

November 29, 2005

Re: Rust/Discoloration on Hidden Cove Townhomes

Dear Resident:

The Hidden Cove Homeowner's Board has acknowledged HVAC-related rust and discoloration as a key issue for the community (since there are a number of units that show significant signs of this damage) and we are therefore trying to provide assistance to residents who are faced with this problem. Please let this letter serve to call attention to this rust/dicoloration on the front of your unit and to provide some suggestions for addressing the problem.

Based upon conversations with residents who have had this problem in the past and have removed the rust stains, following is a description of what we believe to be the cause, details and possible solutions for this problem:

- **CAUSE** - Following is a well-articulated description of the problem that came from a resident who has dealt with the problem:

"The problem is that the slope from the condenser drain section to the primary condensate drain line was not adequate. Over time the condensate lines get slightly plugged and the condensate then overflows through the overflow hole rather than going into the primary condensate line. This is the same effect as when your shower drain is slightly plugged, it will drain but the level has to go up a few inches to provide the head pressure to give the flow rate to take the water away at a rate it is being produced. The overflow hole is only about 1/2 inch higher than the bottom of the primary condensate drain. If the primary drain is draining too slow, then the excess condensate drains out this overflow hole into the overflow pan (the unit sits on this galvanized steel pan) which has a secondary drain that empties to the front of our units. The secondary line is only intended to be used as a backup. The drain pan gets rusty with the sitting condensate and causes the discoloration.

However, over time the drain pan will rust out and this will then leak into the units ceiling and will cause water damage in the owners unit. It is only a matter of time before this happens to everyone's unit with a defective primary drain installation.

The solution is to cut out a portion of the primary drain line and reinstall giving it a greater slope so that it will not allow backup and overflow into the drain pan. Caution must be used to ensure that access to the filter is maintained."

- **RESPONSIBILITY** - The resident is responsible for correction of this problem (Beazer is not liable for this). PLEASE SCHEDULE AN APPOINTMENT FOR A TECHNICIAN TO COME ADDRESS THE PROBLEM ASAP.
- **RECOMMENDED SOLUTIONS FOR REMOVING RUST STAINS** - Recommended cleaning products (these have been used by other residents and have removed the stains):
 - o Starbright Rust & Stain Remover (made for boats - available at Wal-Mart and boat retailers);
 - o CLR Calcium, Lime and Rust Remover (available at Lowes, Home Depot and similar stores);
 - o Use these cleaners along with a scrub brush.

Please take action to correct this problem as soon as possible. It is important for us to maintain the architectural standards of our community in order to help boost property value and the overall beauty of Hidden Cove.

Any comments or questions related to this issue can be addressed to the Homeowner's Board at (770) 263-6816 or hidencovehoa@yahoo.com. Thank you for your time and consideration!

Best Regards,

Hidden Cove Homeowner's Board