

Frequently Asked Questions: Unique Product Information

The products that go into the construction of your New Bennett Miller Home have all passed our stringent quality and value tests. Before selecting certain items, however, we would like you to be aware of their unique qualities so that you will know what to expect of your selections. We have been building homes for many years and we get a lot of really good questions from our homebuyers, both before and after construction. As a benefit to you, we have compiled some of these questions and answers so that you can make more informed decisions. It is our sincere hope that this information will be helpful to you during the selection process. This is meant to answer only some questions before your selection process, we welcome any additional questions that you may have. After you have moved into your New Bennett Miller Home, please be sure to refer to the care and maintenance information provided with your home's products and systems for more important details.

I HEARD YOU CAN DROP A BOWLING BALL ON LAMINATE AND IT WON'T SCRATCH OR DENT...IS THAT TRUE?

- Laminate wood floors are wonderful, but not indestructible. While they can withstand normal wear and tear, they will scratch and dent when abused.
- Like a hard wood floor, you should take great care to keep your laminate floor dry, and clean spills as quickly as possible. Be sure to follow the recommended cleaning suggestions and review your care and maintenance pamphlets.
- Laminate floors are also affected by humidity. Too much humidity or not enough humidity can cause slight shifting of the wood underlayment. This is normal and will not damage your floor, but it can be minimized by proper humidity control.

IS BERBER CARPET THE BEST CHOICE FOR AN ACTIVE FAMILY?

- Berber or olefin carpet is very strong and durable at a great value. It is important to know that Berber carpet comes in widths of 12' and 15'. This means that you will have seams and cross seams throughout your home. Because of the low pile, these seams are often visible. If you do not like the appearance of visible seams, you may want to select a more plush pile, especially for larger rooms.
- Even the most relaxed pets can snag your Berber with their claws while moving about your home. Keep snags trimmed for longer lasting carpet.

I WANT MY WOOD FLOORS TO LAST 20 YEARS, IS THAT POSSIBLE?

- Pre-Finished hardwood floors are beautiful and very long lasting. With the proper care and maintenance they can last a lifetime. Keep in mind that they will scratch, dent and age with time. The nice part is that they can be sanded and refinished over time. Excessive moisture will start to separate seams, and as the seasons change, wood floors expand and contract. You may see a line appear on some of the wood seams in the winter, which is caused by contracting wood. These seams should disappear in the spring and summer.

I REALLY LIKE THE LOOK OF WOOD ON MY CABINETS, BUT I WANT TO MAKE SURE THE WOOD IS UNIFORM IN COLOR AND FINISH...IS THIS POSSIBLE?

- One of the most unique qualities in wood is the variation in striation patterns and tones. Your wood cabinets will most likely NOT be uniform in appearance. The tone and shape of natural wood grains can and will vary within the same lumber lot and even within the same tree. If a uniform appearance is very important to you, then a laminate finish might be a better choice.

HOW DO I KEEP MY EXTERIOR BRASS LIGHT FIXTURES FROM TARNISHING?

- Brass light fixtures placed on the exterior of homes will tarnish with time. If you are not a fan of this patina, you may want to go with a Nickel finish. If you are set on brass, please note that you can spray it with a water sealant for a longer shine and it can be repainted with exterior brass paint spray from your local hardware store.

I HEARD THAT STAINLESS STEEL SINKS DON'T SCRATCH OR RUST, IS THAT TRUE?

- Stainless Steel sinks are extremely durable. However the stainless finish is actually developed to accept scratches. Over time these scratches will take on a natural crosshatched appearance typical of Stainless sinks.

- Steel wool pads should not be used in stainless sinks, as they will leave a rust deposit on your sink. Additionally Dawn detergent can cause a slightly rust colored appearance when used on stainless sinks. These deposits can be cleaned with a gentle household cleanser like Comet.

CAN I JUST USE MY FAVORITE CITRUS CLEANER ON MOST OF THE SURFACES IN MY HOME?

- Be careful of citrus. Citrus based cleaners and detergents can leave a rust colored deposit on some materials. It can also eat through paint on painted trim over time. It is better to check your manual, or the manufacturer website and use the recommended cleaning products.

I LOVE THE LOOK OF STAINLESS APPLIANCES. IF I CHOOSE THE STAINLESS UPGRADE, WILL MINE LOOK THAT SPOTLESS?

- Stainless steel appliances are very beautiful, but keep in mind that model appliances are not exposed to fingerprints or spills as much as in a regularly functioning home. Stainless appliance finishes have progressed in the last few years, but still may show some fingerprints and water streaks in between cleanings. The good news is that the finish is very durable and easy to clean.

IS IT HARD TO KEEP A WHITE CAST IRON SINK LOOKING CLEAN?

- White Cast Iron sinks will stain easily and attract metal pot marks. Be sure to keep coffee grounds and pots and pans from sitting too long in your sink. Both of these things can be cleaned easily using a low abrasion cleaner. There is a new product on the market called Kohler Cast Iron Cleaner that works wonders. This can be purchased online at www.kohler.com

HOW DO I HEAT MY ROOMS EVENLY IN THE WINTER?

- It is very difficult to evenly heat (or cool) any home. You can always expect a temperature differential in upper rooms, especially rooms over an unheated garage space. One way to more evenly distribute heat in your home is to keep the rooms open that you would like to receive the most heat and keep the registers in those rooms open as well. You should also close registers in rooms don't have to work as hard to keep heated, such as the kitchen, and in rooms that you do not use as often. This is called "balancing the system" and it is the most important thing you can do to improve your comfort level. Heavier window treatments in the upper level and/or in vaulted spaces will also help to lower your energy costs.