



HOME OWNER GUIDE

# New Home Troubleshooting

## INTERIORS

**Problem:** Condensation on windows

**Remedy:** This is a common occurrence. Check relative humidity level. If moisture is excessive, review the following:

1. Ensure the dryer vent is fastened properly to exterior vent
2. Use ventilating fan to remove moist air
3. It might be necessary during the first few years to use a dehumidifier
4. Lower or turn off humidifier
5. Run the rangehood and bathroom fans
6. Don't keep your window coverings closed on your windows. They should be slightly open to allow the air to circulate around the window and not trap air. Quickly remove any moisture that accumulates on window sills.

**Problem:** Hardwood floors are creaking, buckling or gapping

**Remedy:** The humidity level in your home is not desirable. Low levels cause shrinkage gaps and creaks – typically in winter or dry months. High humidity in the summer months causes the flooring to swell and buckle. Maintain humidity at a consistent level. You may need to acquire a hygrometer (humidity gauge). Do not allow your electronic thermostat to operate at a wide range.

**Problem:** Gas fireplace does not turn on

**Remedy:** Check to see if gas line is turned on. Make sure pilot flame is on. If problem persists, call for service as it is common for spiders to block burner orifice.