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# Homeowner's Guide



**TWO**YEAR  
LIMITED  
WARRANTY

  
**FLEETWOOD**  
H O M E S

**IMPORTANT**

***Please Fill Out And Return This  
Postage-Paid Homeowner's  
Registration Card***

Fill out and mail this card to register your new home with Fleetwood's Customer Satisfaction Department.

What you need to do:

1. Type or clearly print the information required on the card.
2. Remove the card, seal and mail it. No postage is required.

Please fill out and mail the homeowner registration card as soon as possible after you take possession of your home.

**Retailer Address and Phone #**

**Manufacturing Center  
Address and Phone #**

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**IMPORTANT  
Affix Label  
Here  
Or Hand Print**

Model Series Name / Model #

Serial #

Ship Date

**IMPORTANT**

**Affix Label  
or Hand Print**

**Clearly and Neatly**

Plant Name and # \_\_\_\_\_

**Manufacturer Information**

Ship Date \_\_\_\_\_

Brand Name \_\_\_\_\_

Model # \_\_\_\_\_

Serial # \_\_\_\_\_

Retailer # \_\_\_\_\_

**DELIVERY DATE** M: \_\_\_\_\_ D: \_\_\_\_\_ YR: \_\_\_\_\_ **IMPORTANT**

**HOMEOWNER REGISTRATION**

**Homeowner**

**Fleetwood Retailer**

Last Name \_\_\_\_\_ First \_\_\_\_\_

Park Name & Space # (if applicable) \_\_\_\_\_

Mailing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone \_\_\_\_\_

( ) \_\_\_\_\_

Work/Other Residence \_\_\_\_\_

Company Name \_\_\_\_\_

Salesperson Name \_\_\_\_\_

Salesperson Social Security # \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

( ) \_\_\_\_\_

Phone \_\_\_\_\_

Home Financed By \_\_\_\_\_  Paid Cash

**Please tell us about you and your family.**

1. What is the age of the head of your household?  
(check one, please)

- 1  Under 25
- 2  25-34
- 3  35-44
- 4  45-54
- 5  55-65
- 6  Over 65

2. Including yourself, how many people live in your home? \_\_\_\_\_

3. Which of the following categories include your family's total annual income?

- 1  Under \$10,000
- 2  \$10,000-19,999
- 3  \$20,000-29,999
- 4  \$30,000-39,999
- 5  \$40,000-49,999
- 6  \$50,000 - Over

4. Where is your Fleetwood home located?

- 1  Park
- 2  Sub-division
- 3  Private land
- 4  Other

5. Where did you live before purchasing your new home?

- 1  Apartment
- 2  Rented manufactured home
- 3  Rented conventional home
- 4  Owned manufactured home
- 5  Owned conventional home
- 6  Lived with parents or relative
- 7  Other \_\_\_\_\_

Please fold with the address on the outside, seal (no staples) and drop in mail. Postage is already paid.

Please remove this stub before mailing.

# CONGRATULATIONS. WELCOME TO THE FLEETWOOD FAMILY.

Dear Fleetwood Homeowner:

Congratulations on your new home! We are delighted that you have chosen a Fleetwood home as your new residence. As one of the nation's largest producers of quality homes, with over 1,000,000 homes produced to date, we are dedicated to providing you with a home that will become a special place to build years of treasured memories for you and your family. We wish you many happy years of enjoyment as a homeowner.

The enclosed manual is for your use in becoming familiar with your new home and its components. Please look it over carefully. We hope it will be useful and provide helpful tips as you begin to settle in.

Sincerely,



FLEETWOOD ENTERPRISES, INC.

*P.S.* Be sure to let us know the address where your new home is/will be located and the phone number. We will stay in touch with you to assure that you continue to be a satisfied Fleetwood customer. Just fill out and mail the Homeowner's Registration Card at the front of this Guide as soon as possible after you take possession of your new home.



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# HOMEOWNER SATISFACTION —OUR GOAL

You invested in a Fleetwood home and we want you to be delighted with it. No doubt, your home means a lot to you. That's why we ask you to take the time to read this guide. Along with this warranty, we hope to offer true pride of ownership.

Thank you for investing your hopes and dreams with us. May your Fleetwood home bring you great satisfaction as the years go by.

## How To OBTAIN WARRANTY SERVICE

Rest assured, our quality assurance staff at the Manufacturing Center has gone through your home thoroughly. However, during transportation and set-up, certain changes may occur that require a little fine-tuning, such as adjustment of doors and windows. Your Fleetwood Retailer has tested all systems (whenever possible), made minor adjustments and prepared your home for occupancy.

Even with all that, in some cases, your home may require a bit more service for things that went undetected during the installation that only you will come to find as you begin living in your new home. In most cases, the service you need will be minor. Fleetwood suggests that you live in your home for 25-30 days and during that time, make a list of all items needing warranty repair. For your convenience, a checklist has been provided on page 33 of this guide. You'll get warranty service as fast as possible. We understand your time is valuable and we want to inconvenience you as little as possible. Of course, if you have a serious problem needing immediate attention, call right away.

Here's how to request service:

- ▼ Complete the homeowner checklist at the back of this guide within 30 days of moving into your new home.
- ▼ Contact your Fleetwood Retailer who is responsible for installing and coordinating service for your home. They will review the homeowner checklist with you. You'll find their name, address and telephone number on the inside front cover of this guide. If you prefer, mail the homeowner checklist to your Retailer. If the service department at the Retailer does not help, please contact the owner of the Retailership.
- ▼ If there is any occasion when you are not satisfied with a Retailer's performance, please contact your Fleetwood Manufacturing Center. Their address and phone number is also on the inside cover of this manual. Here is the appropriate order to follow:

First, contact the Fleetwood service department, they will assist you with your problem. If the service department is unable to help you resolve the problem with your home, then contact the General Manager of the Manufacturing Center.



## HOMEOWNER'S OBLIGATIONS

As the homeowner, you are responsible for normal maintenance and upkeep of your home. You can find a handy list of maintenance items on page 30 of this guide.

## RETAILER'S OBLIGATIONS

Your Fleetwood Retailer is responsible for the following:

- ▼ Arranging delivery of the home to your chosen site.
- ▼ Installing or arranging for proper installation of the home.
- ▼ Inspecting and testing your home before you occupy it.
- ▼ Making minor adjustments to your home, if necessary, such as operation of doors, locks, and windows, etc.

## FLEETWOOD'S OBLIGATIONS

Fleetwood is obligated to repair or replace any parts necessary to correct defects in materials and/or workmanship as outlined in this warranty, *at no charge to you.*

We want you to be satisfied with your home. If your Fleetwood Retailer is unable to resolve a problem with the home during the warranty period, please call us. We will help to repair or replace any parts necessary to correct warranted defects in materials and/or workmanship in the home that you notify us about.



# THIS WARRANTY DOES NOT COVER:

- ▼ Defects or problems caused by or related to:
  - A. Improper installation, leveling or re-leveling of the home or installation of skirting or other accessories provided by your Retailer. (Please refer to Retailer obligations on page 3 of this guide.)
  - B. Problems resulting from settling of the home or shifting soil conditions (such as: glass/mirror cracking or breakage, door adjustments, minor drywall and ceiling cracks).
  - C. Abuse, misuse, negligence or accidental damage, damage due to theft, vandalism, natural disasters or acts of God.
  - D. Alteration or modification of the home.
  - E. The use of a kerosene heater or other type of fuel-burning portable heater in the home.
  - F. Normal deterioration due to wear or exposure. Please see page 15 for maintenance requirements.
  - G. Problems resulting from using the home as a support structure for objects attached to it such as awnings, carports, garages etc.
  - H. Problems resulting from moving and reinstalling the home.\*
  - I. Problems caused by lack of maintenance.
  - J. Problems resulting from condensation.
  - K. The following items are considered part of homeowner maintenance and are not covered after the first year of the warranty period:
    - Carpet wear in high traffic areas
    - Caulking on the interior and exterior of the home
    - Minor drywall or ceiling cracks
- ▼ Problems resulting from failure to comply with instructions contained in the Homeowner's Guide and/or the Fleetwood Home Installation Manual.
- ▼ Appliances or accessories provided or installed by a Retailer or a third party.



\* SOME STATES MAY NOT PERMIT SUCH A LIMITATION DURING THE FIRST YEAR OF THE WARRANTY, SO THIS MAY NOT APPLY TO YOU.

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THE REMEDIES PROVIDED IN THIS WARRANTY ARE THE SOLE REMEDIES PROVIDED BY FLEETWOOD.

ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO THE ITEMS OR COMPONENTS COVERED BY THE EXPRESS WARRANTY IS LIMITED IN DURATION TO THE PERIOD OF THE EXPRESS WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH MAY VARY FROM STATE TO STATE.

FLEETWOOD IS NOT RESPONSIBLE FOR ANY UNDERTAKING, REPRESENTATION OR WARRANTY MADE BY A RETAILER OR OTHER PERSON BEYOND THOSE EXPRESSLY SET FORTH IN THIS WARRANTY.



## **ELECTRICAL SYSTEM (CONT.)**

- ▼ Do not connect electrical appliances needing a constant source of power, such as refrigerators or freezers into the GFCI. The GFCI may "trip" on occasion as a safety precaution. Again, items needing a constant flow of electricity should not be plugged into this outlet or any GFCI outlet.
- ▼ If heating or other appliances in your home require 240-volt circuits, these circuits will have separate breakers and are clearly identified.
- ▼ If circuit overloads or shorts occur, the breaker will "trip," and the circuit will be disconnected. After the fault is corrected, restore power to the circuit by resetting the breaker.

See the Troubleshooting section of this Homeowner's Guide for more information, beginning on page 23.

## **APPLIANCES**

Operating instructions for your appliances have been provided with your home.

## **PLUMBING**

Your plumbing system and all fixtures are similar to those found in site-built homes. **Maintenance materials or parts are usually available at most hardware building supply, home supply stores or from your Fleetwood Retailer.**

## **HOME SAFETY**

Apart from the standard materials and construction techniques that make your home safe, several safety devices and features were included in the design of your home.

**Smoke Detector** — Depending on your home's floor plan, one or more smoke detectors are located on a wall near the bedrooms next to the ceiling.

These smoke detectors operate as part of the electrical system and in the case of a power failure are equipped with a battery backup power source. The batteries installed in these detectors are good for approximately one year of normal use.

The manufacturer of the smoke detectors recommends frequent testing of these devices.

Instructions for operating and testing the smoke detectors are located in the Owner's Information Envelope. You should locate and become familiar with these instructions. If you need help in finding or operating the smoke detectors, contact your Fleetwood Retailer.



## **YOUR HOME'S SITE (CONT.)**

**Site Maintenance** —Uneven site settling could cause the home to become unlevel.

If you determine that your home is not level, contact your Retailer. Unless you have made specific arrangements with your Retailer, you are responsible for re-leveling your home.

If you landscape around your home, remember to prepare the soil or install flower boxes, etc. in such a way that rain water, sprinkler or irrigation water is diverted away from your home. Do not allow water to run under the home.

**Moving Your Home** — Should you have to move your home, we recommend using a licensed, reputable firm specializing in manufactured home moving.

Such a firm will be equipped to handle any size home as well as ensure that state and local regulations are met.

Your home must be properly prepared for shipment by such a licensed firm. Follow the directions given to you by the moving company. To ensure the safety and protection of your home, the open portions of a multi-section home must be braced and enclosed with weather resistant materials. Failure to properly prepare your home for shipment could result in damage to the home and/or injury to people. If you move your home, your warranty is still in effect. Problems resulting from moving and reinstalling the home are not covered under this warranty.\*

**NOTE:  
PROBLEMS CAUSED BY  
MOVING AND REINSTALLING THE HOME ARE NOT  
COVERED UNDER YOUR WARRANTY.**

We recommend you follow the instructions of your moving company. However, we'd like to suggest that you prepare a checklist. Some things the moving firm will handle. Some things you'll want to do. You may want to review the suggestions on site preparation and set-up with the person in charge of your move. Below are nine helpful tips:

1. Pack and secure your furnishings and secure all loose items to prevent damage while in transit.
2. Remove all dishes, pictures, clocks, radios, lamps, and other fragile items that are not securely fastened and pack them in moving boxes.



\*SOME STATES MAY NOT PERMIT SUCH A LIMITATION DURING THE FIRST YEAR OF THE WARRANTY, SO THIS MAY NOT APPLY TO YOU.

## LIFESTYLE TIPS

There are many ways to make your home comfortable and efficient no matter where you live. Here are some useful tips to make your home ownership more pleasurable in specific areas of the country.

### HOUSEHOLD TIPS

- ▼ Add door stops, especially if you have small children. It's easy enough to do. It doesn't cost much. They prevent interior door knobs from hitting walls. Just one good swing and a door knob can do damage.
- ▼ Extensive burning of scented candles and/or cigarettes, pipes, etc. may leave a residue on furniture, appliances, fixtures and clothing. This damage is not covered by your warranty.

### EXTENDED VACATION TIPS

- ▼ If you plan on leaving your home unattended and/or unheated for a long period, *turn off the main water inlet valve and drain the water lines.*

### WINTERIZING TIPS

- ▼ Wrap exposed water inlet lines under your home with insulating material.
- ▼ Wrap exposed fuel lines with insulation material. It is normal for a small amount of water to condense in the fuel tanks and collect in fuel lines. If this water freezes, fuel delivery to the heating system and other appliances may be interrupted and cause problems.

In extremely cold climates, we recommend that you install an electric heat tape. Consult your Fleetwood Retailer for additional information.

#### WARNING:

HEAT TAPE MUST BE UL APPROVED & LISTED  
FOR MANUFACTURED HOUSING.

- ▼ Do not use kerosene or other fuel-burning heating or cooking appliances inside the home. Not only can the use of such appliances be harmful to your health, but they also release large amounts of water vapor into the air that can cause moisture damage to your home.

#### WARNING:

PORTABLE FUEL-BURNING APPLIANCES ARE NOT SAFE FOR HEATING  
OR COOKING INSIDE YOUR HOME. ASPHYXIATION FROM OXYGEN DEPLETION  
OR CARBON MONOXIDE POISONING CAN OCCUR IF THESE DEVICES  
ARE NOT PROPERLY VENTED TO THE OUTSIDE.

- ▼ During snow season, be sure to brush excessive snow off the roof. Damage caused by the weight of excessive snow is not covered under your warranty.



# CARING FOR YOUR HOME...

## EXTERIOR MAINTENANCE

You must properly maintain your home to keep up the home and its appearance. By doing so, it'll keep you comfortable, safe and help protect your investment. In the long run, minor fixes cost far less than major ones.

These maintenance tips are here to help you.

### FRAME

- ▼ Your home's steel support frame has been coated with a rust inhibitor. If rust appears, clean the area and re-coat with a rust preventive material.

### UNDERSIDE OF THE HOME

- ▼ The underside of your home has a special retarder material to resist moisture and rodents. If you damage this protective barrier, you must repair any openings. Please refer to the installation manual for proper repair methods.

### FINISHED WOOD WALLS

- ▼ Wood trim and exterior wood must be painted or stained periodically to maintain its appearance and to resist water. Use latex (water-based) paint or water-based stains only. *Deterioration, mold and/or mildew of wood trim or exterior wood caused by lack of maintenance is not covered by the warranty.*

Your Fleetwood Retailer can advise you on the best materials to use for your climate area and conditions.

### FINISHED METAL WALLS & VINYL SIDING

- ▼ Wash exterior metal surfaces and vinyl siding as you would an automobile. Always wash the exterior metal and vinyl surfaces with mild soap and water. Your Fleetwood Retailer can recommend products suitable for your home. *Never use abrasive cleansers or pads. Do not "dry dust."*

### CAULKING & SEALANTS

- ▼ Check around trim, vents, window, door frames and other openings in the walls at least annually. Remove any caulk that is cracked, dried out or peeling away. Re-caulk or reseal with flexible, non-hardening caulks and sealants.



## INTERIOR MAINTENANCE

### FLOOR COVERINGS

- ▼ Taking care of your floor protects your investment. Regular cleaning of vinyl floor coverings removes dirt that scratches the surface that can dull the finish.
- ▼ When moving appliances or furniture be careful not to cut, scratch or gouge the floor coverings. This damage is not covered under your warranty.
- ▼ Proper care of your carpet will extend its life. Frequent vacuuming removes dirt particles which damage the carpet. Vacuuming only removes surface dirt. For deeper cleaning, we recommend a professional carpet cleaning when necessary, or every few years to renew the life and color of your carpeting. Self shampoos may leave the carpet and carpet pad saturated. This may damage your floor. This type of damage is not covered by your warranty.

### CONDENSATION

- ▼ The materials used to build your home do not produce moisture. When the outdoor temperatures dip and the air is cold, you may experience the effects of condensation. You'll see droplets on windowpanes. Although condensation occurs naturally, you need to know how it affects your home and what to do to reduce or prevent it.

Here are frequently asked questions about condensation and some answers...

**Q. — In cold weather, my windows look like they're sweating. Is that condensation?**

**A. —** Yes. Your windows are a good way to know if the humidity in your home is too high.

**Q. — Isn't my insulation supposed to keep my home warm or cool? Is something wrong with my home?**

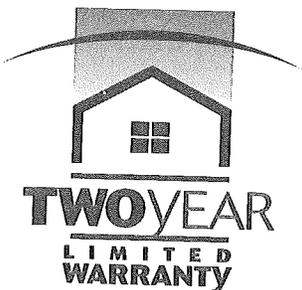
**A. —** Your insulation is designed to keep your home comfortable in the climate in which your home site is located. And no, there is nothing wrong with your home. Quite the opposite is true. The windows and doors in your home are tightly sealed.

**Q. — Where does all the water come from?**

**A. —** The moisture in the air comes from many sources. Some of the most common are:

Cooking	Bathing/Dishwashing
Floor mopping	Clothes drying
Gas appliances	Kerosene heaters
Humidifiers	House plants/Aquariums

As you can see, just the normal course of living adds a great deal of water to the air.



# TROUBLESHOOTING...

Your quality Fleetwood home must pass a series of inspections. Government guidelines and Fleetwood's own strict building standards result in one of the best-built homes you can buy.

Yet, all homes on occasion, need attention as a result of living in them and using them. This section should help you determine when you need professional help and when you can do it yourself. This easy-to-follow information is more involved than general, routine maintenance, but it is just as important.

Electrical problems generally fall into two categories – complete power failures and specific circuit failures. Read both sections carefully before attempting anything. In case your power goes out, it is always wise to have a flashlight with fresh batteries handy.

## ELECTRICAL TROUBLESHOOTING

### ▼ Complete Power Failure

A complete power failure to your home can come from natural causes like storms, power company problems, or mechanical failures such as faulty main breakers.

#### 1. Stormy Weather

If you lose all power during a storm or severe weather, the best thing you can do is wait for the power to be restored by the power company. There is no need to turn your circuit breakers ON and OFF. It will not help. If you notice that power has been restored to other homes near you, then check your main breakers. You may see that the breaker has been tripped. If that is the case, then reset them by turning them completely OFF and ON once. If this does not restore power, you should contact the power company or an electrical contractor.

#### 2. Power Outages

Sometimes, power companies have problems and there is little you can do except wait for power to be restored. Occasionally, a downed power line or damage to buried power lines from digging may cause a power outage to a street or a block in your neighborhood while others are not affected. If power to your house and homes on either side of you is out, but other homes across the street or on other nearby blocks seem unaffected, call the power company and explain the problem. Always follow their directions, if any are offered.



## ELECTRICAL TROUBLESHOOTING (CONT.)

**STEP TWO.** If the "RESET" button does not pop out when the test button is pushed, a loss of ground fault protection is indicated. Do not use the outlet or other outlets on the same circuit. Have the circuit checked by a qualified electrical contractor. Do not use the circuit until the problem has been corrected.

**STEP THREE.** To restore power, push the "RESET" button.

If a power failure occurs or if other outlets don't work, check the GFCI. Reset it if necessary. Check all GCFI test buttons to be sure they are all reset. If the GFCI continues to trip, have the electrical system checked by a qualified electrical contractor.

### 3. *Appliance or Fixture Problems*

These are generally caused by shorts or other defects in the appliance's wiring. Sparks or smoke at the outlet or in the appliance indicate a short or other wiring defect. The circuit breaker will probably trip. Turn the breaker to that circuit OFF immediately. Remove the appliance from that outlet. Turn the breaker ON. If the breaker trips again, turn it OFF and have the circuit checked by a qualified electrical contractor.

### 4. *Circuit Overloads*

The breaker will trip if you have too many appliances plugged in and are drawing more power than the circuit can carry. For safety, the breaker will disconnect that circuit and all outlets connected to it. If this happens, remove a few appliances or devices until the circuit is no longer overloaded. Occasionally, a circuit breaker may be faulty and will falsely trip. In that case, the breaker should be checked and/or replaced by a qualified electrical contractor.





# HOMEOWNER CHECKLIST

Area of your home	Check for:		Comments
	Damage	Operation	
<b>Exterior</b>			
Siding	X		_____
<b>Roof Area</b>			
Metal Roof	X		_____
Shingles	X		_____
Vents	X		_____
Skylights	X		_____
Eaves	X		_____
<b>Exterior Doors</b>			
Keys	X	X	_____
Operational	X	X	_____
Screen or storm door	X	X	_____
<b>Interior</b>			
<b>Kitchen</b>			
Appliances	X	X	_____
Cabinets	X	X	_____
Countertop	X		_____
Doors and drawers	X	X	_____
Faucet	X	X	_____
Floor coverings	X		_____
Plumbing		X	_____
Range hood	X	X	_____
<b>Bathrooms</b>			
Countertop	X		_____
Faucet(s)	X	X	_____
Plumbing		X	_____
Shower(s)	X	X	_____
Toilet	X	X	_____
Tub(s)	X	X	_____
<b>Bedrooms</b>			
Wardrobe doors	X	X	_____
<b>Utilities</b>			
Dryer	X	X	_____
Furnace	X	X	_____
Thermostat	X	X	_____
Washer	X	X	_____
Water heater	X	X	_____
<b>Interior General</b>			
Air registers	X	X	_____
Carpet	X		_____
Ceiling fans	X	X	_____
Ceilings	X		_____
Doors	X	X	_____
Door knobs, privacy locks (if applicable)	X	X	_____
Door stops	X	X	_____
Draperies	X		_____
Electrical switches and receptacles	X	X	_____
Fireplace	X	X	_____
Fleetwood supplied furniture	X		_____
Lights	X	X	_____
Light globes	X		_____
Mini-blinds	X		_____
Smoke detector(s)	X	X	_____
Stereo	X	X	_____
Tape and textured walls	X		_____
TV/Phone jacks	X	X	_____
Wall panels	X		_____
Window screens (if applicable)	X		_____
Windows	X	X	_____

Tear out, fold in half, seal top and sides with tape. No staples please.

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Fleetwood Homes

3125 Myers Street Riverside, CA 92513