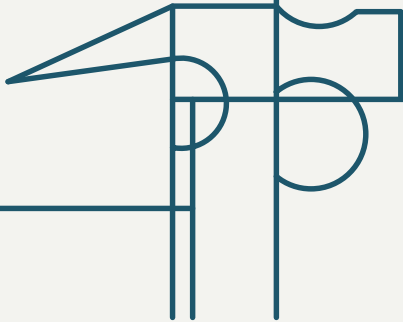


*Sustainably beautiful homes
for future generations.*



**BYGG
MEISTER**
DESIGN | BUILD

PROJECT NAME
Project Renovation
Use and Care Guide

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Thank you letter

July 12, 2023

Dear XXXXXXXX:

On behalf of the entire Byggmeister team, thank you very much for selecting us for your project. It was a pleasure and an honor to work with you on your renovation project. We hope that your newly transformed spaces continue to delight you for years to come.

We also hope that you will find all that you need to use and care for the work we did in this Use and Care Guide. If you have any questions or need additional information, please let us know.

We will also be in touch with you at regularly scheduled intervals over the course of the next two years to see if any touch ups or adjustments are required. Should any urgent issues arise before or between these regularly scheduled follow ups, please don't hesitate to reach out.

Again, it was a pleasure working with you. We look forward to continuing to be of service to you and your home in the years to come.

All the best,

Rachel White
CEO

Contact Information

TRADE	COMPANY NAME	CONTACT	PHONE NUMBER
General	Byggmeister Associates	Rachel White	(617)-905-6925
Lead Carpenter	Byggmeister Associates	Michael Gimbrere	(978) 423-6303
Warranty	Byggmeister Associates	Josh Menard	(617) 293-1944
Architect	Byggmeister Associates	Frank Dill	(857) 998-7414
Interior Designer	Byggmeister Associates	Meg Bennet	(617) 721-5990
Electrician	Alfeo Electrical Co.	Joe Alfeo	(781) 760-2141
HVAC	Lavallee Systems	Jim Lavallee	(508) 987-5600
Plumber	Powderhouse Plumbing	John Macone	(781) 438-1060
Painters	Adelphia Painting	Peter Vasiliadis	(617) 794-6955
Tile Setter	High Quality Tile	Herberth Aguilar	(508) 868-3320
Tile Maintenance	Act One - Marble and Tile	Clay Carson	(617) 838-0795
Flooring	HF Hardwood	Fikret Husidic	(617) 899-5309
Windows & Doors	JB Sash	Joe Adams	(617) 884-8940
Roofing	O'Connell Contracting	James O'Connell	(781) 926-6400
Cabinets	Metropolitan	Cicely Hall	(781) 246-0745
Countertop	Gerrity Stone	Leo Orellana	(781) 938-2134
Plumbing	Plumbers Supply Co. - Inspired Bath	April Prockette	(781) 472-2870 x2421
Electrical	Connecticut Lighting	Tina Wiggett	(860) 249-7631
Tiles	National Tile	Maria Galuna	(978) 664-3165

Byggmeister's Warranty Procedures

WHAT TO DO WHEN THINGS GO WRONG.

Emergencies

Bona fide emergencies include no power, no heat, no water, too much water – that is, water where it doesn't belong – or gas leaks. These situations call for immediate action at any time on any day, weekends and holidays included. There's a page with contact information in this book, keep that handy.

This is the order in which you should call people for emergencies:

1. Call 911 if there's smoke, fire, downed wires, or a strong smell of gas. Leave the house to make the call if possible.
2. For less dangerous situations, call the electrician or plumber first (if appropriate).
3. Also call Josh Menard production manager at 617-293-1944 (cell),
4. Please don't hesitate to call if there is a bona fide emergency, but please only after hours if there is an emergency.

Plumbing problems

Call the plumber if there's no water, if a pipe froze or burst, if there's no heat, or if a toilet or sink is leaking badly.

If a drain is clogged, call Boston Drain at 617-288-7940 (or any drain cleaning company you are comfortable with). A drain company is usually a better choice for this sort of emergency than a plumber.

(BYGGMEISTER WARRANTY PROCEDURES CONTINUED)

Electrical problems

If you have no power to the whole house, chances are it's a neighborhood wide problem. Very rarely, the service to an individual house may be interrupted. You should call your power company first in such cases.

If there's just a few plugs or lights that are malfunctioning, check the breaker box first. If a breaker seems out of alignment with the others, there's a chance it's tripped – push it to the left and then to the right to re-set it. If the problem persists, call the electrician on the contact sheet.

General issues

For non-emergencies that are nonetheless major nuisances, call the Byggmeister office at 617-527-7871. We'll call you back no later than first thing the next business day and immediately set up a plan to correct the problem.

For more minor problems, you can either call the office for prompt attention or you can keep an ongoing list of such issues. We will return at regularly scheduled intervals (6, 12, and 24 months after completion) to address all such items.

Heat Pump Operations and Maintenance Guidelines

We have put together these guidelines to help you operate and maintain your heat pumps for optimal efficacy and efficiency. These guidelines are based on the Northeast Energy Efficiency Partnership's Guide to Installing Air-Source Heat Pumps in Cold Climates and are intended to supplement your owner's manuals. Please review these manuals for specific guidance about modes, settings, and maintenance.

Operations

Use the "heat" or "cool" setting on the thermostat or handheld remote. Generally, set the unit to "off" when neither is needed.

- Set the thermostat for comfort rather than a specific temperature. It may be necessary to set the heating temperature higher during colder weather than during milder weather.
- If your home is highly efficient, the unit(s) will operate most efficiently and use less energy overall, especially in colder weather, if you keep the indoor temperature set point steady. If you like your house to run colder at night, or during the day if no one is home, use a modest setback.
- If your home is less efficient, set the thermostat back at night and when you are gone during the day. The unit(s) may run less efficiently but you can still save energy if the house is cooler when the heat is not needed.
- If you have a heat pump in a zone that is thermally isolated from the main living space (such as attic or basement living space that is often closed off from the main house), set the thermostat back, or turn the unit off when the space is not in use.
- During times of year when outdoor temperatures are mild (e.g., heating is only needed at night), it's OK to turn the heat pump down, or off, when it's not needed.
- Set the fan speed to "auto" so the fan only runs during heating or cooling operation. If possible, avoid setting indoor fan(s) to run continuously, or to run only in low speed.
- For wall or floor mounted units (ductless): Set the supply air vanes so that they are open wide to avoid reducing airflow and avoid vane settings for "automatic" sweeping or auto-adjustment.
- If you still have your previous heating system as backup, keep its thermostat setpoint 5-10 degrees below the heat pump thermostat.

(HEAT PUMP AND MAINTENANCE GUIDELINES CONTINUED)

Maintenance

- For wall or floor mounted units (ductless): Clean air filters every 2-6 weeks depending on need.
- For ducted units: Check the filters every 2-3 months and replace as soon as they are noticeably dirty, we recommend at least every 6 months and sometimes sooner depending on need. Be sure to order replacement filters that at least match the height, width, and thickness of the originally installed filter. Check the side or top of the filter you are replacing for those details.
- Keep snow away from the outdoor unit. This is especially important during heavy snowfall.
- Be careful regarding any construction intended to “hide” outdoor units. Be sure to follow manufacturer’s recommended clearances at all times.

Cabinet Care and Cleaning Guidelines

For All Products Avoid Excessive Heat and Steam

- Self-Cleaning Ovens: Due to the extremely high temperatures vented from self-cleaning ovens, it is recommended that a heatshield be installed between door/drawer fronts and a self-cleaning oven. Further open all doors and drawer fronts near the oven when operating in self-cleaning mode.
- Small Appliances: Small appliances that produce high heat or steam should not be used directly under the cabinet doors.

Painted Wood Cabinet Door Cleaning Guidelines

DO

- Do periodically clean cabinets with a mild detergent and water solution to remove dirt, dust and grease that buildup with routine usage
- Do dampen a soft, non-abrasive cloth and wipe entire exterior surface of cabinetry and dry with a soft cloth

DON'T

- Don't use a wet cloth that allows water to run down the cabinetry and always dry cabinetry immediately if water is spilled onto the surface
- Don't use abrasive cleansers, ammonia or any other type of harsh chemical. These cleaning agents may cause discoloration, scratching, marring and dulling of the finish
- Don't use furniture polishes and waxes on finished cabinetry
 - o Furniture polishes alter the original sheen level and may leave a film on the surface that attracts dust and dirt
 - o These polishes may also cause an irregular or blotchy appearance because they are unable to stand up to many common kitchen stains

Stained Wood Cabinet Door Cleaning Guidelines

DO

- Use a soft cloth to remove construction/installation dust from the surfaces
- Clean cabinets/doors with a soft cloth and a solution of water and mild dish soap, and dry with a soft, lint-free cloth
- Always wipe with the direction of the grain
- Clean any spills as soon as possible - blot rather than wipe

DON'T

- Do not use your dishcloth to clean cabinetry or doors
- Do not use hard cleaners, detergents, commercial cleaners or abrasives
- Do not use wax or silicone-based polishes

Acrylic Cabinet Door Cleaning Guidelines

DO

- Use a wet micro-fiber cloth or chamois with mild soap and water to clean
- Work lightly while blotting surface rather than applying too much pressure
- Lightly apply polish and buff as needed to maintain the acrylic finish
- Never dry wipe the acrylic finish

DON'T

- Do not use any cleaners containing abrasives, ammonia, acetone, thinners, or Methylated Spirits
- Do not use paper towels, brushes, scouring pads or scrapers
- Most solvent based cleaners and harsh chemicals such as sink/toilet bowl cleaners and thinners
- PLEASE NOTE: Use of cleaning agents under "Cleaning Products to Avoid" will void the warranty

Thermofoil & Laminate Cabinet Door Cleaning Guidelines

DO

- Use a soft cloth or non-abrasive sponge to wipe surfaces with mild soap and water solution for regular cleaning (between 10- 20 strokes)
- Use diluted rubbing alcohol to remove most ink stains
- Use a small amount of Dawn dish soap diluted or Simple Green® in a 50/50 mix with water for degreasing
- To disinfecting surfaces:
 - o Always clean surface of any dirt using the regular cleaning method mentioned above, prior to disinfection
 - o Mix 20ml (4 teaspoons) bleach and 1L (4 cups) water
 - o Wear disposable gloves and test for one minute on a non-visual location before wiping the entire surface
 - o If reusable gloves are used, they should be for cleaning/disinfecting only
 - o Never mix household bleach with ammonia

DON'T

- Don't use heavy pressure and continuous scrubbing
- Try to avoid spraying product directing on the surface
- Do not dry wipe
- Do not use harsh household cleaners and abrasives, and check active ingredients of cleaners
 - o Avoid products containing acetone, acid, and ammonia
 - o Avoid solvent based cleaners, paint thinners, wood preservatives
 - o Any abrasive liquid or powder cleansers
 - o abrasive material, brush, scouring pads or scraper
- PLEASE NOTE: Use of cleaning agents under "Cleaning Products to Avoid" will void the warranty

Engineered Quartz Countertop Care

Routine Care and Cleaning

Quartz can be cleaned easily with a mild detergent, water and a soft cloth or paper towel, then rinse and dry thoroughly. Abrasive cleansers or harsh scouring pads and cleansers that contain bleach should not be used with quartz. Engineered stone surfaces do not require polishing to keep them shiny and smooth, but they should be cleaned gently to maintain their distinctive shine. Some quartz colors and finishes like honed, matte, etc., are more sensitive to grease or finger-prints and may require extra care during routine cleaning.

A floor machine such as a slow speed buffer or walk behind scrubber can be used for larger commercial environments. Be sure to rinse thoroughly to remove any haze residue that may diminish the shine and beauty of the floor.

Avoid using metal knives and utensils directly on the countertop, as metal may scratch the quartz. When chopping vegetables, slicing bread or preparing other foods with sharp utensils, use a cutting board to prevent scratches.

To remove grease from your quartz countertops, use a product recommended for stone care. Harsh cleansers should not be used to remove grease or other cooking stains. Gently scrape away hardened grease with a plastic knife before applying cleanser.

(ENGINEERED QUARTZ COUNTERTOP CARE CONTINUED)**Stains and Scratches**

For stubborn or dried spills, use a nonabrasive cleaning pad such as a white 3M Scotch-Brite® scrub pad combined with a small amount of mild soap or specialized stone cleaner.

While quartz countertops are resistant to scratches, scuffs, dents, stains and burns, these surfaces are not damage-proof. Homeowners must take care to avoid exposing quartz countertops to permanent inks, markers or dyes, as these substances may not be removable. If a countertop is marked by a permanent marker or dye, rinse the area with water as soon as possible, then apply a cleansing product approved for stone care if the stain is still visible. Clean the area again with water after applying the cleanser.

Although quartz is resistant to stains from juice, wine, coffee and other food substances, it is best to wipe up spills immediately to prevent possible stains. Do not use metal utensils or knives directly on the quartz surface.

Preventing Chemical Damage

Avoid exposing One Quartz Surfaces® to chemicals and solvents, especially paint removers or furniture strippers containing trichlorethane or methylene chloride. Avoid contact with nail polish remover, bleach or cleansers that contain bleach, bluing, permanent markers or inks. While casual exposure to alkaline materials will not damage quartz surfaces, highly alkaline (high-pH) cleansers are not recommended when cleaning. If any of the substances listed above come into contact with quartz, rinse the exposed surface immediately and thoroughly with plenty of clean water.

Avoid Heat Damage

Quartz countertops can be damaged by direct exposure to heat. When cooking, use trivets or heating pads to guard the countertop surface against direct exposure to hot cookware or coffee pots.

Protecting Quartz Surfaces

Quartz product does not require sealants, and its non-porous surface makes it a durable, sanitary option for kitchens or bathrooms. To ensure that you get the most life from your countertops and that your warranty covers any unexpected damages, follow the manufacturer's instructions for care and maintenance of quartz countertop.

Hardwood Floors

To protect the beauty of hardwood flooring in your home, proper maintenance is essential. Good maintenance practices will preserve the shine of the floor's finish as well as help the topcoat protect the wood beneath. By observing some simple suggestions, you will be able to continue to enjoy the warmth and beauty that hardwood floors will add to your home for years to come.

Basic Care

Keep grit off the floor -- fine particles of grit and dirt that act like sandpaper and abrade the floor finish. Vacuum at least once a week. Dust mop or sweep in between weekly cleanings.

Match the appropriate cleaner to the type of finish on your floor, and do not over clean your floors. Over cleaning will abrade the finish, causing it to wear faster.

Immediately wipe up spills and tracked-on dirt with a lightly dampened cloth, and wipe dry with a soft cloth.

Use protective mats and area rugs. Mats at all exterior doors help prevent dirt and grit from entering your home. Use area rugs or runners in high traffic areas (e.g., in the kitchen, in front of the sink and stove). Mats and rugs trap a lot of dirt, so shake them out often and clean them regularly.

Movement of chairs and tables can cause excessive wear on your floor finish. Felt protectors minimize this wear. Install felt or fabric-covered floor glides on all furniture at floor contact points, and clean/replace them periodically. Replace narrow furniture glides with wider substitutes. When moving furniture that does not yet have furniture glides, either pick it up off the floor, or slip a cloth or heavy sock under each leg to avoid damaging the floor.

Avoid walking on floors with high heels or with any sharp objects protruding from shoes (e.g., small rocks caught in shoe treads).

To avoid cracking or buckling, keep the relative humidity in your home between 45% and 55%. Excessive humidity can cause wood fibers to swell, creating cracks in the finish. Excessively dry conditions can cause cracks between the floorboards. Depending on which problem you encounter, install a humidifier or dehumidifier.

(HARDWOOD FLOORS CONTINUED)**Hardwood Floor Cleaning No-no's**

All types of finishes

Do not use any product on your hardwood floor until you have read the label!

If it is not formulated for hardwood floors, don't use it.

Do not use "self-polishing" waxes, vinyl or tile floor care products on your hardwood floors. After application, the water evaporates and leaves a glossy coat of finish which will discolor over time, requires repeat applications, and is not compatible when future recoating of your floor is required.

Never pour water or allow water to puddle on your hardwood floor. Water and wood are not a good combination. Water is particularly incompatible with wax finishes (see below).

Overuse of soaps and detergents in water can damage your floor and possibly the finish, making refinishing problematic.

Sealed (e.g., polyurethane) hardwood floors

When necessary, use clear vinegar and hot water to clean sealed floors. Completely wring out your applicator. Use of Murphy's Oil Soap is not recommended -- it can interfere with adhesion of re-coats of polyurethane in the future.

Do not wax sealed wood floors. Wax can interfere with future re-coating of the floors, and often results in a slippery surface.

Sealed Hardwood Floors

When is it time to recoat your sealed hardwood floors? If you have treated your floors as above, and have not used any wax-related products or Murphy's Oil Soap, you can recoat with polyurethane. It is time to recoat when the sheen becomes dull in high-traffic areas. For most floors, this will be in three to five years.

Ceramic Tiles

Ceramics are inorganic, non-metallic materials that have been subjected to heat treatment. Material used is clay that contains a large amount of silicates. Tiles used in the home are set in a thin plaster-like substance called grout.

Tile may be purchased glazed or unglazed. If it has been glazed, it will be much easier to keep clean. Seal mortar between tiles. Vacuum regularly, and occasionally damp mop with plain water to remove soil. Occasionally for heavier soil use a mild detergent solution, rinse well, and wipe dry for more shine.

The best and easiest way to clean a ceramic tile floor is to scrub it with an electric floor washer or polisher-scrubber. The thorough cleaning action should brighten the tile and joints. Use a solution of 1/4 cup low-sudsing detergent, or 1-2 tablespoons of either washing soda or tri-sodium phosphate or commercial floor cleaning powder in 1 gallon water. Rinse well.

When further treatment is needed, particularly for the grout, apply a solution of water and chlorine bleach (liquid or powdered). Let it stand for 20 minutes or so, then mop the floor, rinse thoroughly and wipe dry. Then wax the floor for protection and easier care.

If the tiles have been sealed there still may be white or gray dust track over both that surface and into carpeted floor areas. The whitish dust will be from the grout used in laying the floor. You may use muriatic acid to clean up floor surfaces. (Dilute the muriatic acid, 1 part acid to 10 parts water.) If the floor is not flushed thoroughly with water after clean up, the muriatic acid will continue to leach lime from the grout causing the whitish dust. Most tile installers today use a commercial product that is easier to wash off, but also more expensive.

Glazed tile should be treated like porcelain enamel, because it is easy to scratch: Avoid using harsh abrasive powders which will scratch the finish. Occasional bleaching will clean grout. Aerosol bathroom cleaners are effective to clean tile; follow directions on container.

To seal tile floors, place folded towels next to carpet areas adjoining tiled areas to absorb water. Using a scrub brush or large sponge and detergent, scrub the floor surface and rinse with clear water. Be sure any dirty wash water is completely removed from crevices. Allow floor to dry thoroughly.

(CERAMIC TILES CONTINUED)

From a store get a tile and grout sealer. It is a clear solution so it does not change the color of the tile or grout, but it will give some gloss to the surface. Paint the sealer on the dry tile or grout, being sure to cover all crevices and cracks. Let it dry and apply a second coat. Thereafter, apply one coat about every year to maintain the seal. The sealer prevents dust from grout being tracked around the house, and makes cleaning very easy with a damp mop. Some people prefer to use a wax on the sealer. Experiment with a sample tile or an inconspicuous corner as some waxes leave a streaky undesirable finish.

Dingy grout between tiles can be brightened by scrubbing with hot suds, then apply a diluted solution of chlorine bleach. Repeat procedure, keeping tile wet 5 minutes.

Regular cleaning can be done with detergent and water, and rinsed; or commercial household cleaners or bathroom cleaners used according to label directions. Do not use scouring powders or other abrasives which can scratch the finish.

Special cleaning may be needed for ceramic tile in bathrooms if there is a buildup of: soap scum, a rough white coating, or mildew.

Remove soap scum by sponging with a mixture of 1/2 cup packaged water softener, plus 2 tablespoons rotten stone plus 1 cup hot water; or use a solution of 1-2 tablespoons tri sodium phosphate in 1 gallon hot water. Rinse.

Remove mildew by cleaning with a dilute solution of chlorine bleach in water, following label directions on bleach. Rinse. Or use a mildew retardant household spray.

The rough white coating is a buildup of mineral from hard water (like you get in a teakettle). Dissolve it with a commercial tile cleaner and wipe off.

Occasionally a dark varnish-like stain may build up in a tile shower that has not been cleaned regularly. It is a build-up of body oils and soap scum and very hard to remove. Cover the spot with full-strength liquid laundry detergent and let stand for a couple of hours. Then sponge with water. If it still doesn't all come off, leave detergent on longer and scrub with a brush. Don't use on porcelain enamel tubs or fiberglass or plastic surfaces as it may damage them.

Grout & Tile Sealer

Product: Tilelab from Home Depot

For interior and exterior use.

Surface preparations: Surface should be clean dry and free of waxes, coating or finishes. For new installations and best performance, allow grout to cure for 48 hours.

Application:

Test in an inconspicuous area to ensure desirable results. Spray on manageable area. Allow it to penetrate for up to 5 minutes. Immediately wipe off sealer completely before it dries. If first coat was absorb apply a second coat. Porous surfaces may require 2 or more applications.

Clean up: Clean tools with soap and water immediately after use.

Drying Time: 2-3 hours

Grout should be sealed periodically depending on use, especially in kitchen and floors in baths and powder room.

Window and Door Maintenance

Maintaining Glass

Vinegar has always been considered the best window cleaner available. You can use a mixture of one part vinegar to ten parts water or try a vinegar-based product. Do not clean glass when it is exposed to direct sunlight. Also, if you need to use a razor blade to clean tough materials off of the glass, make sure you carefully use a new, sharp blade, as dull edges can damage the glass. Use the center of the blade, not the blade edges or you may scratch the glass.

Maintaining Interior Wood

Superficial surface dirt can be removed by washing with water and a soft-bristled, long-handled brush (such as those used for washing cars). Heavier accumulations can be removed with a mild solution of household detergent. Other cleaning solutions consisting of alcohol/water mixtures are also effective. As with any cleaning operation on a vertical painted surface, streaking will be minimized if the surface is washed from the top to the bottom. Always rinse the surface well with clean water to remove excess detergent solutions or cleaners. Prolonged detergent contact with paint can cause damage to the finish.

Grease or oily materials may require the use of stronger cleaning compounds. Solvents or abrasive-type cleaners should be avoided. Do not allow strong detergents, ammonia, chemicals or other harsh cleaning substances to come in contact with finished exterior surfaces as they can cause damage.

Small, damaged areas in the finish such as nicks and scratches may be touched up with a matching high-quality latex primer and paint. Contact your local paint supply store for product recommendations and instructions.

(WINDOW AND DOORS CONTINUED)

Maintaining Screens

Most screens are designed to stand up to everyday use. However, these screens are not intended to act as a safety device. Do not allow children to sit or play on windowsills, or to push or fall against window screens, as this could result in a fall through the window or door opening.

Cleaning the screens on your windows and doors is best done by removing the screens altogether, laying them on a flat clean area, like a sidewalk, and spraying off any dust with water from your garden hose. Allow the screens to completely air dry before replacing in the window and door. If you live in a cold climate, it is recommended that in the winter you remove and store the screens. The mesh may collect snow and ice, causing it to sag. Contact your window retailer if you wish to replace screens in your doors and windows.

Refinishing Interior or Exterior

Before refinishing exterior or interior, remove sash from the frame. This will make it much easier to prevent paint or varnish from encountering the sash tracks.

A very important note: Make sure you do not paint the sides of the sash-this will greatly affect the operation of your window.

Do not replace sash until finish is completely dry. It is extremely important that you do not paint locks, hardware, weather stripping, jamb liners or any surface, which comes in contact with another window surface. Also, paints, stains and varnishes contain solvents which, when coming in contact with plastics and vinyl's such as weather stripping, cause these materials to lose their flexible qualities, making them brittle. Even momentary contact between the finish and the plastic will cause this to occur.

(WINDOW AND DOORS CONTINUED)

Annual Window and Door Checklist

Use this checklist as a maintenance reminder and to prevent problems—once a year should be sufficient.

- Make sure weather stripping is effective. If not, contact your local retailer. Also, take care if using paints, stains and varnishes. These all contain solvents which, when coming in even momentary contact with weather stripping, will cause it to lose its flexible qualities.
- Examine the window's interior and exterior finish. Occasional repair to a damaged finish may be necessary.
- Inspect the exterior caulking around the outer edges of the window frame. Trim off any old, loose caulking and seal any gaps with a good quality caulk.
- Check that all hardware (locks, opening mechanisms, etc.) operates smoothly.
- Make sure any exposed hardware screws are tightened securely.
- Clean any sand, dirt or dust from door and window hinges, sills and tracks.
- Always consider your safety first—use caution on ladders, and always wear protective eyewear and clothing. When working with primers, paints, stains, cleaning solutions, etc., make sure that you use and dispose of these materials according to manufacturer's instructions.
- Check doors for smooth operation. Wood doors require a stabilization period after installation, sometimes taking up to a year to adjust to humidity levels and other environmental factors.