

Let Lake Country Builders' *Customer Care department* handle all your maintenance and repair needs.

Some of our services include:

- Carpentry
- Window Washing, Repair and Replacement
- Air Conditioning Maintenance/Tune Up
- Gutter Cleaning and Replacement
- Closet Reorganization
- Electrical and Plumbing Needs
- Driveway Resurfacing
- Garage Organizing Systems
- Vacation Home Watch
- Spring & Fall Yard Clean up/Lawn Services
- Landscaping/Landscape Lighting
- Duct Cleaning
- Wood Flooring Maintenance
- Garden Design/Installation
- Epoxy Garage Floors
- Tree Services
- Painting: Interior/Exterior

...and much more!

*"Updated cabinet doors and trim, along with the warm decorative paint, certainly added character to our once-plain kitchen island. I now see a furniture piece with the 'old world' appeal I was looking for!"*

-Lori Lyng, Eden Prairie

*"The extreme garage make-over was just great! It was a lot of fun designing it."*

-Kathy Twiford, Excelsior

*"We absolutely love the new wine cellar that Lake Country Builders built for us. Cool, damp, dimly lit and full of wine.... it is the perfect place to send my husband for a 'time out.' He returns in a much better mood!"*

-Kristi Hykes, Minneapolis

*"We asked Lake Country Builders to address the heat loss problem occurring in our attic space. They designed an insulated stairway cap/door which provides an added heat loss barrier. We were very pleased with Lake Country Builders responsiveness to our request. They were thorough, timely and always considerate of our home."*

-Betsy Von Kuster, Edina

If you have questions,  
Call Paul at 952-358-7315 or  
email him at: [pweld@lakecountrybuilders.com](mailto:pweld@lakecountrybuilders.com)

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# *Customer Care*

## MAINTENANCE GUIDE

A guide to help you maintain your home through every season.

**Use this Home Maintenance guide provided  
by Minnesota Department of Commerce  
[www.commerce.state.mn.us](http://www.commerce.state.mn.us)**

Your home is a complex machine constructed from more than 3,000 individual components. Just like your car, it needs to be maintained regularly to keep it operating at peak performance and avoid preventable problems down the road.

Below is a list of important maintenance issues that should be addressed regularly, with a maintenance checklist to get you started. Some maintenance items may require hiring a professional service company.

- New homes in Minnesota are now required to have mechanical ventilation systems. Ask your builder what type of ventilation system you have and how to maintain the system.
- If your home is too humid in the summer and too dry in the winter, your ventilating system may be running excessively. However, the ventilation must not be reduced to the point of compromising indoor air quality. Check the owners manual and the Department of Commerce website for more information.
- Clean filters in your furnace, air conditioner, kitchen exhaust fan, air cleaner, and ventilation system to manufacturer's instructions.
- Test smoke detectors, carbon monoxide detectors, and fire extinguishers to ensure that they are operating properly.
- If there is more than a minor buildup of snow on your roof, the snow needs to be removed to prevent ice dams from forming, which can cause damage to your roof. Any ice buildup on your roof should be removed as soon as possible. If snow is left to accumulate, the weight of the snow may damage your home. Certain roof designs require more maintenance than others.
- Keep gutters and downspouts free of leaves and debris. Make sure that your landscaping is sloped away from the foundation.
- Don't dig until you call Gopher State One at 800-252-1166 or 651-454-0002 to locate underground utility lines.
- Check caulk around windows & doors, and re-caulk when necessary to prevent water damage.
- Vacuum the ducts behind warm air and return air grills. Don't obstruct grills with furniture or other items.
- Shut off exterior faucets and drain pipes before temperatures drop to freezing.
- Know where your main water shut-off valve is located and how to use it. Never leave your home without heat during cold weather as water pipes may freeze and burst.

## MAINTENANCE SCHEDULE

*This Maintenance Schedule highlights maintenance issues for all homes. Get additional maintenance information specific to your home from your builder.*

While your new home has many features and benefits, it is not maintenance free. Its warranties are in place to guard against defective materials or workmanship, not to take the place of routine maintenance.

All building permits that were issued on new homes after April 15, 2000 are required to have a residential mechanical ventilation system. Ask your builder what kind of ventilation system you have and how you should maintain your ventilation system for proper operation.

During its first year or two, a new home goes through a curing process as the various components and materials adjust to each other and to their new environment. Be extra vigilant with maintenance during this time.

Check for and wipe up any condensation at windows and around fixtures in bath. If this occurs it usually will be in the first year curing process or occasionally due to excessive moisture from cooking or frequent showering.

Furnace and air conditioning filters need to be checked and replaced regularly. During your home's first two years after construction, check them every month or two, then every two months or according to the manufacturer's directions.

Fill out this table and use it as a quick reference for major appliances. Remember that improper maintenance on your part can negate the warranty on many fixtures. Please consult a professional for help with maintenance tasks you are unfamiliar with.

Builder: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Type of Ventilation System: \_\_\_\_\_

APPLIANCES/HEATING/VENTILATION				
ITEM	SERIAL #	MODEL #	DATE SERVICED	OTHER INFORMATION
Air-Conditioning				
Furnace				
Water Heater				
Mechanical Ventilation				
Exhaust Fan				
Fresh Air Intake				
Damper Control				
Fireplace				
Clothes Dryer				
Clothes Washer				
Microwave				
Kitchen Exhaust & Fan				
Refrigerator				
Range/Stove/Cooktop				
Dishwasher				

## ANNUAL CALENDAR

*It is important to remember to perform these routine maintenance services on your home every year. Please make copies of this list and use it every year to make your home maintenance tasks a quick and easy process. Not all items apply to all homes.*

YEAR: \_\_\_\_\_

### JANUARY / FEBRUARY

- Clean or replace furnace filter
- Clean or replace air-cleaner
- Check/clean mechanical ventilation system (HRV)
- Clean snow from air intakes, exhaust and meters
- Clean range hood filter
- Remove snow from roof to prevent ice dams
- Clean and check sump pump and pit
- Inspect pressure and temperature valve on water heater
- Clean faucet aerators and turn on infrequently used faucets and put water in floor drains to maintain the trap's water barrier

### MARCH / APRIL

- Check/clean mechanical ventilation system (HRV)
- Clean or replace furnace filter
- Clean snow from air intakes, exhaust and meters
- Remove snow from roof to prevent ice dams
- Check gutters and downspouts and clean if needed
- Inspect basement/crawl space for seepage/leakage
- Maintain proper grades for drainage throughout property
- Be sure to check for settling after spring thaw
- Check and repair any screen damage
- Inspect roof for damage and make repairs when necessary
- Adjust thermostat for season change, check humidity levels to prevent excessive moisture

### MAY / JUNE

- Check/clean mechanical ventilation system (HRV)
- Clear air intakes, exhaust and meters of debris, nests, etc.
- Check gutters and downspouts and clean if needed
- Open outside hose connection
- Check and clean central air conditioning system
- Check landscaping sprinklers to ensure proper alignment (do not let them soak your siding or foundation)
- Replace air conditioning filters monthly or as recommended by the manufacturer
- Inspect pressure and temperature valve on water heater
- Clean A/C condenser
- Maintain proper grades for drainage throughout property

### JULY / AUGUST

- Clear air intakes, exhaust and meters of debris, nests, etc.
- Check gutters & downspouts and clean if needed
- Check exterior finishes
- Check/clean mechanical ventilation system (HRV)
- Air out damp basements on dry days or use dehumidifier
- Have furnace (heating system) serviced
- Check hot water heater for mineral buildup, drain, refill
- Check and repair interior caulking and grout on tile in showers and baths
- Check and repair all exterior caulking and weather stripping, especially around windows and entry doors
- Seal coat and repair asphalt driveway as needed
- Replace air conditioning filters monthly or as recommended by the manufacturer
- Clean A/C condenser

### SEPTEMBER / OCTOBER

- Check fireplace and chimney; service or clean if needed
- Clean range hood filter
- Check/clean mechanical ventilation system (HRV)
- Clear air intakes, exhaust and meters of debris, nests, etc.
- Do safety checks: smoke detector, fire escape routes, fire extinguisher, door and window locks
- Check gutters & downspouts and clean if needed
- Check roofing and flashing for signs of wear or damage
- Check roof vents/ soffit vents
- Close outside hose connection and drain
- Winterize landscaping & blow out irrigation system
- Inspect pressure and temperature valve on water heater
- Maintain proper grades for drainage throughout property
- Adjust thermostat for season change, check humidity levels to prevent excessive moisture
- Clean dryer vent

### NOVEMBER / DECEMBER

- Check attic for signs of moisture
- Clean or replace furnace filter
- Check/clean mechanical ventilation system (HRV)
- Check exhaust fans
- Clear air intakes, exhaust and meters of snow, debris, etc.
- Remove snow from roof to prevent ice dams
- Check adjustment of door thresholds
- Check garage floor for cracks-seal & caulk