



Homeowner Maintenance Manual

STATESON HOMES



Move-in Checklist



Maintenance Schedules



Troubleshooting

Welcome Home!

PWSC Maintenance Manual

INTRODUCTION



WELCOME HOME

Congratulations on the purchase of your new home. You've made a big investment—in your future, in new memories, and in having a beautiful place to call your own. This is worth celebrating!

Homeownership is incredibly rewarding, but also brings with it new responsibilities. No need to worry. PWSC's maintenance manual is here to help:

- Know what to do when moving into your new home
- Perform regular maintenance to keep big issues at bay
- Find and fix common home concerns
- Track maintenance and repairs
- Understand your home warranty and how to use the policy

Consider this manual another tool in your toolbox to keep your home looking great and functioning like it should.

Who Is PWSC?

Allow us to introduce ourselves.

PWSC is your warranty administrator. **This means your builder has partnered with PWSC to ensure your home is protected with an insured structural warranty!** Our warranties protect more than 1.7 million homes across the United States, and our customer service team has over 100 years of combined construction expertise.

You love your new home. We do too!

How Do I Use My Warranty?

When a problem covered by your warranty arises, contact the builder first, then reach out to PWSC. For any questions regarding this warranty, contact PWSC at (800) 850-2799 or warrantyclaims@pwsc.com.



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POST MOVE-IN CHECKLIST



YOU'RE MAKING BIG MOVES

Unpacking all those boxes probably feels like priority #1. While settling in is important, we recommend adding a few to-do items to your list first. Working through this 10-step move-in checklist ensures you're off to a smooth, safe start in your new home.



Documents

Store all instruction booklets, warranties, insurance policies, and this manual in an easy-to-find location.



Electrical

Locate and label the main circuit breaker in the electrical panel box. Show family members how to turn the breaker off in case of an emergency. If any breakers in the electrical panel are unlabeled, now is a great time to identify them.



Fire Extinguisher

Purchase a fire extinguisher for every floor in your home, plus the kitchen and garage. Show your family where they are located and how to operate them. Remember, fire extinguishers should be recharged periodically and after each use.



First-Aid Kit

Place a first-aid kit in a central location of the home and ensure all family members know where to locate it quickly.



Flooring

Before determining the perfect set-up for your furniture, attach protectors to the legs to avoid scratching new floors.



Plumbing

Locate the main water line shut-off and individual plumbing fixture valves around the house. Explain how to shut them off in case of a flood or other plumbing emergency.



Natural Gas/Propane

For homes with natural gas, knowing where to find the shut-off valve and how to close it is important for everyone in your family. A rotten egg smell or hissing sound around pipes are signs of a gas leak.



Punch List

Complete the builder's 45-day punch list, which provides a to-do list of repairs for new construction homes.



Tile & Grout

Protect grout from discoloration by applying a silicone-based sealer to the ceramic tile.



Warranties

Mail in all manufacturer warranties on new systems and appliances. Your PWSC home warranty does not cover system and appliance problems in year one, so manufacturer warranties are important.

SYSTEMS AND APPLIANCES LOG

Covering Your Assets

You've already made a big investment in purchasing a new home. The last thing you want is a system or appliance breakdown, bug, or blip to bust your budget. We get it and so do our warranties.

Your new home comes with a new home system & appliance warranty.

Homeowner Hint: Write down the make, model, and serial number of all major appliances. You will need this information when filing a claim for a repair or replacement. This also is helpful if damage to your home, like a fire, triggers your homeowners insurance policy.

System/Appliance	Make	Model	Serial Number	Year One Contact
Refrigerator				
Dishwasher				
Stove/Oven/Cooktop				
Microwave				
Garbage Disposal				
Clothes Washer				
Clothes Dryer				
Garage Door Opener				
HVAC				
Water Heater				
Plumbing				
Electrical				

REGULAR MAINTENANCE SCHEDULE

Regular Maintenance Really Matters.

Think of your home like any other relationship in life. It requires time, attention, and work. A little neglect can turn into a big issue down the line. But regular TLC goes a long way.

So, what is the best type of maintenance? Preventative. Routine upkeep maintains the quality of your new home and avoids common, costly problems. Set aside some time to keep your home happy with these checklists. Your home will thank you and so will your wallet.



Monthly Checklist

Air Conditioning & Heating

- Check and replace dirty air filters.
- Vacuum the air supply and return registers to remove dust and lint.

Homeowner Hint: Have a furry Fido or Felix enjoying your new home? Pet hair left unchecked can reduce the lifespan of HVAC units and compromise air quality.

Faucets & Drains

- Use a rust or scale remover to clean aerators if you have hard water.
- Flush hot water, baking soda, and vinegar down drains to eliminate odors and prevent clogs.

Garbage Disposal

- Clean and sharpen disposal blades by grinding ice cubes. Eliminate odors with baking soda, vinegar, and citrus rinds.
- Reset Ground Fault Circuit Interrupters (GFCI). These are the buttons on outlets near water sources.

Interior Caulking

- Caulking separations are a normal part of wear and tear. Grab the right caulk and check these areas around your home: sinks, bathtubs, faucets, toilets, countertops, backsplashes, ceramic tile walls and floors, and window sills.

Range Hood Fan

- Clean or replace dirty filters.

Smoke Detectors

- Test all smoke detectors throughout the home.
- Clean detector openings and sensors.

Homeowner Hint: When one smoke detector battery lets you know it is low, go ahead and replace the batteries in every detector throughout the home. It will save time in the long run and ensure your family stays safe.

Water Filters & Softeners

- Hard water is tough on filters and softeners. Replace water filters and ensure the water softener is properly loaded with salt to prevent calcium, magnesium, and iron build-up.



Six-Month Checklist

Air Conditioning & Heating

- Have an HVAC service technician perform a six-month check-up
- Ensure that the concrete pad supporting the A/C unit is level.
- Remove excess leaves, grass, and other debris. There should be at least one foot of clearance around the air conditioner.

Cabinets

- Clean all cabinets and apply a light coat of wax to wood finishes.

Doors

- Tighten any loose screws on the door lock set and hardware.
- Lubricate squeaky door hinges and oil the moving parts of garage doors.
- Clean sliding door tracks and then apply a silicone spray.

Homeowner Hint: Use a silicone lubricant rather than oil, which will cause roller deterioration. However, protect the surrounding floors as silicone can cause discoloration.

Exterior Finishes

- Look for cracks and separations in exterior caulking and fill in the gaps as necessary.
- Examine all exterior painted and stained surfaces (especially doors and decks). Remove chipped paint and refinish as needed.

Hot Water Heater

- Check your water heater's Temperature Pressure Release (TPR) valve. If you have hard water, drain at least five gallons of water from the unit to prevent sediment from building up.

Plumbing

- Look for leaks around water supply lines and valves connected to sinks, toilets, refrigerators, and clothes washers. Do the same for pipes and drains.

Roofing

- Look for broken, thinning, or missing shingles and tiles. Check for gaps in the flashing.
- Clean gutters and downspouts. Blockages cause water to stick around the house which can lead to rot and mold.

Windows

- Check the weather stripping around windows and replace if pieces are missing or large gaps are evident.
- Ensure windows open and close smoothly. Clean and lubricate the tracks with a silicone spray if needed.
- Inspect window screens and replace if you see visible signs of damage



Annual Checklist

Attic

- Inspect the attic for blocked soffit vents or displaced insulation causing gaps on the attic floor.
- Look for signs of roof leaks.
- Check for hints of insect and rodent infestations.

Doors

- Repair or replace the weather stripping on exterior doors that fail to prevent airflow.
- Tighten all garage door bolts.
- Check exterior door fits and adjust as necessary.

Tankless water heater
Consult owners manual for
maintenance followup

Windows

- Look for caulking gaps around all windows on your home's exterior.

Air Conditioner

- Schedule a routine maintenance check with an HVAC professional.

Clothes Dryer

- Disconnect the dryer hose and remove any lint build-up. Lint decreases dryer efficiency and creates a fire hazard.

Fireplace

- Schedule a chimney cleaning with a professional chimney sweep.

Homeowner Hint: The cleaning process should include an inspection of the chimney to look for leaks, cracks, and defects—plus nests of wildlife living in your home rent-free.

Pest Treatment

- Contact an exterminator to inspect and treat for termites and other pests.

Pressure Cleaning

- Remove mildew and dirt from roof tiles and shingles.
- Clean pavers, patios, driveways, and sidewalks.
- Spray exterior finishes like siding, stucco, bricks, and stone for mildew and dirt.

Septic Tank

- Check the septic tank and look for signs it needs pumped.

Tankless Water Heater

- Consult owners manual for maintenance followup

Homeowner Hint: Most household septic tanks should be pumped every three to five years. Signs of a full septic tank are slow drains, standing water around the unit, bad smells, and backup.

SEASONAL MAINTENANCE SCHEDULE

Season's Greetings

A home's needs change with the seasons. Use these checklists to keep your home in tip-top shape regardless of whether the flowers are blooming or the snow is falling outside.

Winter Home Maintenance Checklist



- Clean exhaust fans and filters
- Inspect wood burning or gas fireplaces and chimneys
- Check smoke and carbon monoxide detector batteries
- Fix interior leaks to avoid mold
- Let in some fresh air to reduce the build-up of toxins
- Disconnect the garden hose and winterize outside faucets
- Prune trees and branches susceptible to breaking during winter storms
- Remove roof and gutter debris to prevent ice from accumulating
- Have ice-melt and shovels ready to keep walkways ice-free

Spring Home Maintenance Checklist



- Make sure electrical cords are not frayed or cracked
- Replace HVAC furnace filters and lubricate the blower motor
- Clean and inspect ducts and vents
- Remove dirt and dust from the A/C compressor
- Check for plumbing leaks and fix dripping faucets
- Drain water heater sediment and lubricate the circulating pump and motor
- Replace damaged window frames and screens
- Examine foundation and masonry for deterioration
- Treat decks and porches for mildew and fungus
- Secure loose rails, stairs, and boards

Summer Home Maintenance Checklist



- Check all window and door locks
- Examine fireplaces for cracking or damaged masonry during the annual cleaning
- Swap out garage door and lock codes for new ones
- Survey for signs of mold throughout the house
- Inspect and clean ceiling fans
- Make sure floors, walls, and ceilings appear straight and level
- Investigate exterior wood structures for rot or deterioration
- Secure window wells and crawl spaces
- Ensure no septic tank or leach field leaks exist
- Scrutinize siding for dents, damage, bowing, or loose planks

Fall Home Maintenance Checklist



- Clean accumulated dust out of alarms
- Have a licensed professional inspect the gas heater or furnace to avoid carbon monoxide poisoning
- Remove all flammable materials from around heating units and vents
- Ensure the attic is well-ventilated and the insulation is dry and mold-free
- Clean humidifiers to avoid bacteria and spores
- Add weatherstripping to keep out drafts and dust
- Anchor outdoor play equipment should inclement weather strike
- Check sidewalks and driveways for cracked or uneven pavement that can create falls
- Clean gutters to avoid water overflow and falling debris
- Seal gaps where rodents and pests can enter the home as temperatures drop

TROUBLESHOOTING COMMON ISSUES

The Simplest Solution Is Often the Best

Homes experience wear and tear just like anything else. Over the years, the PWSC team has collected the ordinary maintenance mishaps homeowners face. The good news is that many of these common issues are 100% fixable by you. No experience or warranty required.

When you find that next creak, squeak, buzz, or bump, check this list first to see if a simple fix will do the trick.

Appliances

The Maintenance Issue	Its Likely Cause	Try This Simple Solution First
An electric appliance isn't working	The plug is loose or the circuit breaker tripped	Check that the plug is secured in the outlet, then reset the breaker
Dishwasher is leaving a white or gritty residue on dishes	Water flow to the dishwasher is blocked or the filter needs cleaned	Open the valve under the sink to improve water flow. Remove the dishwasher filter and soak it in hot, soapy water for about 60 minutes.
The refrigerator isn't making ice	The ice maker or water line are turned off	Reset ice maker and ensure the water line is connected to the back of the refrigerator
The fridge is collecting condensation	Temperature control needs adjusted	Ensure doors are closing and sealing properly, then reset the temperature
Water is on the floor near the clothes washer	The washer's drain line is constricted	Check the drain for clogs and adjust the line to improve outbound flow

Windows

The Maintenance Issue	Its Likely Cause	Try This Simple Solution First
Window is difficult to open	Broken window balance or unclean jambs	Clean jamb with a silicone spray. If problem remains, replace the balance.
Window is tough to slide or won't stay open	Weak window balance or jammed tension rod	Adjust and/or replace the balance and tension rods
The window sash comes out when fully opened	The tension rod clips on the window's side jambs are stuck in the open position	Move clips to the closed position (you will feel a click) before opening
Window does not lock properly	There is debris in the track or the window is not aligned correctly	Clean the track and adjust the window's alignment at the middle when closing

Exterior Finishes

The Maintenance Issue	Its Likely Cause	Try This Simple Solution First
Depressions and nicks in the exterior siding	Abuse, accidents, or weather	Caulk the nicks and repaint quickly Replacement of siding may be required.
Siding is dirty or has the appearance of streaks	Growth of fungus or mildew, especially common in rainy regions	Apply a commercial mildew cleaner that complies with the siding manufacturer's recommendations, then hose the siding down to remove excess dirt
Painted surfaces are peeling or cracking	Normal aging and weather	Remove loose paint, then clean and sand the surface. Prime and repaint.
The exterior trim has gaps at the joints	Normal shrinking of caulk and filler	Re-caulk or fill the joints regularly
A white substance is appearing on masonry finishes	Known as efflorescence, or the crystallization of soluble salts, when water dries on the masonry	Scrub with a stiff brush using a water and vinegar mixture
Cracks on stairsteps and masonry	Normal home settlement	Seal exterior cracks with a flexible masonry caulk

Heating & Air Conditioning

The Maintenance Issue	Its Likely Cause	Try This Simple Solution First
Air temperature differs between rooms and floors	Unbalanced air distribution or obstructed registers	Adjust air registers and remove obstructions.
Thermostat's indicator light always stays on	Disconnect breaker is tripped	Reset the disconnect breaker in the electrical box or unit
Air conditioner or heat pump aren't working properly	The outside unit cannot get enough circulation	Remove all debris from the top of the unit and at least 12 inches from its sides
Inside or outside coil is frozen	Low refrigerant or dirty air filter	Clean or replace the filter, then raise the thermostat to 90° to thaw

Heating & Air Conditioning (Continued)

The Maintenance Issue	Its Likely Cause	Try This Simple Solution First
Water is collecting on the inside of windowpanes	Your home has excess humidity	Adjust thermostat setting or purchase a dehumidifier. Always use exhaust fans when cooking or bathing.
There is a burning smell when I first turn on my furnace for the season	Accumulated dust on electrical coils or burner tubes	This is perfectly normal and likely will happen every year

Plumbing

The Maintenance Issue	Its Likely Cause	Try This Simple Solution First
My water heater isn't producing hot water	Tripped circuit breaker or incorrect temperature setting	Reset the circuit breaker for tank unit. Unplug the unit for tankless units.
The toilet runs constantly	The tank's water level is too high	Adjust the toilet's float arm stem inside the tank downward
The toilet is making weird noises—it's loud, dripping, or gurgling	The ball cock or floater valves are not working	For loud noises, replace the ball cock in the toilet's water tank. Replace the floater valve for dripping and gurgling sounds.
The toilet is backing up or overflowing	There is a line obstruction	Turn off the intake valve and then plunge the toilet
Water spits or sprays from faucets	The water supply line has air in it	Run every faucet in your home simultaneously for about five minutes
Water drips from the shutoff valves	Loose packing nut	Open the valve completely, then gently tighten the nut

MAINTENANCE RECORD LOG

Remember Every Repair

We hope you enjoy your new home for many years to come. Over that time, various maintenance issues will arise. Remembering every repair and resolution along the way can be tough. Use this log to track your home maintenance so you have an accurate record. This helps with budgeting, anticipating future home needs, and shows potential buyers how well you've cared for the home.

Homeowner Hint: Your new home warranty is transferable should you sell this home. Find warranty transfer form located in your warranty booklet or contact PWSC.

Repair	Date	Services Provided/Contact

FREQUENTLY ASKED QUESTIONS

1. Q. Is my warranty transferable if I sell my home?

A. Yes, you may transfer the remainder of the warranty coverage period provided you or the new owners notify PWSC in writing.

2. Q. Will PWSC send someone out to service my home?

A. As the program administrator, PWSC is not involved in the regular service or maintenance of the home. In the unlikely event your home has a structural defect, PWSC may send a construction expert or service provider to help resolve the issue.

3. Q. What is PWSC's role?

A. PWSC is the warranty administrator. Our responsibility is to provide administrative services and/or assistance with the dispute resolution process.

4. Q. How do we submit a claim to PWSC?

A. Start by reviewing the warranty booklet issued for your home for a better understanding of the warranty coverage. If the issue is covered under the warranty, please submit a claim online at <https://pwsc.com/claims-center/>.

5. Q. Where can I get a copy of the warranty booklet issued to my home?

A. Request a copy from your builder or contact PWSC's customer service division at 1-800-850-2799 or customersupport@pwsc.com.

6. Q. Is window seal failure included in my warranty coverage?

A. If you experience window seal failure (condensation or fogginess between glass panes), this may be included in your window manufacturer's warranty coverage. Look for a sticker with the manufacturer's information in the header or on the frame of the window. If you can't locate it, ask your builder.

7. Q. Are roof leaks included in my warranty coverage?

A. Yes, roof leaks are included in the 1-year warranty coverage (unless otherwise stated in your warranty documents and/or Builder documentation). Contact your Builder first for all year one and two service requests before submitting a claim to PWSC.

8. Q. What is included in my structural warranty coverage?

A. Refer to the "Defined Structural Element Failure" section in your warranty booklet for details.

FREQUENTLY ASKED QUESTIONS

9. Q. What manufacturer warranties are included with my Home?

A. Manufacturer warranties often extend beyond the first year on items such as defective roof shingles, windows, furnaces, air conditioning units, and the hot water heaters. Find the manufacturer information on the unit or contact your builder.

10. Q. Why must I contact the Builder after years one and two if PWSC is the warranty company?

A. The warranty requires that homeowners notify their builder of a claim first so the builder may respond under the limited warranty procedure.

