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## Trilogy Plumbing Warranty Policy

**Your conditional warranty is valid for one year from the close of escrow date.** The information in this booklet will explain the plumbing components and warranty coverage for the plumbing systems and fixtures installed by Trilogy Plumbing, Inc..

### Service Department

Business Hours: Monday thru Friday 7:00 A.M. to 3:30 P.M.

SOUTHERN CALIFORNIA: (714) 888-8575 Fax: (714) 446-7439

NORTHERN CALIFORNIA: (916) 348-1771 Fax: (916) 348-1101

Emergencies and after Business Hours, Weekends & Holidays: A telephone message exchange system with a live operator will assist you.

**SOUTHERN CALIFORNIA: (714) 888-8575**

**NORTHERN CALIFORNIA: (916) 348-1771**

When you call, please have the following information ready: Homeowner name, street address, phone number, builder and community name, phase and lot number. For everyone's benefit, there must be an adult (18 years or older) present during the time of the service call.

### Warranty Coverage

#### Systems and Fixtures (Water, Waste and Gas)

All water, waste and gas systems and fixtures are warranted to be free of defect for ONE YEAR from the close of escrow date. Damage or normal maintenance is excluded from this warranty. All faucets, tubs, sinks, lavatories, toilets and toilet seats are to be inspected by the homeowner within the first 30 days of occupancy. Damaged or defective items should be reported to our customer service department. *At the end of the initial 30-day period, damaged or scratched items will be available for replacement through Trilogy Plumbing at a reasonable charge for material and labor.*

#### Dripping Faucets, Running Toilets

After the first 30 days of occupancy, any dripping faucets or running toilets will be considered routine homeowner maintenance. The most common reason that faucets drip or toilets run is because dirt or other foreign particles interfere with the faucet cartridge or valve assemblies preventing the mechanical seal to fully close. This type of situation will show up right away; it will not suddenly appear after working properly for several months. TRILOGY cannot insure the purity of the water supplied to your home and therefore cannot warranty dripping faucets or running toilets for more than the initial 30 day period. *At the end of the initial 30-day period cartridges and other various replacement parts will be available for installation through Trilogy Plumbing at a reasonable charge for material and labor.*

### Water Leaks

In the event of any type of water leak, immediately turn off your water supply. Your main water shut off valve is located near your meter directly below your water pressure regulator, where the water line enters your house or garage. Contact your builder's customer service representative to arrange for service.

### Fixture Leaks

Individual fixtures (such as sinks, lavatories, faucets, toilets, etc.) have separate water shut-off valves called angle-stops for both the hot and cold water. The hot water valve is located on the left side and the cold-water valve is located on the right side, both angle stops are located directly below the fixture. The angle-stop shut off valve at the toilet is located behind the toilet on the lower left hand side. To shut off the water at the angle-stop turn the valve to the right as far as it will go.

Your Home may be equipped with a Manablock water management system in lieu of angle stops. If this is the case your fixtures must be turned off at the "control panel". Hot on the left and cold on the right. All fixtures are labeled and will require a ¼ turn to shut off.

### Gas Leaks

In the event of a gas leak, immediately shut off your gas supply. Your main valve is located at the gas meter. Your gas meter is usually located on the side of the garage. For apartments, condominiums, or town homes the meters are usually located at a banked location at one end of the building. After you have shut the gas off to your home call the Gas Company! The Gas Company will determine what type of problem you have and recommend the appropriate remedy.

### **Emergencies**

A true emergency would be a nonfunctioning plumbing system (waste, water or gas). For example, if you have a stopped up toilet and there is another one properly functioning, that is not a true emergency. If the call is not a true emergency, the homeowner will be given instructions, over the phone that will isolate the problem until the next business day. All non-emergency calls will be scheduled for the next available service appointment. **In the event of a true emergency, contact Trilogy Quality Service:  
SOUTHERN CALIFORNIA: (714) 888-8575  
NORTHERN CALIFORNIA: (916) 348-1771**

### **Fixtures**

Your builders, along with their design team have selected the fixtures TRILOGY has installed in your house. The type, size, finish and features were carefully

researched by the builder and precisely specified to us by contract for installation. Trilogy Plumbing only installs new and first quality products.

#### Fixture Finishes

Occasionally, a product may have a factory blemish or defect. TRILOGY asks that you inspect each faucet, sink, lavatory, tub, shower, toilet, toilet seat, etc. closely **WITHIN THE FIRST 30 DAYS OF YOUR OCCUPANCY** for possible flaws. At the end of the initial 30-day period, replacement parts will be available for installation through Trilogy Plumbing at a **reasonable charge for material and labor.**

#### Fixture Finish Cleaning

Follow the specific manufacturer's directions for cleaning fixtures (most manufacturers have an internet address with maintenance information listed). Manufacturers recommend that nothing stronger than soap and water be used on your fixtures. Abrasives should never be used on tubs, sinks or lavatories. Remember, the more abrasive the cleaner, the shorter time the gloss will last. They also remove the shiny finish and leave behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and soapy water (a nonabrasive cleaner or a liquid detergent is usually recommended by manufacturers). Then polish the fixture with a dry cloth to prevent water spots.

#### Gold or Brass Fixture Finish

Follow the specific manufacturer's directions for cleaning fixtures (most manufacturers have an internet address with maintenance information listed). Avoid using any abrasive cleaners on gold or antique brass fixtures. Use only mild detergent and water or a cleaning product recommended by the manufacturer.

#### Faucets

Dripping faucets will be serviced for the first 30 DAYS. A defective product will begin to drip almost immediately. Washers and faucet cartridges are very susceptible to sand, dirt or other foreign particles. Be especially careful if you or one of your builder's subcontractors cut into your water service line for landscape or other reasons. Whenever the main line is cut into, foreign particles are introduced into your water system. These particles can cause damage to your water pressure regulator, or may lead to dripping faucets or running toilets. *At the end of the initial 30-day period, replacement parts will be available for installation through Trilogy Plumbing at a reasonable charge for material and labor.*

#### Kitchen Faucet / Sink

Your house may have a pullout spray type kitchen faucet. When operating, be careful not to spray water back at the faucet. Doing so will allow water to

inadvertently travel down the inside of the faucet and appear to be a water leak. Although this is not actually a leak or defect, this type of user error can lead to cabinet, wall or flooring damage. It is also recommended that the homeowner check the chalking around the kitchen sink, any voids or cracking should be repair to avoid possible water damage.

#### Dripping Faucet

Drips can be repaired by replacing a damaged or obstructed washer or cartridge. Before attempting a repair on any fixture shut off the water supply at the appropriate angle stop or main valve. Following manufacturer's instructions, removing the faucet stem, changing the washer, and reinstalling the faucet stem. Showerheads are repaired the same way. Replace the washer with another of the same type and size. You can minimize the frequency of this repair by remembering not to turn faucets off with excessive force. Only originally installed fixtures are covered under the homeowner's warranty.

#### Aerators

Although your plumbing lines have been flushed to remove dirt and foreign particles, small amounts of material can enter the supply line. The aerators on the faucets are designed to strain much of this from your water. Minerals or foreign particles caught in these aerators may, over time, cause the faucets to drip. The minerals and other foreign particles cause the washers to wear more rapidly. Quarterly routine maintenance of the aerators can prolong the life of your fixtures.

#### Low Pressure

The water department controls the overall water pressure of your home. Water pressure regulators are set at 60 pounds per square inch. Any restrictions in your fixtures, foreign particles or minerals, can lower your water pressure to that fixture. Occasional cleaning of the aerators on your faucets (normally every three to four months) will allow proper flow of water.

#### Ice Makers

When specified, your home will be plumbed for water in the refrigerator location. A recessed box in the wall with a 1/4-inch line and shut off valve will be present to accommodate a refrigerator icemaker.

#### Disposals

A garbage disposal has been installed for your kitchen sink. If service or repairs are needed, the manufacturer, "In-Sink-Erator", requests that you contact them for warranty procedures.

Proper Operating Instructions:

1. Remove stopper from sink opening and run a strong flow of cold water.

2. Turn on wall switch to start disposer.
3. Slowly insert food and or waste into disposer and position stopper to minimize possible ejection of material while grinding.
4. After grinding is complete, turn disposer off and run water for at least 15 seconds to flush drain line.

DO...

- Grind food waste with strong flow of cold water.
- Grind hard material such as small bones and fruit pits to clean inside of grind chamber.
- Grind citrus and other melon rinds.
- Dispose of small amounts of fats in your disposer.
- After grinding, run water for at least 15 seconds to flush drain line.

DO NOT...

- Do not use hot water when grinding food waste (although hot water can be drained into disposer between grinding periods).
- Do not turn off water or disposal until grinding is completed and only the sound of motor and water running is heard.
- Do not grind extremely fibrous materials such as cornhusks or artichokes (they will plug drain).

Cleaning Disposer:

Over time, food particles may accumulate in the grind chamber and baffle, and an odor from the disposer is usually a sign of grease and food buildup. This buildup can be caused by insufficient water flow during and after disposer use. To clean the disposer:

1. Turn off disposer and disconnect power supply.
2. Reach through sink opening and clean under side of splash baffle and inside upper lid of grind chamber with scouring pad.
3. Place stopper in sink opening and fill halfway with warm water.
4. Mix 1/4-cup baking soda with water. Turn disposer on and remove stopper from sink at same time to wash away loose particles.

Releasing Disposer Jam:

Your garbage disposal has a wrench attached to the side of it. This wrench is to be used if the disposal becomes jammed. If your disposal becomes jammed, unplug the garbage disposal for the electrical supply. Next, insert the wrench into the slot in the bottom of the disposal and turn it in both directions several times. Whatever jammed the disposal should be dislodged and can then be removed through the mouth of the disposal (through the sink). Step to remedy disposer jam:

1. Turn off the disposer and water.
2. Insert one end of the self-service wrench into the center hole on the bottom of the disposer. Work the wrench back and forth until it turns one full revolution. Remove wrench.
3. Reach into the disposer with tongs and remove object(s). Allow the disposer motor to cool for 3-5 minutes and lightly push red reset button on the disposer bottom. (If the motor remains inoperative, check the service panel for tripped circuit breakers or blown fuses.)

The disposal is not designed to be batch fed. Do not fill the grind chamber and then turn on the disposal. This will cause the disposal to jam or force un-ground material into your drain pipes. The disposal should be fed the material to be disposed of slowly with cold running water. TRILOGY has been contracted to only install the disposals. The manufacturer asks that you contact them for warranty procedures.

#### Automatic Clothes Washer

Your home has been plumbed with an automatic clothes washer. This recessed box is located in your laundry area. It is supplied with a hot and cold water supply with valves. Use only new water supply hoses when installing the clothes washer. Be sure to securely fasten the drain hose so it will not accidentally flip out of the drain hole. The set up and installation of the clothes washer is the sole responsibility of the home owner.

#### Toilets

Your home has water conservation toilets. Your toilets flush with 1.6 gallons of water as opposed to the 5 gallon flush type that were common many years ago. You will also notice that the water level in the bowl may appear lower than in the toilets of your previous home. This is a unique characteristic of the water-saver toilet it is not a defect. You may also notice that the flush is not as complete or as aggressive as you may be accustomed. This again is not a defect. There may be a period of time needed to get used to the water saving toilets. It is beneficial to allow an initial flush after a bowel movement, then an additional flush for the toilet paper.

#### Resetting of toilets

If you have flooring installed by an outside flooring company your toilets will need to be removed then reset. In order to keep your warranty intact, TRILOGY **must be the only one** that resets your toilets.

#### Running or Dripping Toilets

After the first 30 days of occupancy, any dripping or running toilets will be considered routine homeowner maintenance. The most common reason that a toilet drips or runs is because dirt or other foreign particles interfere with the

valve assemblies preventing the mechanical seal to fully close. This type of situation will show up right away; it will not suddenly appear after working properly for several months. TRILOGY cannot insure the purity of the water supplied to your home and therefore cannot warranty dripping or running toilets for more than the initial 30 day period. To stop a running toilet, check the shut-off float in the tank. You will most likely find it is set too high, preventing the valve from shutting off completely. In this case, gently bend the float rod down until it stops the water at the correct level. The float should be unobstructed and not rub the side of the tank or any other parts. Check the chain on the flush handle. If it is too tight, it will prevent the rubber stopper at the bottom of the tank from properly sealing, resulting in running water. *If it is beyond the initial 30-day period, replacement parts are available for installation through Trilogy Plumbing at a reasonable charge for material and labor.*

### Toilet Stoppages

Toilet stoppages are covered for the first 30 days of occupancy. This time frame allows ample time for any stoppage due to construction debris to occur. After 30 days of occupancy, stoppages are chargeable to the homeowner. ***Toilet stoppages are usually caused by using too much toilet paper or flushing of inappropriate material such as tampons, sanitary napkins, Q-Tips, cotton balls, bar soap, condoms, dental-floss, grease, hair, cat litter, toys, paper towels, baby wipes, etc.***

### Tank Care

Avoid exposing the toilet to blows from sharp or heavy objects, which can cause chipping or cracking. Avoid abnormal pressures against the sides of the tank. Do not use the tank as a handle to assist in standing or sitting. With excessive torque, it is possible to crack the tank at the points where it is attached to the bowl.

### Bowl Cleaners

Bowl cleaners that are placed in the toilet tanks may have an adverse effect on the rubber and neoprene components. They can cause premature break down, warping, or dissolving of the parts. In addition, chemicals added to the toilet tank can damage the tank bolts resulting in a tank leak. TRILOGY can not assume responsibility for this type of damage. Any chemicals added to the tank will void the warranty. Repair or tank replacement will be needed because of this and will be at homeowner expense.

### Tub-Shower Stoppage

Tub and shower stoppages are covered for the first 30 days of occupancy. This time frame allows ample time for any stoppage due to construction debris to occur. After 30 days of occupancy, stoppages are chargeable to the homeowner.

### Tub/Shower Valves

If your house is equipped with pressure balancing shower or tub/shower valves, it is important that those valves be used at least once a month. The design of the valves includes a "balancing spool". This moving part may corrode if it sits dormant in water for months at a time. Without the proper maintenance your valve will not function properly.

### Shower Heads

Your showerheads are required to have a 2.5 gallon per minute restrictor in them. This may be why you might feel your pressure at the shower is not as good as at your previous residence. TRILOGY cannot remove this restrictor for any reason. With the water flow reduced to 2.5 gallons per minute, it may take a few minutes longer for the hot water to travel from the heater to the fixture. This, again, is a side effect of code requirements and can not be adjusted.

### Deck Mounted Tub Spouts

Do not use the deck mounted tub spouts as grab bars to assist in entering or exiting the tub. The spouts are not designed to support the weight of a person. The spout is installed using a simple set screw and will not hold up to excessive pressure. Continued use of the spout in this fashion may lead to a non-warranty leak or spout replacement.

### Bathtubs

It will be necessary for the homeowner to periodically re-caulk the bathtub at the junction of the tub and the tile. If you notice the grout cracking or falling out, it is time to re-caulk. Failure to do so may result in a leak that is not covered by warranty. Re-caulking may also be necessary after earthquakes; in most instances the quake shakes the grout loose. Do not overfill your bathtub. The tub is fitted with an overflow plate located a few inches below the top of your tub. This is not a drain and can not handle the volume of water that your faucet puts out. In addition, the overflow can not handle the overflow of water displaced by your body when you enter the tub. TRILOGY does not design the tubs or overflow plates. The overflow hole was designed to give a small amount of relief in the case of an overflow, not to be used as a drain. Any water intrusion due to a tub overflow is not considered a warranty issue. It is also recommended that the homeowner check the caulking around the bath tub, any voids or cracking should be repair to avoid possible water damage.

## **Gas System**

The gas delivery system in your home is constructed from steel pipe and fittings. The gas shut off and meter are usually located on the side of the garage on a single family home or at a banked location at the end of the building on attached

housing (apartments, condos, etc.). The gas system operates at a very low pressure, approximately .5 pounds per square inch.

Trilogy Plumbing does not make all the gas connections, any additional connections should be made by a professional to insure the integrity of the gas system.

#### Gas Leak

In the event of a gas leak, immediately shut off your gas supply. Your main valve is located at the gas meter. Your gas meter is usually located on the side of the garage. For apartments, condominiums, or town homes the meters are usually located at a banked location at one end of the building. After you have shut the gas off to your home call the Gas Company! The Gas Company will determine what type of problem you have and recommend the appropriate remedy.

#### Gas Water Heaters: Homeowner Use and Maintenance Guidelines

***If you are experiencing difficulty with your water heater, contact the manufacturer for warranty verification and for their specific service procedure. Your water heater instructions and manufacturer phone number are located on the water heater itself.*** When contacting the manufacturer, have your model and serial number ready. As the original installer of your heater, during the first year, Trilogy Plumbing can assist in the needed service requested by the manufacturer.

Carefully read and follow the manufacturer's literature for your specific model of water heater. It is important to mention that your water heater should not be left for extended periods of time without lowering the thermostat. Set your water heater thermostat to the "pilot only" or lowest setting if you are going to be out of your house for an extended period of time. An extended period would be more than seven days. Failure to do so could result in pressure build-up known as "thermal expansion" and lead to leaks or damage to your water system, faucets, toilets, or washing machine hoses.

#### Condensation

Condensation may form inside a new water heater. This condensate may drip onto the burner flame. This causes no harm and in most cases will stop in a short period of time.

#### Drain Tank

Review and follow manufacturer's timetable and instructions for "stirring" the water heater tank. Draining water from the bottom of the water heater reduces the build-up of chemical deposits, prolonging the life of the tank, and saves energy dollars.

### Pilot

Never light a gas pilot when the water heater tank is empty. Always turn off the gas before shutting off the cold water supply to the tank.

To light the water heater pilot first read and follow the precautions and instructions that came with the heater.

Make sure the water and gas supply are on. Remove the cover panel on the tank to expose the pilot. Then rotate the on-off pilot knob to the pilot position. When the knob is in this position, the red button can be depressed. While depressing the red button, hold a flame to the pilot. Once the pilot is lit, continue to hold the red button down for 60 seconds. When you release the red button, the pilot should stay lit. If it does not, wait several minutes to allow the gas to dissipate from the tank and repeat the entire process. When lit, rotate the on-off pilot knob to the "on" position. Reinstall the cover panel and then adjust the temperature setting with the regulating knob on the front of the tank.

Over time, water heaters can collect small quantities of moisture and scale in the main gas lines, which may put out the pilot light. This is normal and relighting of the pilot will remedy the situation.

### Water Heater Safety:

Periodically vacuum the area around and under a gas fired water heater to prevent dust from interfering with proper flame combustion. Make sure all venting is unobstructed and avoid using the top of a heater as a storage shelf.

### Water Heater Temperature

The recommended thermostat setting for everyday use is "normal". Higher settings can result in wasted energy dollars and increase the danger of injury from scalding. The further the fixture is from the water heater, the longer it takes hot water to arrive.

### No Hot Water

If you discover that you have no hot water, check the pilot, temperature setting, and water supply valve before calling for service. Refer to the manufacturer's website for specific locations of these items and other troubleshooting information.

Note: In areas with extreme temperature is may take several seconds to receive cool water at the faucet.

## **Waste System**

### ABS

Your house waste system is most likely made of ABS plastic waste and vent piping. Cast iron waste and vent material may be used if your home has 3 levels or if the builder of your house has directed the installation of cast iron for your water system. The warranty policy from the maker of the ABS pipe is included in this booklet.

### PIPE EXPANSION

With ABS plastic piping you may occasionally notice a ticking noise. This is not a defect. Plastic piping is subject to expansion and contraction with heat or cold. Your waste system is strapped to the framing securely during construction to prohibit movement and maintain fall. All houses go through a compression process when the heavy roofing materials are applied and the lumber dries and shrink. This can sometimes tighten the strapping, and result in a ticking noise. This commonly occurs when hot water is run directly to the lavatory, sink, shower or tub on the upper floors. This is not a defect, there is no leak, and does not need to be addressed.

***Note:*** Do not dispose of any acid base fluids or solids down your drain pipes. Acid based material will melt the ABS pipe or traps. *This type of damage is not covered under warranty and will need to be replaced or repaired at homeowner expense.*

### Backwater Valve

Your house may have a sewer backwater valve on it. The valve is located in a vault that looks like a water meter box, and can usually be found in the garage slab. Backwater valves are required by code on building projects where the sewer manhole in the street upstream from your house is higher than your lowest plumbing fixture. The backwater valve restricts the flow of waste, allowing waste to only flow towards the street. In the rare event of a mainline sewer backup at the street, the backwater valve would automatically close to prevent sewage from entering your waste system. The backwater valve requires little maintenance. Occasionally there may be paper or other soft waste material attached to the "flapper" and will need to be removed. To service the backwater valve, the vault cover must be twisted off the flapper lifted straight out. Never attempt to run a drain snake from the rear or side clean out to the street without removing the flapper first. The snake will be able to pass through the backwater valve, but the flapper will not allow retrieval of the snake. If your backwater valve is cast iron instead of ABS plastic, you will need a socket wrench to remove the vault cover.

### Drainage stoppages

Drain stoppages are covered for the first 30 days of occupancy. This time frame allows ample time for any stoppage due to construction debris to occur. After 30 days of occupancy, stoppages are chargeable to the homeowner. The following items should not be put down the drain:

- |  |    |                                       |                                     |
|--|----|---------------------------------------|-------------------------------------|
| <input type="checkbox"/> Tampons       | or | <input type="checkbox"/> Cotton Balls | <input type="checkbox"/> Toys       |
| <input type="checkbox"/> sanitary pads |    | <input type="checkbox"/> Paper Towels | <input type="checkbox"/> Grease     |
| <input type="checkbox"/> Dental Floss  |    | <input type="checkbox"/> Condoms      | <input type="checkbox"/> Baby Wipes |
| <input type="checkbox"/> Bar Soap      |    | <input type="checkbox"/> Cat Litter   | <input type="checkbox"/> Q-Tips     |

Drain stoppages are usually a result of what is put down a drain. They are not a result of drain failure, but lack of good judgment of what or how much to put down a drain.

### Condensate Drains from Air Conditioners

TRILOGY installs the condensate drains that go from your forced air unit to the nearest drain outlet or to the outside. The attic units have one drain to a plumbing fixture or outside and the other over a door or window. The drain over a door or window is an overflow drain. If you notice water coming from this drain, it means the primary drain is clogged and service is required. TRILOGY connects the drain line to the plumbing fixture. Be sure to check before pouring concrete for outside sidewalks or patios. If you see a pipe with an elbow on it sticking out of your wall facing downward that is a condensate drain. Do not cover it or you will have an overflow at your forced air unit.

### Balcony Floor Drains

If you have any balconies on your house, please check to see if there is a drain in the deck of the balcony. Some are designed so that they do not need drains. If there is a drain, please pour some water down it and locate the point of discharge at ground level. Keep this area clear of obstructions. These drains do not go into the sewer system; they drain to a landscape area to be absorbed in the soil. They sometimes get clogged with construction debris or leaves and may need to be seasonally cleared.

## **Water System**

Your water system in the walls and under your house is made of pure copper or PEX tubing. The piping going from the water meter to the house is made of PEX or PVC plastic. If you shut off your main water valve either at the curb or at the house, be sure you unplug your recirculating water pump (not all homes are equipped with one). Failure to do so will burn out your pump; and will need to be replaced at homeowner's expense. If you intend to cut into the pipe for landscape irrigation or other reasons make sure that debris does not enter the

line. Any debris will hinder the performance of your fixtures. The fixture aerators are designed to strain much of this from your water. However, foreign particles caught in these aerators may, over time, cause the faucets to drip. The debris causes the washers to wear more rapidly. Quarterly routine maintenance of the aerators can prolong the life of your fixtures.

#### Water Pressure Regulators

Water pressure regulators have most likely been installed on your water system. They will be located just above the main water shut off valve at your house. They regulate the water pressure to about 60 PSI. DO NOT ADJUST YOUR WATER PRESSURE REGULATOR TO HIGHER LEVEL. Your house was designed to accommodate 60 PSI; any variance can hinder your water systems performance. The strainer on the regulator must be cleaned on a yearly basis, please follow the manufacturer's suggestions with regard to service and routine maintenance.

#### Anti-Siphons

You will notice a device that is screwed on the end of your hose bibs. This is a vacuum breaker to prevent back-siphons from irrigation water to the house potable water. This is a code requirement and must not be removed. This device can cause some moaning type sounds when using your hose bib. When there is a nozzle attached to the hose, there will be some water spillage from this device when the spigot is turned off. This is a normal function on the device. It is relieving the pressure in the hose and allowing the water to spill out rather than be forced back into the house. The moaning and spillage are not defects; rather they are a characteristic of normal operation.

#### Tub and Shower

You may experience a change in water temperature while using your shower. This is a result of another fixture or faucet being used at the same time. This lowering of water pressure can occur on either the hot or cold side of your shower valve due to the opening of another faucet somewhere else in the house. This fluctuation in temperature is not a defect, and can be managed by educating the occupants about flushing toilets, etc. when they hear the shower running. Your builder may have specified pressure balancing tub and shower valves. This type is always a single handle. They have a special "balancing spool" that compensates for change in water pressure after you have set your shower to the desired temperature. The volume may decrease, but the temperature stays within 3 degrees of your previous setting. If your house is equipped with pressure balancing shower or tub/shower valves, it is important that those valves be used at least once a month. The design of the valves includes a "balancing spool". This moving part may corrode if it sits dormant in water for months at a time. Without the proper maintenance your valve will not function properly.

### Re-Circulating System

Your house may have a recirculating hot water system. The system has a pump at the hot water heater; you may also have a timer with the pump. If your pump has a timer, it is important that you use it; set it for household convenience. A copy of the timer setting instructions and warranty can be found in the appendix. The purpose of the recirculating hot water system is to have hot water available quickly when you need it. It eliminates the two or three minute wait that sometimes occurs when you turn on the faucet in a home that does not have a recirculating system. **In order to have a recirculating system, it must be designed in advance of pouring the slab. It is not an item that can be retro-fitted.** Note: Never turn off the main water valve to your house when the re-circulating pump is running. *It will burn out the pump and will need to be repaired or replaced at homeowner's expense.*

### Shut Off Valve

Your main water shut off is located near your water meter. You use this shut-off for major water emergencies such as when a water line breaks or when you install a sprinkler system, etc. Individual fixtures (such as sinks, lavatories, faucets, toilets, etc.) have separate water shut-off valves called angle-stops for both the hot and cold water. The hot water valve is located on the left side and the cold water valve is located on the right side, both angle stops are located directly below the fixture. The angle-stop shut off valve at the toilet is located behind the toilet on the lower left hand side. To shut off the water at the angle-stop turn the valve to the right as far as it will go.

Your Home may be equipped with a Manablock water management system in lieu of angle stops. If this is the case your fixtures must be turned off at the "control panel". Hot on the left and cold on the right. All fixtures are labeled and will require a ¼ turn to shut off.

## **Appendix**

### *Circulator Pumps*

Grundfos (800) 333-1366 - [www.grundfos.com](http://www.grundfos.com)

Metlund (800) 638-5863 [www.gothotwater.com](http://www.gothotwater.com)

### *Earthquake Shut-off valves*

Engdahl Enterprises (714) 540-0398

### *Faucets*

Price Pfister, Inc. (800) 732-8238 - [www.pricepfister.com](http://www.pricepfister.com)

Kohler Faucets (800) 4-KOHLER - [www.kohler.com](http://www.kohler.com)

Moen (800) 321-8809 - [www.moen.com](http://www.moen.com)

Delta Faucet Company (800) 345-DELTA - [www.deltafaucet.com](http://www.deltafaucet.com)

Peerless (317) 848-1812 - [www.peerlessfaucet.com](http://www.peerlessfaucet.com)

Matco-Norca 800-688-2583 - [www.matco-norca.com](http://www.matco-norca.com)

### *Garbage Disposal*

In-Sink-Erator (800) 558-5712 - [www.insinkerator.com](http://www.insinkerator.com)

Whirl-away (800)-854-3229 - [www.anaheimmfg.com/index.htm](http://www.anaheimmfg.com/index.htm)

### *Gas Control Valves*

White Rodgers - [www.white-rodgers.com](http://www.white-rodgers.com)

Ez flo - (800) 486-5256 - [www.ez-flo.net](http://www.ez-flo.net)

### *Log Lighters*

Canteberry Enterprises (714) 496-7313 - [www.loglighter.com](http://www.loglighter.com)

Arrow Head (323)-221-9137 - [www.arrowheadbrass.com](http://www.arrowheadbrass.com)

Sioux Chief Manufacturing (800) 821-3944 - [www.siouxchief.com](http://www.siouxchief.com)

### *Piping*

Cerro Copper (800) 303-0908

Wirsbo Pex (800) 321-4739 - [www.wirsbo.com](http://www.wirsbo.com)

Vanguard Pex (800)775-5039 - [www.vanguardpipe.com](http://www.vanguardpipe.com)

Rocky Mountain Colby Pipe (541) 276-0741 - [www.rmcp.com](http://www.rmcp.com)

Rifeng – [www.rifeng.com](http://www.rifeng.com)

### *Pressure Regulator*

Wilkins (805) 238-7100 - [www.zurn.com/operations/wilkins/pages/home](http://www.zurn.com/operations/wilkins/pages/home)

Red – White Valve (800)-222-7982 - [www.redwhitevalveusa.com](http://www.redwhitevalveusa.com)

### *Sinks*

ELKAY (800) 223-5529 - [www.elkay.com](http://www.elkay.com)

CECO (323) 588-8108 - [www.cecosinks.com](http://www.cecosinks.com)

Bootz (812) 423-5401 - [www.bootz.com](http://www.bootz.com)

White Rock (562) 781-1111 - [www.whiterockcorp.com](http://www.whiterockcorp.com)

Houzer (800) 880-3639 – [www.houzersink.com](http://www.houzersink.com)

### *Tubs/Showers/Utility Sinks*

Floestone (800) 446-8827 - [www.floestone.com](http://www.floestone.com)

Lasco (800) 800-2284 - [www.lascobathware.com](http://www.lascobathware.com)

Jacuzzi (800) 288-4002 - [www.jacuzzi.com](http://www.jacuzzi.com)

Aqualass (800) 435-7875 - [www.aquaglass.com](http://www.aquaglass.com)

Maax (800) 463-6229 - [www.maax.com](http://www.maax.com)

### *Toilets / Lavatory / Urinals*

Mansfield (877) 850-3060 - [www.mansfieldplumbing.com](http://www.mansfieldplumbing.com)

Western (877) 979-6757 - [www.wpindustries.com](http://www.wpindustries.com)

Toto (770) 282-8686 - [www.totousa.com](http://www.totousa.com)

Briggs (800) 888-4458 – [www.briggsplumbing.com](http://www.briggsplumbing.com)

Sterling (888) 783-7546 - [www.sterlingplumbing.com](http://www.sterlingplumbing.com)

Regal (360) 366-1037 - [www.regalsanitaryware.com](http://www.regalsanitaryware.com)

Vortens (800) 471-5129 [www.vortens.com](http://www.vortens.com)

### *Vacuum Breakers, Pressure Regulators, Etc.*



