

Homeowner Maintenance Guide



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A. Overview

Appliances, systems, and equipment inside your unit are your property. It is your responsibility to maintain these in good working order.

Since there are a few items that may be different from your previous homes, this overview provides general guidelines. The information and directions in this guide are intended to familiarize you with the common systems we have in our homes.

However, this guide does not replace reading the manuals your builder left for you and understanding general home maintenance.

- A. The Developer provided a one-year warranty on the entire home, excluding items/appliances added by homeowner. Contact the Developer directly with any issues related to the house structure inside and out.

A list of the Developer's original installers and suppliers of VTP home equipment is provided in the Handyman and Contractor List in the Maintenance Committee folder on the VTP Webpage.

1.9. Environment One Sewage Grinder/Ejector System (E/One)

VTP units use E/One grinder/ejector pumps to move wastewater and sewage from your house to one of the four VTP septic systems and associated leach fields. The Unit owner is responsible for repair and replacement of the E/One system in their home. It is our collective responsibility to protect VTP's septic systems. If a leach field fails and needs to be replaced, it will cost our HOA hundreds of thousands of dollars.

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Sewage Ejector Pump



Basement Sentry Panel



Main Floor Remote Sentry

You can find the light gray pump in your basement. From time to time, you'll hear it pump for about 30 seconds. That sound is the system grinding solid waste and water into a slurry and moving it up to the common sewage lines.

Normally, the system functions without any attention from you. However, because of the critical nature of this system, there is an alarm Sentry Panel near the pump and a remote panel on your main living level. If you ever hear one of these alarms go off, you can silence it with the "Silence" button on the Remote Sentry. Then you should immediately get in touch with the installer F. R. Mahony 508-765-0051 to identify and resolve the issue. It is essential to understand and follow their guidance on limiting your water use.

Don't attempt to open the housing or repair the ejector pump yourself.

Until the E/One system is repaired, stop household water use to avoid overflowing the pump and flooding your basement. This means stop using sinks, dishwasher, washing machine, and especially bathing & flushing toilets.

Additional details can be found later in this document.

1.10. Septic System

Because all VTP units share a septic system, it is essential that we protect it using the following best practices:

- a. Flush nothing except human waste and septic-safe toilet paper. Flushable wipes or other hygiene products are not compatible with the E/One and our septic system and may cause costly damage. The label "Flushable" on an item does not mean that it is safe to go in our septic system.
- b. Avoid putting food scraps, hair clippings, or other waste down any drain.
- c. Garbage disposers must never be used.
- d. Avoid chlorine bleach (Clorox). Chlorine can damage the chemistry of the septic system and cause odors. Instead, use non-chlorine bleaches such as (Clorox 2).

Additional details can be found later in this document.

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1.11. Propane Gas

Our furnaces, fireplaces, hot water heaters (tank and tankless styles), and some kitchen ranges are served by propane gas. There is a 500-gallon propane tank buried outside your unit, usually on the garage side. You can see the green or black above ground cover. Don't dig near this tank and be very careful that vehicles don't run into the cover.

Our entire condo association is served by a master propane contract with a single provider. You should contact our service provider to establish your personal account, test the gas lines if this is new service, and to establish a delivery schedule. As of Summer 2025, our provider is Palmer Oil & Gas/Lamprey Energy.

We recommend that you install one or more propane/flammable gas detectors. Although propane gas has the standard gas "rotten egg" odor, the detectors are more reliable in identifying dangerous situations.

1.12. Fire Protection Sprinkler System

For fire safety, all units are equipped with sprinkler heads located according to the building code. Do not bump, cover, hang things from, or otherwise interfere with the sprinkler heads.

If the sprinkler system is ever actuated, the red alarm on the outside of your garage will sound and flash.

In your basement you will see orange pipes which supply water to the sprinkler system. Do not adjust the valves on these pipes. Refer to the diagram and detailed information later in this document.

Additional details can be found later in this document.

1.13. Radon Gas

New Hampshire is known for elevated levels of radon gas in homes. We strongly encourage you to conduct a radon test soon after moving in. Long-term tests (30-100 days) are considered more reliable than shorter tests.

Fortunately, your unit is already equipped with the basic plumbing needed for radon gas mitigation. If your home has unsafe levels of radon, you can arrange to have the additional equipment installed relatively inexpensively by a local provider. Radon mitigation contractor information is provided in the Handyman and Contractor list that is posted in the Maintenance Committee folder on the VTP Webpage.

Additional details can be found later in this document.

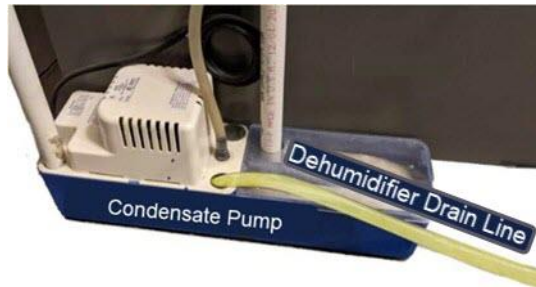
1.14. Dehumidifiers

The builder advises all owners of newly constructed units to obtain a dehumidifier for the basement. Concrete foundations emit a considerable amount of moisture during their

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first 1-2 years. This humidity can damage wood structure, furnishings, and belongings. If your dehumidifier has a drain hose, you can insert it into the condensate pump next to your furnace, as shown in the diagram. This will save you carrying the dehumidifier's drain bucket to a sink every day.



1.15. Garage Doors

There are many connectivity and programming options for the garage doors installed in most units. Visit the Liftmaster website (liftmaster.com) to download the manual for your specific model.

Additional details can be found later in this document.

1.16. Seasonal Maintenance

Winter:

- A. Your exterior water faucets are freeze resistant. It is recommended to shut off the water supply valve inside your basement. No other winter maintenance is needed.
- B. Drain any hoses and bring indoors.
- C. After a snow, check to make sure that the outdoor vents from the hot water heater and furnace are clear of snow buildup. These vents are located on the exterior wall near the A/C condenser and/or where the propane enters your unit.
- D. The Association arranges for driveway plowing. Areas around parked vehicles will not be plowed. Please be aware that snow removal takes time, so you might not be able to drive if the snow is too high. The plows will be here in due time.

Additional details can be found later in this document.

Summer:

- A. Lawn sprinkler systems are installed and maintained by the Homeowners' Association (HOA). They are programmed to water lawns on a set schedule that is modified periodically. Please keep the grass areas clear so sprinkler heads can cover their designated spray patterns. If you believe a sprinkler is not operating correctly, notify VTP's management company.

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- B. Trees and shrubs partially benefit from the lawn sprinkler systems. However, they tend to need more water than grass. Owners are encouraged to supplement the sprinklers with hand watering as appropriate.

1.17. Extended Time Away

If you plan to be away for more than a few weeks, flush your E/One sewage ejector with clear water. To do this, run a tub or sink faucet until the ejector runs just before you exit the building.

See the section later in this document on the Sewage System for additional detail.

If you wish to shut off water to the house, be sure not to shut off the fire protection sprinkler system. Refer to the diagram later in this document to locate the Household Domestic Water Shutoff Valve.

- Batteries - There are numerous devices in the unit that contain batteries that should be replaced periodically, and especially before leaving for an extended period.

Additional details can be found later in this document.

B. Detailed Information

1. Sewage System

- A. Maintenance Required - Periodically replace the **batteries** in the E/One system alarm mounted on the wall next to the main floor thermostat. No other regular preventative maintenance is required for this system by the homeowner
- B. Precautions, And Required Reading:
 1. A detailed list of what you must not and what can be put down your house drains is available from E/One at:
<https://eone.com/sewer-systems/homeowners>
 2. Do not launder with Chlorine bleach (use Clorox 2). Do not dispose of any hazardous chemicals or unused pharmaceuticals down the house drains. Failure to comply with this list may result in costly damage to the E/One system and/or void your warranty on the system equipment.
 3. If your home is left unoccupied for longer than a couple of weeks, the E/One system should be purged just prior to leaving by running clean water until the grinder pump (see below) activates. Immediately turn off the water and allow the grinder pump to run until it shuts off automatically. While away for a long period, it's recommended that someone run enough water to start the system on a weekly basis.

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4. There is an alarm located on the wall of your house next to the thermostat that will sound and light up in the event of a high-water level in the grinder pump basin in your basement. Contact an authorized service technician and do not run water, flush toilets, or put any liquids down the drains.

5. If you have a power outage at your house
 - i. Houses with a whole house generator: can continue the use of toilets, showers and any other water use until power is restored. Your grinder pump is connected to the generator, and our leach fields are powered by emergency generators. Wastewater will continue to flow to the leach field and cannot back up into your house.
 - ii. Houses without a whole house generator: minimize or preferably stop sending any wastewater to the E/One system until power is restored. The basin in each house has a limited capacity before it will overflow into the basement.

- C. System description - The wastewater from each of our houses is pumped from our basements by an E/One “grinder” or “ejector” pump that discharges through a pipe to a common septic system and leach field that is shared by multiple houses. In the septic tanks the solid waste settles and the remaining liquid is dispersed over a wide area (the leach field) and percolates into the underlying soil.

- D. The installation contractor for the grinder pump systems here at VTP is F.R. Mahony (508-765-0051) <https://www.cummins-wagner.com/state/new-england/>.

- E. The E/One systems have a 5-year warranty from date of installation.

2. Fire Protection Sprinkler System

- A. Maintenance Required - None during the first 2-3 years. Annual inspection and flow test are recommended thereafter (approximate cost \$150-300 in 2022). Our systems were installed by Black Water Fire Suppression, LLC (603-216-7286). They can perform the annual tests, but there are other contractors who may specialize in the testing.

- B. What is the fire protection sprinkler system? This is the network of piping and closed-head sprinklers throughout the house, including the basement and garage. The system is fed from the town water supply via a branch from the same pipe that supplies the domestic water for the house.

- C. What does the system do if I have a fire? The sprinkler heads open automatically when exposed to heat above a set temperature. Each head

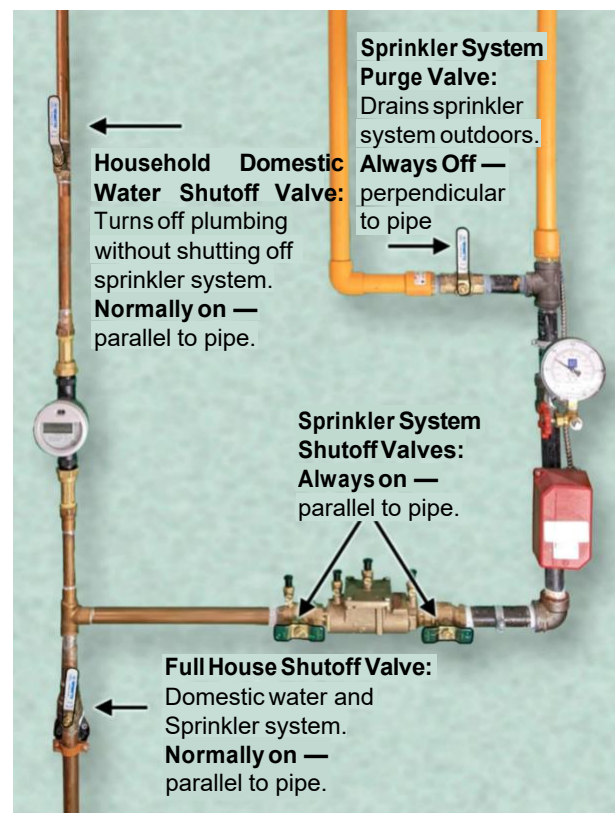
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functions independently of the other heads in the system (movies/TV often show all heads opening once a single head is activated - they don't work that way!). The systems are designed to give residents enough time to escape safely. They are not necessarily designed to protect the building or contents.

- D. What are the system alarms? When the system activates, a visual and audible alarm will be turned on by the flow of water. This alarm device is the red box located on the front of your house. Note that this is only a local alarm, meaning the fire department will not be alerted by the activation of the system. Call 911.
- E. In addition to the annual maintenance, what other precautions are needed? The care of a fire sprinkler system consists primarily of things that you should not do that would impair the operation of the system, including:

- i. Never close the shutoff valve to the system (see Full House Shutoff Valve in photo) - unless there is a water leak in the system or following a fire and the verified suppression of that fire. Adding tags to the valves in the photo is a good practice.
- ii. Avoid knocking into any of the sprinkler heads which could cause them to discharge. The red piece on each head is a breakable glass bulb filled with liquid. If it is broken, water will spray out until the shutoff valve in the basement is closed.
- iii. Do not paint over a sprinkler head.
- iv. Don't block the discharge of any sprinkler heads with furniture, cabinets, etc.
- v. Don't hang anything from a sprinkler head



3. Radon Mitigation System

- A. Maintenance Recommended

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- i. Passive system (installed by builder) - none
 - ii. Active system (installed by contractor) - check manometer periodically to verify that the exhaust fan is running (see Item i. below).
- B. What is radon? It's a colorless, odorless radioactive gas that occurs naturally in the bedrock/soil beneath your house.
- C. What to expect in your house? Naturally occurring radon is relatively high in this area. Most VTP houses that have been tested had a radon level considered unsafe.
- D. How unsafe? If the radon level in your house is higher than the safe level, this is not a cause for concern in the near term and does not mean that you need to vacate your house. There is no immediate danger. However long-term exposure to elevated levels can cause lung cancer.
- E. How is radon kept out of your house? The builder has installed a large pipe that runs from beneath the basement slab up through the roof to help exhaust (passive system) some of the radon before it seeps into your house.
- F. How do you know if you have an unsafe level of radon? A variety of test kits are available from home centers and trusted online sources, including shorter long-term test kits and continuous electronic monitors. Follow the instructions on where and how to use the monitor you select.
- G. What is a safe level? The US Environmental Protection Agency (EPA) has established 4.0 pCi/L as the level at which action should be taken to reduce radon to under 2.0 pCi/L. The test kits measure this parameter.
- H. Initial measurements are normally performed in the basement (lowest point). A reading there can be divided in half as you go up each level in the house. For example, let's say the reading is 6.0 pCi/L in the basement. Then, the first floor can be approximated to be 3.0 pCi/L (below the recommended level). Mitigation is a personal choice depending on where your living spaces are.
- I. What if the level is too high? There are contractors who have already installed "active" mitigation systems - a fan inserted in the builder's pipe - in VTP houses that will most likely bring the radon level down to a safe level. Radon mitigation contractor information is provided in the Handyman and Contractor list that is posted on the Maintenance Committee folder on the VTP Webpage.
- J. What is a manometer and how do I check it? Your installer should include this feature and explain how to use it. The active system includes a u-shaped tube containing a colored liquid installed on the large white plastic vent pipe at the basement level. The manometer indicates whether the exhaust fan is running or not. If the level of liquid is the same in both legs of the U tube, then the fan is off. The fan is running if the levels are noticeably different. The fan, which is in the attic in a typical installation, should run all the time.

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4. Furnace and Air Conditioning (HVAC)

The paperwork for the HVAC equipment should have been sitting on top of your furnace. Lennox will double its warranty from 5 to 10 years if you registered your equipment within 60 days of purchasing your home. However, they require yearly servicing and inspection to keep their warranty in effect. Most service techs recommend servicing our units about every 2 years. The cost is more than \$200-plus parts.

- A. The Lennox furnace has different filters for the air and condensate pH. The air filters are attached at the lower side of the furnace. Your system could have a 1" filter or the optional 5" filter. The 1" filter is permanent plastic mesh and does not need to be replaced unless it is torn. It should be washed periodically with soap and water (approximately every 6 months for a house without a pet).
 1. The 5" filter should be replaced periodically, and the recommendation is twice yearly for homes without a pet. Pets may necessitate a more frequent change. Replace the filter with one of the same dimensions as the existing filter. Make sure the arrow on the filter points towards the furnace when installing the new one.
 2. The air filters can be obtained locally at Lowes or from numerous online HVAC parts vendors, such as SupplyHouse.com, or on Amazon.
- B. The other filter is the condensate pump pH filter which is located in the condensate pump on the floor on the opposite side of the furnace. This pH neutralization filter prevents the acidic furnace condensation from damaging our septic systems. The recommendation is to change it annually or replace it when the neutralization pellets are depleted. If you have your furnace and AC unit inspected by an HVAC company, the technician will usually change these filters if you provide them at the time of the service.



Early phase construction



Later phase construction

Service and replacement:

The developer installed two different models of condensate pumps depending on the phase in which your unit was built. Locate the model number on the pump to identify the specific filter needed.

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- C.** Smaller pump (Early phase construction) was manufactured by Sauermann and uses the tube cartridge. The replacement cartridge is:
- Sauermann pH Safe1 Neutralization cartridge
 - Available online at: Amazon (\$38.99)

Note: There has been discussion of purchasing individual pellets and reusing the cartridge. Pellets come in different sizes and there have been issues with this approach. Therefore, there is no recommendation from the Maintenance Committee for a specific product.

- D.** Larger blue pump (Later phase construction), model 4 Pro 4PROCNP, was manufactured by 4 Pro and uses what is commonly referred to as the sock filter. An equivalent pump is the Neutra-Safe Condensate Pump Model NSP-50. Searching for a 4Pro replacement sock is difficult, whereas searching for a Neutra-Safe replacement sock yields the following results.
- Refill for Neutra-Safe Condensate Pump Model NSP-50 - Recharge Kit: 50RCK-S
 - Available online at: Amazon (\$41.94)
 - Home Depot (deliver to home or store)
 - SupplyHouse.com

HVAC service can be obtained from the original HVAC system installer, the propane supply company, or an HVAC service company as included in the Handyman and Contractor list provided in the Maintenance Committee folder on the VTP Webpage. Other local HVAC/Mechanical companies could also service your equipment.

5. Hot Water Heaters

A. On-Demand Hot Water Heater

Homes with wall mounted tankless hot water heaters should have them serviced and internal components cleaned (as well as flushed with a descale solution) to keep the interior components from fouling/corroding. Since VTP is on county water, this service can be done every 3-5 years (based on current experience).

B. Conventional Tank Hot Water Heater.

Homes with a conventional, tank hot water heater should have the tank drained and flushed periodically. Bradford White Corporation, the manufacturer of the tank water heater that 3 Ponds, LLC, was installing, recommends draining and flushing the tank annually. Every homeowner should have a Bradford White Power Vent Gas Water Heater "Installation and Operation Instruction Manual." In the General Operation section, instructions are provided to shut down the water heater, drain/flush, refill and restart. A manual can be obtained from BradfordWhite.com, under Resources, Technical Documents.

NOTE - The use of a drain hose implies that you have a floor drain or a walk out

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basement so that gravity will do the job of draining. If you have neither of these basement configurations, you should consider having a contractor perform the task as you will have 40 gallons of hot water to dispose of. Should you perform the task, recognize that the drain water may be very hot and wear the appropriate protective gear such as long-sleeved clothing, gloves, and eye protection.

The Bradford White instructions refer to the cold-water supply line and the drain valve but do not provide pictures. The drain valve does not have the typical handle and is operated with a common screwdriver.

Cold Water Supply Line - Open



Cold Water Supply Line - Closed



Drain Valve with a Hose Connection



6. Garage Door/Opener

A. Maintenance Recommended

- Annual

Lubricate moving parts, including the chain (unless belt-driven), rollers and hinges,

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using a silicone or lithium-based lubricant. The large torsion spring above the doorway should also be coated with the same lubricant to prevent rusting. Don't lubricate door tracks.

- Every 2-3 Years

Wipe grease from center track (between opener and door) and apply thin coat of lithium grease to all sides of the track along the entire length.

- B. Unit owners should have been provided with a detailed instruction manual for the Raynor Pilot II garage door opener. If you don't have one, it can be downloaded at:

<https://raynor.com/wp-content/uploads/literature/114A5097B-8365WRGD-267-Manual.pdf>.

The manual includes instructions for the operation and adjustments to the system to maintain safety and proper operation. The adjustments need only be made if the door opener or safety features malfunction.

- C. For maintenance or repair of these systems, see the list of original installers provided in the Handyman and Contractors List that is posted on the Maintenance Committee folder on the VTP Webpage. Other local contractors can also provide these services. This opener includes the option to remotely operate the door using the myQ® app on your smart phone. Refer to the manual for instructions on downloading and using this app.
- D. The system has electronic switches to automatically stop the travel of the door at both extremes - fully open and fully closed. Your door may start to re-open after reaching the closed position. Follow the instruction in the manual to adjust or troubleshoot this condition.
- E. In addition to the normal operation controls, the system also has safety controls.
- If something or someone is in the path of the door as it closes, the system will sense this and reverse direction upon contact.
 - A light beam across the doorway at about 6 inches above the floor on the door track detects an object or person in the path of the door at that level and will prevent the door from closing. If either the beam sending or receiving unit (small black boxes) gets bumped out of alignment with the other, the door will not close, if open. They can be re-aligned by the owner using a level and a yardstick or by a garage door opener contractor.
- F. Manual operation - in the event a power outage or automatic door opener malfunctions, the door can be opened and closed manually by grabbing the plastic handle at the end of the cord hanging from the center track. This releases the door from the drive mechanism and allows you to drag the door open and closed until the system can be repaired. Note that when closed in this mode, the door will not be "locked" as it is normally. There is a mechanical sliding latch at the right of the door with which the door can be locked closed - remember to open this latch when the system automatic operation is restored.

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- G. The light on the opener turns off approximately 45 seconds after the door stops at either end or it can be turned off (and on) manually at the wall unit.
- H. The garage door opener, next to the garage door stairs, can be either hard-wired or battery-operated. The developer was installing hard wired openers in Phases 1 and 2 and switched to the battery systems as the development progressed. The hard-wired systems started with the wires running exposed and switched to the wires behind the sheetrock as the development progressed. Check the battery if the door does not open/close when utilizing the battery operated, wall mounted opener. See the picture below - Hard wired opener on right and battery operated on the left.



7. Plantings

Fabric/protectant coverings for plants are not permitted. Anti-desiccants may be used instead. [One example: Wilt Pruf <https://wiltpruf.com>]

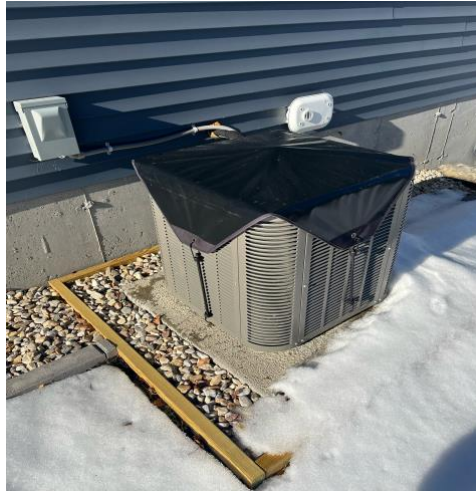
8. Snowstorm Preparedness

- A. Before the storm:
- For possible electric outages.
 - Charge up devices
 - Have flashlights with fresh batteries handy
 - Eversource storm preparedness link:
<https://www.eversource.com/residential/outages/storm-preparedness>
 - Although our potable water is pressure fed, it is advisable to have some on hand as well
 - Ensure the HOA supplied bucket of de-icing material is available for individual spot-treating needs.
 - It is recommended that only the A/C condenser top be covered before winter to prevent rain and snow forming ice on the condenser parts and damaging the unit. Completely covering the entire A/C condenser is not recommended as it could encourage mice to build nests inside the condenser. Mice tend to chew/eat the insulation from the wires which could cause an electrical failure. A 32-inch x 32-inch cover with bungee cords is available from Amazon for about \$14.00. See the photo

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below.



B. During the storm:

- If at night, turn on your garage flood light to aid the shovelers and plows
- Snow in front of your garage is hand shoveled away for easy plow removal
- During a heavy snowstorm, driveway clearing takes several (partial) passes while it's still snowing. It's not finished until the end-of-plowing salt application is performed.
- Everyone should realize it's going to be a long-drawn-out cleanup process and you may not be able to stick to your normal routine.

C. During and after the storm:

Clear snow from around all HVAC exhaust vents and dryer vent. As the homeowner, you are responsible for ensuring that this is done. (Our snow removal contract does not include this service) An amount near 2' will present issues, but drifting snow is often more an issue.

See photos at the end of this section for identification assistance

D. Power outage - Septic system

Since each unit's E/One system relies on electricity, a power outage needs to be handled properly. Read the section of this manual on the Sewage System for details.

E. After the storm:

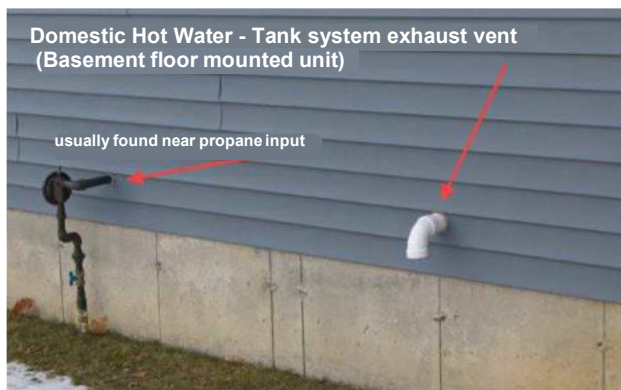
Propane delivery - Homeowners and the VTP snow removal contractor are responsible for maintaining a clear path to your propane tank consistent with Palmer's requirements. Our snow removal contractor (2025 - 2026 season) will clear a path if the snow depth is 12" or more, and a delivery is pending. If snow removal is needed,

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contact the VTP management company to have the path cleared to the propane tank.

Vent Photographs



9. Battery Replacement

It is recommended that the backup batteries in the smoke detectors/ carbon monoxide detectors be replaced annually. The detectors are located in the hallways and bedrooms as well as in the basement. The detectors take one 9 volt or two AA batteries.

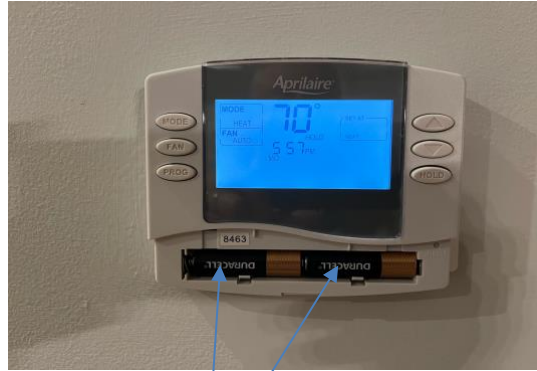
The garage door opener keypad, located on the outside trim of the garage, takes a 9-volt battery that should be replaced periodically.

The wall mounted Aprilaire thermostat that was installed by the developer takes two 9 AA batteries that should be replaced periodically to allow the thermostat to function normally and turn the heating system on and off. The thermostat will not work with a dead battery. This is particularly important if you leave your home for an extended period during the heating season to maintain adequate temperature in your home to prevent the water lines from

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freezing and bursting.



Aprilaire Thermostat

The E/One Main Floor Remote Sentry takes four CXR 2032 lithium batteries that should be replaced periodically to ensure that the alarm will function. Two 2032 batteries per holder.



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