZ Department of Fire, Building & Life Safety, Office of Manufactured Housing, 1100 West Washington, Suite #100, Phoenix, AZ 85007-2935, (602) 364-1022, Fax (602) 364-1052

**ARKANSAS** - AR Manufactured Home Commission, 101 E. Capitol Ave., Suite 210, Little Rock, AR 72201-3826, (501) 324-9032, Fax (501) 683-3638

**CALIFORNIA** - Dept. of Housing and Community Development, Manufactured Housing Section, PO Box 31, Sacramento, CA 95812-0031 **FOR UPS & FEDEX USE:** 1800 Third Street, Suite 260, Sacramento, CA 95814-6900, (916) 327-2651, Fax (916) 327-4712

**COLORADO** - Housing Technology & Standards Section, CO Division of Housing, 1313 Sherman St., #321, Denver, CO 80203-2244, (303) 866-4656, Fax (303) 866-3072

**CONNECTICUT** - Use HUD address at end

**DELAWARE** - Use HUD address at end

**DISTRICT OF COLUMBIA (Washington, DC)** - Use HUD address at end

**FLORIDA** - State of Florida, Div. of Motor Vehicles, Bureau of Mobile Homes & RV, 2900 Apalachee Parkway, MS66, Tallahassee, FL 32399-0640, (850) 617-2881, Fax (850) 617-5191

**GEORGIA** - Manufactured Housing Div., State Fire Marshal's Office, #2 Martin Luther King Jr. Dr., #620 West Tower, Atlanta, GA 30334, (404) 656-3687, Fax (404) 657-6971

**HAWAII** - Use HUD address at end

**IDAHO** - Dept. of Economic Development, Division of Building Safety - Building Bureau, 1090 East Watertower Street, Meridian, ID 83642, **US Mail USE:** PO Box 83720, Meridian, ID 83720-0600, (208) 332-7151, Fax (208) 855-9399

**ILLINOIS** - IL Dept. of Public Health, Div. of Environmental Health, General Engineering Section, 525 West Jefferson Street, Springfield, IL 62761-5056, (217) 782-3517, Fax (217) 785-5897

**INDIANA** - IN Dept. of Homeland Security, Div. of Fire & Building Safety, 302 W. Washington Street, Room E-241, Indianapolis, IN 46204, (317) 232-1407, Fax (317) 233-0307

**IOWA** - Manufactured Housing Coordinator, State Fire Marshal Division, 215 E. 7<sup>th</sup> Street, Des Moines, IA 50319-0047, (515) 725-6157, Fax (515) 725-6140

**KANSAS** - Use HUD address at end

**KENTUCKY** - Manufactured Housing Division, KY Fire Marshal's Office, 101 Sea Hero Road, Suite 100, Frankfort, KY 40601-4322, (502) 573-1795, Fax (502) 573-1004

**LOUISIANA** - Manufactured Housing Division, LA Fire Marshal's Office, 8181 Independence Blvd., Baton Rouge, LA 70809, (225) 362-5500 or (800) 256-5452, Fax (225) 925-3813

**MAINE** - Maine Manufactured Housing Board, Dept. of Professional and Financial Regulations, 35 State House Station, Augusta, ME 04333-0035, (207) 624-8678, Fax (207) 624-8637

**MARYLAND** - Maryland Code Administration, Dept. of Housing & Community Development, 100 Community Place, Crownsville, MD 21032-2023, (410) 514-7220, Fax (410) 987-8902

**MASSACHUSETTS** - Use HUD address at end

**MICHIGAN** - OLGCS, MI Bureau of Construction Codes, PO Box 30254, Lansing, MI 48909, (517) 241-9302, Fax (517) 241-9570

**MINNESOTA** - MN Dept. of Labor and Industry, Construction Codes and Licensing Div., Building Codes and Standards Division, 443 Lafayette Road North, St. Paul, MN 55155-4341, (651) 284-5068, Fax (651) 284-5749

**MISSISSIPPI** - Manufactured Housing Division, State Fire Marshal's Office, Woolfolk State Office Bldg., PO Box 79, Jackson, MS 39205 **FOR UPS & FEDEX USE:** 501 North West St., 10<sup>th</sup> Floor, #1001, Jackson, MS 39205, (601) 359-1061, Fax (601) 359-1076

**MISSOURI** - Missouri Public Service Commission, Manufactured Housing and Modular Units Programs, 200 Madison Street, Suite 500, PO Box 360, Jefferson City, MO 65102-3254, (800) 819-3180, Fax (573) 522-2509

**MONTANA** - Use HUD address at end

**NEBRASKA** - Housing and Recreational Vehicle Department, NE Public Service Commission, PO Box 94927, Lincoln, NE 68509-4927 **FOR UPS & FEDEX USE:** 1200 "N" Street, 300 The Atrium, Lincoln, NE 68508, (402) 471-0518, Fax (402) 471-7709

**NEVADA** - Department of Business & Industry, Manufactured Housing Division, 2501 East Sahara Ave., Suite 204, Las Vegas, NV 89104, (702) 486-4183, Fax (702) 486-4309

**NEW HAMPSHIRE** - Use HUD address at end

**NEW JERSEY** - Bureau of Home Owner Protection, Dept. of Community Affairs, PO Box 805, 101 South Broad Street, Trenton, NJ 08625-0805, (609) 984-7905, Fax (609) 292-2839

# STATE ADMINISTRATIVE AGENCIES

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**NEW MEXICO** - Manufactured Housing Division, Regulation and Licensing Dept., 2500 Cerrillos Road, Santa Fe, NM 87504, **US Mail USE:** PO Box 25101, Santa Fe, NM 87504, (505) 476-4775, Fax (505) 476-4702

**NEW YORK** - Manufactured Housing Unit, One Commerce Plaza, Suite 1160, 99 Washington Ave., Albany, NY 12231-0001, (518) 474-4073, Fax (518) 486-4487

**NORTH CAROLINA** - NC Dept. of Insurance, Manufactured Building Division, 322 Chapnoke Road, Suite 200, Raleigh, NC 27603-3415, **US Mail USE:** 1202 Mail Service Center, Raleigh, NC 27699-1202, (919) 661-5880 ext. 213, Fax (919) 662-4405

**NORTH DAKOTA** - ND Dept. of Commerce, Division of Community Services, 1600 East Century Ave., Suite 2, PO Box 2057, Bismark, ND 58502-2057, (701) 328-5300, Fax (701) 328-5320

**OHIO** - Use HUD address at end

**OKLAHOMA** - Use HUD address at end

**OREGON** - Department of Consumer & Business Services, Building Codes Division, PO Box 14470, Salem, OR 97309-0404 **FOR UPS & FEDEX USE:** 1535 Edgewater Street, NW, Salem, OR 97304-4635, (503) 378-4133, Fax (503) 378-2322

**PENNSYLVANIA** - Housing Standards Division, Dept. of Community & Economic Development, Commonwealth Keystone Bldg., 400 North Street, 4<sup>th</sup> Floor, Harrisburg, PA 17120-0225, (717) 720-7416, Fax (717) 783-4663

**RHODE ISLAND** - State of Rhode Island Building Code Commission, One Capitol Hill, Providence, RI 02908-5859, (401) 222-3529, Fax (401) 222-2599

**SOUTH CAROLINA** - Dept. of Labor, Licensing and Regulation, SC Manufactured Housing Board, P. O. Box 11329, Columbia, SC 29211-1329, (803) 896-4613, Fax (803) 896-4814

**SOUTH DAKOTA** - SD Dept. of Public Safety, Office of State Fire Marshal, 118 West Capitol Avenue, Pierre, SD 57501-2000, (605) 773-3562, Fax (605) 773-6631

**TENNESSEE** - State of Tennessee, Dept. of Commerce & Insurance, State Fire Marshal's Office, 500 James Robertson Parkway, Third Floor, Nashville, TN 37243-1162, (615) 741-7192, Fax (615) 741-9388

**TEXAS** - Manufactured Housing Div., TX Dept. of Housing & Community Affairs, Twin Towers Office Center, 1106 Clayton Lane, Suite 270W, Austin, TX 78723, **US Mail USE:** PO Box 12489, Austin, TX 78711-2489, (512) 475-4999 or (800) 500-7074, Fax (512) 475-4706

**UTAH** - State of Utah, Div. of Occupational and Professional Licensing, PO Box 146741, 160 E. 300 South, Salt Lake City, UT 84111-6741, (801) 530-6720, Fax (801) 530-6511

**VERMONT** - Use HUD address at end

**VIRGINIA** - State Building Code Administrative Office, Dept. of Housing and Community Development, Main Street Centre, 600 East Main Street, Richmond, VA 23219, (804) 371-7161, Fax (804) 371-7092

**WASHINGTON** - State of Washington, Dept. of Labor and Industries, Factory Assembled Structures, Installer/SAA Program, PO Box 44420, Olympia, WA 98504-4220 **FOR UPS & FEDEX USE:** 7273 Linderson Way SW, Tumwater, WA 98501-5414, (360) 902-5571, Fax (360) 902-5229

**WEST VIRGINIA** - West Virginia Deputy Commissioner, State Capitol Complex, Building 6, Room B-749, Charleston, WV 25305 (304) 558-7890, Fax (304) 558-2447

**WISCONSIN** - Department of Commerce, Safety & Buildings Division, PO Box 525, Friendship, WI 53934-0525 **FOR UPS & FEDEX USE:** 3824 N. Creekside Lane, Holmen, WI 54636-9466, (608) 785-9335, Fax (608) 785-9330

**WYOMING** - Use HUD address at end

## NON-SAA STATES-HUD

Office of Regulatory Affairs and Manufactured Housing  
U.S. Department of Housing and Urban Development  
451 Seventh Street, SW, Rm. 9164, Washington, DC 20410-8000, (202) 708-6423 or (800) 927-2891, Fax (202) 708-4213  
Email: mhs@hud.gov

# ***HOMEOWNER CHECKOUT LIST***

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This Homeowner Checkout List will help you conduct a simple inspection of your home within 30 days after delivery. If you find a problem within this time period, contact your Retailer directly.

## **INSIDE**

- Try all light switches, vent fans and electrical outlets.
- Try each electrical appliance, including the range, oven, refrigerator, and garbage disposal. Do they work? Is warranty information provided with each of them? Does each have an Owner's Manual?
- Check the smoke detector(s) by pressing the "TEST" button. Does the alarm sound? Do you have warranty documents and operating instructions?
- Try each plumbing fixture. Do all drains work? Does the toilet flush? Does anything leak?
- Try all windows. Do they open and close properly? Is one window in each bedroom clearly labeled as an emergency egress window?
- Try all interior doors, cabinet doors and drawers. Do they open, close, and latch properly? Are they straight?
- Look at the wall coverings and ceiling in each room. Are there gouges or discolorations? Are there any bows, droops, or other problems?
- Check the floor covering in every room. Is the vinyl floor covering free of gouges? Is the carpet tightly stretched?
- Check the surfaces and edges on all counter tops. Any chips or bubbles?

- Look at the trim or molding throughout the home. Is it straight, secure and undamaged?

- If your home came furnished, check each piece. Is there any damage?

## **OUTSIDE**

- Inspect the siding. Are there any serious dents, bows or gouges?
- If your home is multi-sectional, are the siding and trim pieces properly installed where the sections join?
- Try all exterior doors, including water heater and furnace compartment doors if applicable. Do they open, close and latch properly? Are there any large gaps around them? Do you have keys for all of them?
- Check all windows. Do they open, close and latch properly? Is there sealant at the top? Are there screens on each one?
- Check under the home. Any drain system leaks? Any holes or tears in the vapor retarder? If your home is multi-sectional, is the heat duct connected from one side to the other and secured above the ground? Is the ground dry? Is the ground around the home sloped away to provide rainwater drainage?
- Check your electrical panel box, whether it's inside or outside. Are all circuits clearly labeled? Push the "TEST" button on the ground fault interrupter. The "RESET" should pop out; press it to reset.

**NOTE**  
**CONSUMER INFORMATION CARDS**

Keep this booklet with your manufactured home. Title VI of the Housing and Community Development Act of 1974 provides you with protection against certain construction and safety hazards in your manufactured home. To help assure your protection, the manufacturer of your manufactured home needs the information which these cards, when completed and mailed, will supply. If you bought your home from a dealer, please be sure that your dealer has completed and mailed a card for you. If you acquired your home from someone who is not a dealer, you should promptly fill out and send a card to the manufacturer. It is important that you keep this booklet and give it to any person who buys the manufactured home from you.



HOMES OF MERIT®



6420 W Allison Road  
Chandler, AZ 85226

1425 Sunnyside Road  
Weiser, ID 83672

3200 Enterprise Ave  
York, NE 68467

451 Southern Ave  
Strattanville, PA 16258

299 N Smith Avenue  
Corona, CA 92880

308 Sheridan Drive  
Topeka, IN 46571

951 Rt 12 South  
Sangerfield, NY 13455

2073 Evergreen St  
Dresden, TN 38225

840 Palm Ave  
Lindsay, CA 93247

315 W Skyline Rd  
Arkansas City, KS 67005

580 Mill Street NW  
Sugarcreek, OH 44681

3401 W Corsicana St  
Athens, TX 75751

499 W. Esplanade Ave  
San Jacinto, CA 92583

200 Venture Lane  
Benton, KY 42025

550 SW Booth Bend Rd  
McMinnville, OR 97128

501 S Burleson Blvd  
Burleson, TX 76028

1720 E Beamer St  
Woodland, CA 95776

350 Shapkoff Industrial Park Blvd  
Leesville, LA 71446

2551 Champion Drive  
Claysburg, PA 16625

606 S 2nd Ave  
Mansfield, TX 76063

1915 SE State Rd 100  
Lake City, FL 32025

1660 Rowe Avenue  
Worthington, MN 56187

101 Garden Spot Road  
Ephrata, PA 17522-0428

1023 Hwy 61  
Lancaster, WI 53813

1230 SW 10th St  
Ocala, FL 34471

4055 US 401 S  
Lillington, NC 27546

99 Horseshoe Rd  
Leola, PA 17540