



Welcome home! We understand that the purchase of a new home is a momentous occasion, and a huge investment. We feel honored that you have made the decision to allow Ramsey & Walker to fulfill your dream of owning a new home. We do not take this responsibility lightly and will do everything within reason to make your experience enjoyable.

The first page of this package contains a list with contact information for some of the utility providers in your area. Each subsequent page contains a quick reference to frequently asked maintenance questions. This package is not meant to be comprehensive, so please reference the manuals provided with your home or contact us with any additional questions you may have.

Our relationship with you continues after the purchase of your new home and gives you the assurance that your investment is well protected. Accordingly, your new home is covered by a one-year limited warranty provided by Ramsey & Walker, LLC and a ten-year structural warranty provided by Centricity. **Should a need arise during the warranty period, please contact us at your earliest convenience through the Buildertrend app or desktop site** with the log-in credentials you created shortly after you contracted to purchase the home. You may also contact Bobby Reeve directly during normal business hours. His phone number is 850-781-4737 and his email is [rreever@ramsey-walker.com](mailto:rreever@ramsey-walker.com). Should an urgent need arise outside of normal business hours, please call Brett Ramsey at 850-450-6816

Please take time to review this quick maintenance reference guide thoroughly. If you need clarification, or additional details, please contact us at your convenience. We are delighted to welcome you to your new home and are willing to do everything within reason to make this experience an enjoyable one for years to come. As the opportunity presents itself, we would greatly appreciate you recommending us to your friends and family.

Congratulations, and welcome home!

Best regards,

A handwritten signature in blue ink that reads 'Brett Ramsey'. The signature is fluid and cursive, with a long, sweeping underline.

Brett Ramsey  
Managing Member – Ramsey & Walker, LLC

**ELECTRIC**

Gulf Power  
140 Hollywood Blvd SW  
Fort Walton Beach, FL 32548  
[www.gulfpower.com](http://www.gulfpower.com)  
(800) 225-5797

**WATER & SEWER**

Holley-Navarre Water System  
8574 Turkey Bluff Rd  
Navarre, FL 32566  
[www.hnws-fl.com](http://www.hnws-fl.com)  
(850) 939-2427

**NATURAL GAS**

Okaloosa Gas District  
20 NE Hughes St  
Fort Walton Beach, FL 32548  
[www.okaloosagas.com](http://www.okaloosagas.com)  
(850) 729-4700

**CABLE TELEVISION & INTERNET**

Mediacom  
1613 Nantahala Beach Rd  
Gulf Breeze, FL 32563  
[www.mediacomcable.com](http://www.mediacomcable.com)  
(800) 239-8411

**TRASH COLLECTION**

Waste Pro USA  
5859 Commerce Rd  
Milton, FL 32583  
[www.wasteprousa.com](http://www.wasteprousa.com)  
(850) 365-1900

The location of your home requires a grinder pump system to break down sewage waste before depositing it into the sewer line located at the road. The round green object in the side of your yard is the lid to this system. The system is equipped with a visible and audible alarm. Should the system ever malfunction, this alarm will sound and flash. It is important to suspend the flushing of your toilets and notify us immediately if this occurs during the first year, or a licensed plumber following your one year warranty period. Malfunctioning of this system typically occurs when any object other than toilet paper is flushed. **Please refrain from flushing feminine hygiene products, or any objects other than toilet paper.** If these items are recovered during the repair of the system, you will be responsible for the related costs.

The garbage disposal for your home is located under the sink in the kitchen island. Accordingly, instead of a switch, there is a button that turns the disposal on. With the water running, press the button once to turn the disposal on, and another time to turn the disposal off.

Washing machine hoses are inconspicuous and inexpensive components that, unfortunately, are a main culprit in the flooding of many houses. It is important that you install a new set of hoses when you move in, and replace them every three years. We recommend stainless steel-braided hoses with an auto-shutoff feature that are of an appropriate length for your washing machine.

Your new home is equipped with central heating and air conditioning system. In order to ensure optimum performance, a quick and easy monthly maintenance routine is required. The air filter provided with the unit is disposable. Each month, the filter should be removed and replaced. The filter is located towards the bottom of the unit that can be found in the closet with the louvered door inside your home. There is a cover with a knob that conceals the filter. Locate the knob, and pull out and down. Once the cover is opened, slide the filter out towards you. Now that the filter has been removed from the unit, insert a new filter with the air flow arrow point up towards the ceiling. Next, return the cover to the position that conceals the filter. At this time each month, it is important to clean the drain line for your unit as well. For your convenience we have provide a removable white PVC pipe that will stick up vertically on the drain line that runs from your unit to the floor. This can be located in front of your unit which is located in the closet with the louvered door inside your home. Remove The vertical section of capped PVC pipe sticking up from the drain line and apply a cap full of bleach into the line. Reinstall the vertical section of capped PVC into the drain line.

Your new home features wood laminate flooring. Please follow the listed routine maintenance guidelines provided below to keep your floor looking beautiful.

- Use a damp cloth to blot up spills as soon as they occur. Never allow liquids to stand on your floor.
- For touch spots, such as oil, paint, markers, lipstick, ink, or tar, use acetone/nail polish remover on a clean white cloth, then wipe the area with a damp cloth to remove any remaining residue.
- Sweep, dust, or vacuum the floor regularly with the hard floor attachment (not the beater bar) to prevent accumulation of dirt and grit that can scratch or dull the floor finish.
- Periodically clean the floor with clean products made specifically for laminate floor care.
- Do not wash or wet mop the floor with soap, water, oil-soap detergent, or any other liquid cleaning material. This could cause swelling, warping, delamination, and joint-line separation, and void the warranty.
- Do not use steel wool, abrasive cleaners, or strong ammoniated or chlorinated type cleaners.
- Do not use any type of buffing or polishing machine on your laminate floors.
- For spots such as candle wax or chewing gum, harden the spot with ice and then gently scrape with a plastic scraper, such as a credit card. Be careful not to scratch the flooring surface. Wipe clean with a damp cloth.
- A more frequent dust-mopping or vacuuming schedule may be required in very sandy areas, such as a beach home.
- Entry mats will help collect the dirt, sand, grit, and other substances that might otherwise be tracked onto your floor.
- To prevent slippage of area rugs, use an approved vinyl rug underlayment
- use floor protectors and wide-load bearing leg bases/rollers to minimize the chance of indentations and scratches from heavy objects. As a rule, the heavier the object, the wider the floor protector.
- Maintain a normal indoor relative humidity level between 35% and 65% throughout the year to minimize the natural expansion and contraction of the wood.
- Avoid excessive exposure to water during periods of inclement weather.
- Keep your pet's nails trimmed to prevent them from scratching your floor.
- Never try to slide heavy objects across the floor.
- A protective mat should be used for furniture or chairs with castors.

Temperatures in northwest Florida can occasionally reach the low 20s or even lower. If water is left in the irrigation pump and it freezes, the pump can be severely damaged.

Draining the pump in the fall to protect it from freeze damage is a fairly simple operation. Standard lawn pumps have a 2-inch pipe that comes out of the ground, makes a 90-degree bend and attaches into the inlet on the front of the pump. Directly below the inlet at the bottom of the pump, near the ground is a drain plug. It usually looks like a regular bolt or it could have wings that facilitate turning a small valve.

Unscrew the bolt all the way out or turn the wings until they stop turning (about 4 or 5 turns. This opens the drain valve). There should be a hose spigot coming out of the top of the pump. Opening the valve on the spigot will release the vacuum and allow the water in the pump to drain out the hole at the bottom.

After the water is through draining out, replace the plug or close the valve and you are good for the winter. Be sure to turn the irrigation timer to the "off" position so the pump does not come on while it is drained.

In the spring, when you are ready to use the irrigation system, make sure the drain plug is in place or the drain valve is closed. Open the spigot at the top of the pump. Turn the pump on, then hold a garden hose to the mouth of the spigot to allow water to fill the pump. The pump should prime within approximately a minute. Close the spigot and you are set for the summer.

Your home is equipped with Sentricon, a subterranean termite pest control product developed and manufactured by Dow AgroSciences as a termite baiting and elimination system. This product requires no maintenance for the first year after installation and comes with a one year warranty. One year after installation, and each subsequent year, you will need to schedule for the Sentricon system to be serviced. HomeTeam Pest Defense installed the system, and it would be our recommendation to have them service the system. They can be reached at 877-574-7500.

In order to minimize your risk for termites, please employ the following:

- Minimize or eliminate wood mulch
- Keep wooden fences, planter boxes, and other wooden items at least 2 feet from the foundation
- Stack firewood and scrap lumber well away from your home
- Make sure the wood steps, lattice work, and door frames are not in contact with soil
- Clean gutters and downspouts, and keep splash block in place

Additionally, your home features Taexx, a built-in pest control system. This is a network of small tubing installed throughout designated walls during new home construction. When the system is serviced regularly, a virtual barrier is created that helps you keep household insects out of your home. After the initial service, no one needs to be home when a technician treats your home, because the pest control is performed from outside service ports. To activate your built-in pest control system, please call HomeTeam directly at 877-574-7500 when you move in.

Provided for your home are Fabric-Shield Storm Panels, a highly effective alternative to steel or aluminum hurricane panels that allow for easy storage and installation. When you took ownership of the home these panels were stored in your garage and the associated hardware in the cabinet above your microwave.

In order to install, first match the appropriately sized panel for the opening you are protecting. Panels are numbered by side of the house from 1 to the total number of openings on that side. F1 starts at the far right window when facing the front of the home, and the succeeding panel (F2) would be to the left of that. The panels for the left side of your house when looking at the front will start with "L", the panels for the back of your house will start with "B", and the panels for the right side of your house when looking at the front will start with "R".

Next, at the opening you are protecting, remove the vinyl cover at each side of the top of the window. Slide the grommet on the panel over the now exposed nipple on the window trim and secure (finger tight only) with wing nuts provided. Now remove each plastic piece in the window trim and install (finger tight only) bolts with the panel in place to secure the panel. Repeat these steps for each remaining opening.

Your home is now protected from wind, rain, and storm-driven projectiles!