

GB Consulting

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CONFIDENTIAL INSPECTION REPORT

PREPARED FOR:

Chris & Heather Smith

INSPECTION ADDRESS

6000 Make believe Drive, Citrus Heights, CA 95621

INSPECTION DATE

7/5/2006 8:00 am to 11:00 am



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This report has been produced in accordance with our signed contract and is subject to the terms and conditions agreed upon therein.

All printed comments and the opinions expressed herein are those of GB Consulting.

Inspection Narratives - Page 1

GENERAL INFORMATION

Inspection Address: 6000 Make believe Drive Heights, CA 95621
Inspection Date: 7/5/2006 Time: 8:00 am to 11:00 am
Weather: Clear and Dry - Temperature at time of inspection: 75 Degrees

Inspected by: Greg Braley

Client Information: Chris & Heather Smith
6123 Thumb Lane, Loomis, CA 95650

Structure Type: Wood Frame
Furnished: Yes
Number of Stories: One

Structure Style: N/A

Structure Orientation: East

Estimated Year Built: 1977
Unofficial Sq.Ft.: 1159

People on Site At Time of Inspection: Seller(s)

PLEASE NOTE:

Note: The service recommendation narrative that follows is offered for purposes of illustration only, and should be substituted for that of your own. Regardless, GB Consulting and its officers disclaim any responsibility for the accuracy or reliability of the information contained therein, and recommend against its use without first having it reviewed by a real estate attorney.

The service recommendations that we make in this report should be completed well before the close of escrow by licensed specialists, who may well identify additional defects or recommend some upgrades that could affect your evaluation of the property.

Report File: 6000 Make believe Dr

SCOPE OF WORK

You have contracted with GB Consulting to perform a generalist inspection in accordance with the standards of practice established by CREIA, a copy of which is available upon request, and which can be read or downloaded by visiting www.creia.org. Generalist inspections are essentially visual, and distinct from those of specialists, inasmuch as they do not include the use of specialized instruments, the dismantling of equipment, or the sampling of air and inert materials. Consequently, a generalist inspection and the subsequent report will not be as comprehensive, nor as technically exhaustive, as that generated by specialists, and it is not intended to be. The purpose of a generalist inspection is to identify defects or adverse conditions that would warrant a specialist evaluation. Therefore, you should be aware of the limitations of this type of inspection, which are indicated in the standards. However, as a courtesy, we are including some commonplace information about several of the environmental contaminants that could be of concern to you and your family.

There are many environmental contaminants that we do not have the expertise or the authority to test for, such as asbestos, radon, methane, formaldehyde, termites and other wood-destroying organisms, pests and rodents, molds, microbes, bacterial organisms, and electromagnetic radiation, to name some of the better known ones. Nevertheless, we will attempt to alert you to any suspicious substances that would warrant evaluation by a specialist. However, you should also be aware that our use of terminology like "mold," and "asbestos," is intentionally generic, and should not be construed as a statement of fact. Regardless, health and safety, and environmental hygiene is a deeply personal responsibility, and you should make sure that you are familiar with any contaminant that could affect your home environment.

Mold is one known contaminant. It is a microorganism that has been in existence throughout human history, and actually contributes to the life process. It takes many different forms. Some characterized as allergens are relatively benign but can provoke allergic reactions among sensitive people, and others characterized as pathogens can have adverse health effects on large segments of the population, such as the very young, the elderly, and people with suppressed immune systems. However, there are less common molds that are called toxigens that do represent a health threat. All molds flourish in the presence of moisture, and we make a concerted effort to look for any evidence of it wherever there could be a water source, including that from condensation. Interestingly, the molds that commonly appear on ceramic tiles in bathrooms do not usually constitute a health threat, but they should be removed. However, some visibly similar molds that form on cellulose materials, such as on drywall, plaster, and wood, are potentially toxigenic. If mold is to be found anywhere within a home, it will likely be in the area of tubs, showers, toilets, sinks, water heaters, evaporator coils, inside attics with unvented bathroom exhaust fans, and return-air compartments that draw outside air, all of which are areas that we look at very closely. Nevertheless, mold can appear as though spontaneously at any time, so you should be prepared to monitor your home, and particularly the areas that we have alluded to. Naturally, it is equally important to maintain clean air-supply ducts and to change filters as soon as they become soiled, because contaminated ducts are a common breeding ground for dust mites, rust, and other contaminants. Regardless, the specific identification of molds can only be determined by specialists and laboratory analysis, and is absolutely beyond the scope of our inspection. Nonetheless, as a prudent investment in environmental hygiene, we categorically recommend that you have your home tested for the presence of any such contaminants, and particularly if you or any member of your family suffers from allergies or asthma.

Asbestos is another notorious contaminant that could be present in any home built before 1978. It is a naturally occurring mineral fiber that was first used by Greek and Romans in the first century, and it has been widely used throughout the modern world in a variety of thermal insulators, including those in the form of paper wraps, bats, blocks, and blankets. However, it can also be found in a wide variety of other products too numerous to mention, including duct insulation and acoustical materials, plasters, siding, floor tiles, heat vents, and roofing products. Although perhaps recognized as being present in some documented forms, asbestos can only be specifically identified by laboratory analysis. The most common asbestos fiber that exists in residential products is chrysotile, which belongs to the serpentine or white-asbestos group, and was used in the clutches and brake shoes of automobiles for many years. However, a single asbestos fiber is said to be able to cause cancer, and is therefore a potential health threat and a litigious issue. Significantly, asbestos fibers are only dangerous when they are released into the air and inhaled, and for this reason authorities such as the Environmental Protection Agency (EPA) and the Consumer Product Safety Commission (CPSC) distinguish between asbestos that is in good condition, or non-friable, and that which is in poor condition, or friable, which means that its fibers could be easily crumbled and become airborne. However, we are not specialists and, regardless of the condition of any real or suspect asbestos-containing material (ACM), we would not endorse it and recommend having it evaluated by a specialist.

Radon is a gas that results from the natural decay of radioactive materials within the soil, and is purported to be the second leading cause of lung cancer in the United States. The gas is able to enter homes through the voids around pipes in concrete floors or through the floorboards of poorly ventilated crawlspaces, and particularly when the ground is wet and the gas cannot easily escape through the soil and disperse into the atmosphere. However, it cannot be detected by the senses, and its existence can only be determined by sophisticated instruments and laboratory analysis, which is completely beyond the scope of our service. However, you can learn more about radon and other environmental contaminants and their affects on health, by contacting the EPA or a similar state agency, and it would be prudent for you to enquire about any high radon readings that might be prevalent in the region surrounding your home.

Lead poses an equally serious health threat. In the 1920's, it was commonly found in many plumbing systems. In fact, the word "plumbing" is derived from the Latin word "plumbum," which means lead. When in use as a component of a waste system, it does not constitute a viable health threat, but as a component of potable water pipes it would certainly be a health-hazard. Although rarely found in use, lead could be present in any home build as recently as the nineteen forties. For instance, lead was an active ingredient in many household paints, which can be released in the process of sanding, and even be ingested by small children and animals chewing on painted surfaces. Fortunately, the lead in painted surfaces can be detected by industrial hygienists using sophisticated instruments, but testing for it is not cheap. There are other environmental contaminants, some of which we have already mentioned, and others that may be relatively benign. However, we are not environmental hygienists, and as we stated earlier we disclaim any responsibility for testing or establishing the presence of any environmental contaminant, and recommend that you schedule whatever specialist inspections might be deemed to be prudent before the close of escrow.

Narrative Color Legend: *Normal Text ♦Red Text
○Green Text □Blue Text

Exterior

We evaluate the following exterior features: driveways, walkways, fences, gates, handrails, guardrails, yard walls, carports, patio covers, decks, building walls, fascia and trim, balconies, doors, windows, lights, and outlets. However, we do not evaluate any detached structures, such as storage sheds and stables, and we do not water test or evaluate subterranean drainage systems or any mechanical or remotely controlled components, such as driveway gates. Also, we do not typically evaluate landscape components, such as trees, shrubs, fountains, ponds, statuary, pottery, fire pits, patio fans, heat lamps, and decorative or low-voltage lighting. Similarly, we do not usually comment on coatings or cosmetic deficiencies and the wear and tear associated with the passage of time, which would be apparent to the average person. However, cracks in hard surfaces can imply the presence of expansive soils that can result in continuous movement, but this could only be confirmed by a geological evaluation of the soil.

Wall Covering

Type of Material

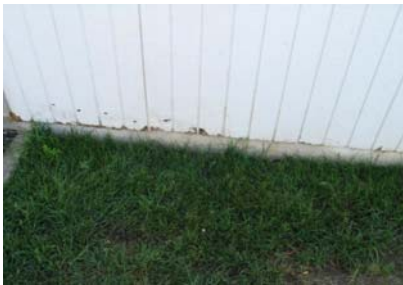
Informational Components

- * The house is clad with wood siding.

Wall Covering Observations

Components and Conditions Needing Service

- * Portions of the siding are moisture damaged, and should be evaluated and serviced as necessary by a termite inspector.



Grading and Drainage

General Comments and Description

Informational Components

- * All structures are dependent on the soil beneath them for support, but soils are not uniform. Some that might appear to be firm and solid can liquefy and become unstable during seismic activity. Also, there are soils that can expand to twice their volume with the influx of water and move structures with relative ease, raising and lowering them and fracturing slabs and other hard surfaces. In fact, expansive soils have accounted for more structural damage than most natural disasters. Water can be equally destructive, and can foster conditions that are deleterious to health. For this reason, the ideal property will have soils that slope away from the residence and the interior floors will be several inches higher than the exterior grade. Also, the residence will have roof gutters and downspouts that discharge into area drains with catch basins that carry water away to hard surfaces. If a property does not meet this ideal, or if any portion of the interior floor is below the exterior grade, we cannot endorse it and recommend that you consult with a grading and drainage contractor, even though there may not be any evidence of moisture intrusion. We have confirmed moisture intrusion in residences when it was raining that would not have been apparent otherwise. Also, in conjunction with the cellulose material found in most modern homes, moisture can facilitate the growth of biological organisms that can compromise wood framing or produce molds that are deleterious to health.

Interior-Exterior Elevations

Informational Components

- * There is an adequate difference in elevation between the exterior grade and the interior floors that should ensure that moisture intrusion would not threaten the living space, but of course we cannot guarantee that.

Exterior Features

General Comments and Description

Informational Components

- * It is important to maintain a property, including painting or sealing walkways, decks, and other hard surfaces, and it is particularly important to keep the house walls sealed, which provide the only barrier against deterioration. Unsealed cracks around windows, doors, and thresholds can permit moisture intrusion, which is the principle cause of the deterioration of any surface. Unfortunately, the evidence of such intrusion may only be obvious when it is raining. We have discovered leaking windows and doors while it was raining that may not have been apparent otherwise, and too often damage progresses to a point at which a window or door must be replaced. Such occurrences are not uncommon, and demonstrate why the cost of renovating a neglected home will always exceed that of having maintained it.

Hard Surfaces

Informational Components

- * The hard surfaces, such as the house walls, walkways, patio slab, etc., are in acceptable condition

Driveways

Informational Components

- * There are predictable cracks in the driveway that would not necessarily need to be serviced.



Walkways

Informational Components

- * The walkways are in acceptable condition.

Fences and Gates

Components and Conditions Needing Service

- * Sections of the fence are leaning or damaged and should be repaired or replaced.

Inspection Address:
Inspection Date/Time:

6000 Make believe Drive, Citrus Heights, CA 95621
7/5/2006 8:00 am to 11:00 am



- * Sections of the fences or gates are dry rot or termite damaged. However, you may wish to confirm that they have been included in the termite inspection.



- * The gate needs to be serviced to be functional.



Fascia and Trim

Components and Conditions Needing Service

- * The termite report should confirm damage to portions of the fascia board and wood trim.



Doors

Informational Components

- * The exterior doors need typical maintenance-type service.

Windows

Informational Components

- * The windows are in acceptable condition. However, in accordance with industry standards, we do not test every window in the house, and particularly if the house is furnished. We do test every unobstructed window in every bedroom to ensure that at least one facilitates an emergency exit.

Screens

Informational Components

- * The window screens are functional.

Sliding Glass Doors

Informational Components

- * The sliding glass door is tempered and in acceptable condition.

Lights

Informational Components

- * The lights outside the doors of the residence are functional. However, we do not inspect or evaluate decorative lights.

Outlets

Components and Conditions Needing Service

- * An outlet in the rear of the house is defective but should be upgraded to have ground-fault protection.



Irrigation

General Comments and Description

Informational Components

- * There are a wide variety of irrigation components, such as pipes that could include old galvanized ones, more dependable copper ones, and modern polyvinyl ones that are commonly referred to as PVC. However, among the latter, the quality can range from a dependable thick-walled type to a less dependable thin-walled type, and it is not uncommon to find a mixture of them. To complicate things, significant portions of these pipes cannot be examined because they are buried. Therefore, we identify a system based on what type of pipe that can be seen. However, our inspection only includes the visible portions of the system, and we do not test each component, nor search below vegetation for any concealed hose bibs, actuators, risers, or heads. We test every visually accessible manual sprinkler actuator and evaluate its coverage, but due to the variety and complexity of many automatic control panels we do not test them. However, inasmuch as the actuators are under pressure, we look for any evidence of damage or leakage, but recommend that you have the sellers demonstrate an automatic sprinkler system before the close of escrow and indicate any seasonal changes that they may make to the program.

Manual Polyvinyl Sprinklers

Components and Conditions Needing Service

- * The property is served by manual, polyvinyl, sprinklers. The coverage appears to be adequate. However, the heads need to be adjusted so as not to over spray the house walls and other surfaces.



Hose Bibs

Components and Conditions Needing Service

- ❖ A hose bib at the rear is dripping and needs a new stem washer. However, we may not have located and tested every hose bib on the property.



Structural

Foundations are not uniform, and conform to the structural standard of the year in which they were built. We identify foundation types and look for any evidence of structural deficiencies. However, cracks or deteriorated surfaces in foundations are quite common. In fact, it would be rare to find a raised foundation wall that was not cracked or deteriorated in some way, or a slab foundation that did not include some cracks concealed beneath the carpeting and padding. Fortunately, most of these cracks are related to the curing process or to common settling, including some wide ones called cold-joint separations that typically contour the footings, but others can be more structurally significant and reveal the presence of expansive soils that can predicate more or less continual movement. We are keenly aware of cracks, and will alert you to their presence if they are clearly visible. However, we are not specialists, and in the absence of any major defects, we may not recommend that you consult with a foundation contractor, a structural engineer, or a geologist, but this should not deter you from seeking the opinion of any such expert.

Structural Elements

Wall Structure

Informational Components

- * The walls are conventionally framed with wooden studs.

Floor Structure

Informational Components

- * The floor structure consists of a poured slab that could include reinforcing steel.

Ceiling Structure

Informational Components

- * The ceiling structure consists of standard joists.

Slab Foundation

General Comments and Description

Informational Components

- * This residence has a slab foundation. Such foundations vary considerably from older ones that have no moisture barrier under them and no reinforcing steel within them to newer ones that have both. Our inspection of slab foundations conforms to industry standards, which is that of a generalist and not a specialist. We check the visible portion of the stem walls on the outside for any evidence of significant cracks or structural deformation, but we do not move furniture or lift carpeting and padding to look for cracks, and we do not use any of the specialized devices that are used to establish relative elevations and confirm differential movement. Significantly, many slabs are built or move out of level, but the average person may not become aware of this until there is a difference of more than one inch in twenty feet, which most authorities regard as being tolerable.

Many slabs are found to contain cracks when the carpet and padding are removed, including some that contour the edge and can be quite wide. They typically result from shrinkage and usually have little structural significance. However, there is no absolute standard for evaluating cracks, and those that are less than 1/4" and which exhibit no significant vertical or horizontal displacement are generally not regarded as being significant. They typically result from common shrinkage, but can also be caused by a deficient mixture of concrete, deterioration through time, seismic activity, adverse soil conditions, and poor drainage, and if they are not sealed they can allow moisture to enter a residence, and particularly if it is surcharged by a hill or slope, or if downspouts discharge adjacent to the slab. However, in the absence of any major defects, we may not recommend that you consult with a foundation contractor, a structural engineer, or a geologist, but this should not deter you from seeking the opinion of any such expert, and we would be happy to refer one.

Inspection Address: 6000 Make believe Drive, Citrus Heights, CA 95621
Inspection Date/Time: 7/5/2006 8:00 am to 11:00 am

Method of Evaluation

Informational Components

- * We evaluated the slab foundation on the exterior, by examining the stem walls that project above the footing.

Slab Foundation Observations

Informational Components

- * The residence has a bolted, slab foundation with no visible or significant abnormalities.

Roof

There are many different roof types, which we evaluate by walking on their surfaces. If we are unable or unwilling to do this for any reason, we will indicate the method that was used to evaluate them. Every roof will wear differently relative to its age, the number of its layers, the quality of its material, the method of its application, its exposure to direct sunlight or other prevalent weather conditions, and its maintenance. Regardless of its design-life, every roof is only as good as the waterproof membrane beneath it, which is concealed and cannot be examined without removing the roof material, and this is equally true of almost all roofs. In fact, the material on the majority of pitched roofs is not designed to be waterproof only water-resistant. However, what remains true of all roofs is that, whereas their condition can be evaluated, it is virtually impossible for anyone to detect a leak except as it is occurring or by specific water tests, which are beyond the scope of our service. Even water stains on ceilings, or on the framing within attics, will not necessarily confirm an active leak without some corroborative evidence, and such evidence can be deliberately concealed. Consequently, only the installer can credibly guarantee that a roof will not leak, and they do. We evaluate every roof conscientiously, and even attempt to approximate its age, but we will not predict its remaining life expectancy, or guarantee that it will not leak. Naturally, the sellers or the occupants of a residence will generally have the most intimate knowledge of the roof and of its history. Therefore, we recommend that you ask the sellers about it, and that you either include comprehensive roof coverage in your home insurance policy, or that you obtain a roof certification from an established local roofing company.

Composition Shingle

General Comments and Description

Informational Components

- * There are a wide variety of composition shingle roofs, which are comprised of asphalt or fiberglass materials impregnated with mineral granules that are designed to deflect the deteriorating ultra-violet rays of the sun. The commonest of these roofs are warranted by manufacturers to last from twenty to twenty-five years, and are typically guaranteed against leaks by the installer for three to five years. The actual life of the roof will vary, depending on a number of interrelated factors besides the quality of the material and the method of installation. However, the first indication of significant wear occurs when the granules begin to separate and leave pockmarks or dark spots. This is referred to as primary decomposition, which means that the roof is in decline, and therefore susceptible to leakage. This typically begins with the hip and ridge shingles and to the field shingles on the south facing side. This does not mean that the roof is ready to be replaced, but that it should be serviced or monitored. Regular maintenance will certainly extend the life of any roof, and will usually avert most leaks that only become evident after they have caused other damage.

Method of Evaluation

Informational Components

- * We evaluated the roof and its components by walking its surface.

Age and General Evaluation of a Single-layer Roof

Components and Conditions Needing Service

- * The termite report should confirm moisture or dry rot damage to the eaves of the roof, but a licensed roofing contractor should determine the reasons for the damage and service the roof shingles as necessary.

With Flat Roofed Sections

Components and Conditions Needing Service

- * The composition shingle roof has a flat-roofed addition, and flat roofs can be problematic if they are not maintained. Water will pond on most of them, and only be dispersed by evaporation, and they must be kept clean and inspected regularly. However, this flat roof needs serviced for the following reasons:ponding.We can elaborate on this issue, but it should be serviced before the close of escrow or it may leak, because our service does not include any guarantee against leaks.

Flashings

Informational Components

- * There is no drip-edge at the eaves or edge of the roof, which is recommended, and without which leaves the eaves more susceptible to moisture damage.

Components and Conditions Needing Service

- * The roof flashings need to be sealed or serviced. They are comprised of metal that seals valleys and vents and other roof penetrations, and are the most common point of leaks. This is particularly true of the flashings on a layered roof, which are covered by the roofing material and which are even more susceptible to leaks.

Gutters and Drainage

Components and Conditions Needing Service

- * It would be prudent to have splash blocks installed at the bottom of the downspouts, to divert water away from the house and its foundation.



Flat

Age and General Evaluation

Components and Conditions Needing Service

- * For the following reasons, the roof or its components need to be serviced by a licensed roofing contractor before the close of escrow. Their are low spots at the roof that collect water in heavy rains.



Gutters and Drainage

Components and Conditions Needing Service

- * It would be prudent for to have splash blocks installed at the bottom of the downspouts, to divert water away from the house and its foundation.
- * Some water will pond on several areas of this roof that will only be dispersed by evaporation. Therefore, it will be essential to keep the roof clean and to inspect it regularly.
- * There are areas of this roof on which water will pond, and from which there is no provision to drain it. Obviously, some water will be dispersed by evaporation, but flat roof can be problematic under ideal conditions and it will be

Inspection Address: 6000 Make believe Drive, Citrus Heights CA. 95621
Inspection Date/Time: 7/5/2006 8:00 am to 11:00 am

essential to provide a more positive means of draining this roof. Therefore, you should seek a second opinion from a roofing contractor before the close of escrow.



Plumbing

Plumbing systems have common components, but they are not uniform. In addition to fixtures, these components include gas pipes, potable water pipes, drain and vent pipes, shut-off valves, which we do not test if they are not in daily use, pressure regulators, pressure relief valves, and water-heating devices. The best and most dependable water pipes are copper, because they are not subject to the build-up of minerals that bond within galvanized pipes, and gradually restrict their inner diameter and reduce water volume. Water softeners can remove most of these minerals, but not once they are bonded within the pipes, for which there would be no remedy other than a re-pipe. The water pressure within pipes is commonly confused with water volume, but whereas high water volume is good high water pressure is not. In fact, whenever the street pressure exceeds eighty pounds per square inch a regulator is recommended, which typically comes factory preset between forty-five and sixty-five pounds per square inch. However, regardless of the pressure, leaks will occur in any system, and particularly in one with older galvanized pipes, or one in which the regulator fails and high pressure begins to stress the washers and diaphragms within the various components.

Waste and drainpipes pipes are equally varied, and range from modern acrylonitrile butadiene styrene (ABS) ones to older ones made of cast-iron, galvanized steel, clay, or a cardboard-like material that is coated with tar. The condition of these pipes is usually directly related to their age. Older ones are subject to damage through decay and root movement, whereas the more modern ABS ones are virtually impervious to damage, although isolated batches of them have been alleged to be defective. However, inasmuch as significant portions of drainpipes are concealed, we can only infer their condition by observing the draw at drains. Nonetheless, blockages will occur in the life of any system, but blockages in drainpipes, and particularly in main drainpipes, which we recommend having video-scanned. This could also confirm that the house is connected to the public sewer system, which is important because all private systems must be evaluated by specialists before the close of escrow.

Potable Water Pipes

Type of Material

Informational Components

- * The residence is served by galvanized potable water pipes.

Water Main Location

Informational Components

- * The main water shut-off valve is located at the front of the residence.

Copper Water Pipes

Informational Components

- * The potable water pipes are in acceptable condition.

Galvanized Water Pipes

Informational Components

- * The potable water pipes within this residence are galvanized, and assumed to be original. They appear to be in acceptable condition. However, they may produce rusty looking water from time to time and, because the water volume in such pipes will gradually be reduced by a build-up of minerals within them, we do not endorse them.

Pressure Regulator

Informational Components

- * The water pressure at the street is under 80psi and a regulator is not required on the plumbing system.

Pressure Relief Valve

Informational Components

- * There is a pressure relief valve on the plumbing system, as required.

Waste and Drainage System

General Comments and Description

Informational Components

- * We attempt to evaluate drain pipes by flushing every drain that has an active fixture while observing its draw and watching for blockages or slow drains, but this is not a conclusive test and only a video-scan of the main line would confirm its actual condition. However, you can be sure that blockages will occur, usually relative in severity to the age of the system, and will range from minor ones in the branch lines, or at the traps beneath sinks, tubs, and showers, to major blockages in the main line. The minor ones are easily cleared, either by chemical means or by removing and cleaning the traps. However, if tree roots grow into the main drain that connects the house to the public sewer, repairs could become expensive and might include replacing the entire main line. For these reasons, we recommend that you ask the sellers if they have ever experienced any drainage problems, or you may wish to have the main waste line video-scanned before the close of escrow. Failing this, you should obtain an insurance policy that covers blockages and damage to the main line. However, most policies only cover plumbing repairs within the house, or the cost of roofer service, most of which are relatively inexpensive.

Drain Pipes Waste Pipes and Vent Pipes

Informational Components

- * Based on industry recommended water tests, the drainpipes are functional at this time. However, only a video-scan of the main drainpipe would confirm its actual condition.

Gas

Gas Main Shut-Off Location

Informational Components

- * The gas main shut-off is located in the garage side yard . You should be aware that gas leaks are not uncommon, particularly underground ones, and that they can be difficult to detect without the use of sophisticated instruments, which is why natural gas is odorized in the manufacturing process. Therefore, we recommend that you request a recent gas bill from the sellers, so that you can establish a norm and thereby be alerted to any potential leak.

Gas Seismic Shut-Off Valve

Informational Components

- * The gas main is equipped with a seismic shut-off valve, which is designed to automatically shut off gas in the event of a seismic activity.

Gas Pipes

Informational Components

- * The visible portions of the gas pipes appear to be in acceptable condition.

Water Heaters

General Gas Water Heater Comments

Informational Components

- * There are a wide variety of residential water heaters that range in capacity from fifteen to one hundred gallons. They can be expected to last at least as long as their warranty, or from five to eight years, but they will generally last longer. However, few of them last longer than fifteen or twenty years and many eventually leak. So it is always wise to have them installed over a drain pan, and preferably one plumbed to the exterior. The water temperature should be set at a minimum of 110 degrees fahrenheit to kill microbes and a maximum of 140 degrees to prevent scalding. Also, water heaters can be dangerous if they are not seismically secured and equipped with either a

pressure/temperature relief valve and discharge pipe plumbed to the exterior, or a Watts 210 gas shut-off valve.

Age Capacity and Location

Informational Components

- * Hot water is provided by a n/a year old, 30 gallon gas water heater that is located in a hall closet.

Electrical Connections

Informational Components

- * The electrical connection to the water heater is functional.

Combustion Chamber

Informational Components

- * The combustion chamber is clean, and there is no evidence of a leak.

Water Shut-Off Valve and Connectors

Informational Components

- * The shut-off valve and water connectors on the gas water heater are functional.

Gas Shut-Off Valve and Connector

Informational Components

- * The gas control valve and its connector at the water heater are functional.

Vent Pipe and Cap

Informational Components

- * The vent pipe and cap on the gas water heater are functional.

Drain Valve

Informational Components

- * The drain valve of the gas water heater is in place and presumed to be functional.

Pressure Release Valve and Discharge Pipe

Functional Components and Conditions

- * The water heater is equipped with a mandated pressure-temperature relief valve.

Drip Pan and Overflow Pipe

Informational Components

- * The water heater is not equipped with a drip pan or overflow pipe, which is designed to minimize water damage from a leak.

Combustion Vent Ports

Functional Components and Conditions

- * The water heater does have appropriate combustion-air vents.

Seismic Straps

Informational Components

- * The water heater is seismically secured.

Electrical

There are a wide variety of electrical systems with an even greater variety of components, and any one particular system may not conform to current standards or provide the same degree of service and safety. Regardless, we are not specialists and in compliance with industry standards we only test a representative number of switches and outlets, and we do not perform load-calculations to determine if the supply meets the demand. However, we regard every electrical deficiency and recommended upgrade as a potential safety-hazard that should be serviced immediately, and that the entire system be evaluated and certified as safe by a specialist. Therefore, it is essential that any recommendations that we may make for service or upgrades should be completed within the inspection period, or before the close of escrow, because a specialist could reveal additional deficiencies or recommend some upgrades for which we disclaim any responsibility.

Main Panel

General Comments

Informational Components

- * Common national safety standards require electrical panels to be weatherproof, readily accessible, and have a minimum of thirty-six inches of clear space in front of them for service. Also, they should have a main disconnect, and each circuit within the panel should be clearly labeled. Industry standards only require us to test a representative number of accessible switches, receptacles, and light fixtures. However, we attempt to test every one that is unobstructed, but if a residence is furnished we will obviously not be able to test each one.

Type of Wiring

Informational Components

- * The residence is served by a combination of different wire types.

Size and Location

Informational Components

- * The residence is served by a 100 amp, 110/220 volt panel, located in the garage side yard.

Main Panel

Informational Components

- * Various circuits within the main panel are not labeled but should be, so that the appropriate load calculations and breaker sizes could be determined.



Exterior Cover Panel

Components and Conditions Needing Service

- * The exterior cover for the main electrical panel has loose or missing hinges, and should be serviced.



Interior Cover Panel

Components and Conditions Needing Service

- * There are voids or open knockouts in the interior cover of the main electrical panel that should be covered.

Wiring

Informational Components

- * The electrical system includes suspect aluminum wire, but which has been copulum crimped. However, you should obtain the permit or documentation from the sellers that would reveal the extent of the work.



Circuit Breakers

Informational Components

- * There are no visible deficiencies with the circuit breakers in the main electrical panel. The panel should be labeled.

Grounding

Informational Components

- * The main electrical panel is grounded to foundation steel, known also as a UFR ground.

Sub Panels

General Comments

Informational Components

- * Sub-panels are commonly located inside residences, but they should not be located inside clothes closets, where they would not be obvious or readily accessible. However, when they are located outside, they are required to be weatherproof, unobstructed, and easily accessible, and their circuits should be clearly labeled.

Type of Wiring

Informational Components

- * The residence is wired with a three-wire non-metallic cable commonly known as Romex.

Size and Location

Informational Components

- * The residence is served by a 100 amp, 110/240 volt sub panel, located adjacent to the main panel.

Sub Panel

Informational Components

- * Various circuits within the sub-panel are not labeled, and should be serviced by an electrician so that the appropriate load calculations and breaker sizes could be determined.
- * The sub-panel is unconventionally located inside a closet, which would not be permitted by current standards. Therefore, you may wish to verify its installation permit or have an electrician evaluate.



Components and Conditions Needing Service

- * The sub-panel does not have thirty-six inches of clear space in front of it, to facilitate service or an emergency disconnect, and should be made accessible.

Exterior Cover Panel

Informational Components

- * The exterior cover of the electrical sub panel is in acceptable condition.

Interior Cover Panel

Components and Conditions Needing Service

- * There are voids, or open knockouts, in the interior cover of the electrical sub-panel that could prove to be hazardous to small children, and should be covered.

Wiring

Informational Components

- * There are no visible deficiencies with the electrical wiring in the sub panel.

Circuit Breakers

Components and Conditions Needing Service

- * The proper blank covers are missing and need to be installed for safety.

Grounding

Informational Components

- * The grounding system in the sub panel is correct.

Heat-A/C

The components of most heating and air-conditioning systems have a design-life ranging from ten to twenty years, dependant on the climate zone, but can fail prematurely with poor maintenance. We test and evaluate heating and air-conditioning systems in accordance with industry standards, which means that we do not attempt to dismantle any portion of them, or evaluate the following concealed components: the heat exchanger, or firebox, electronic air-cleaners, humidifiers, and in-line duct motors or dampers. You should also be aware that we do not evaluate or endorse any unvented heating devices that utilize fossil fuels, the presence of which sometimes confirms the inadequacy of the primary heating system. However, these and every other fuel burning appliances that are not vented are potentially hazardous. They can include open flames or heated elements, which are capable of igniting any of the myriad flammable materials found in the average home. Also, even the most modern of these appliances can produce carbon monoxide, which in a sealed or poorly ventilated room can result in sickness, debilitating injury, and even death. We perform a conscientious evaluation of heating and air-conditioning systems, but we are not specialists. Therefore, it is imperative that any recommendation that we may make for service or a second opinion be scheduled within the inspection period, or before the close of escrow, because a specialist could reveal additional defects or recommend further upgrades that could affect your evaluation of the property, and our service does not include any form of warranty or guarantee.

Heat and AC - System 1

Type of Fuel

Informational Components

- * The residence is served by a gas-fueled heating system.

Split-System Age and Location

Informational Components

- * Central heat and air-conditioning are provided by a split-system, consisting of a newer furnace with an evaporator coil that is located in a hall closet, and a newer condensing coil that is located in the side yard .

Split-System General Evaluation

Informational Components

- * The split-system is newer and functional. Such systems are designed to last approximately twenty years, but they should be serviced bi-annually and have their filters changed every two to three months.

Package System General Evaluation

Informational Components

- * The heat and air-conditioning package-system is newer and functional. Such systems are designed to last approximately twenty years, but they should be serviced bi-annually and have their filters changed every two to three months.

Furnace

Informational Components

- * The furnace is functional.

Vent Pipe

Informational Components

- * The furnace vent pipe is functional.

Combustion-Air Vents

Informational Components

- * The combustion-air vents for the gas furnace are functional.

Return-Air Compartment

Informational Components

- * The return air compartment draws outside air, which is not as efficient as one that recirculates interior air. However, this is probably as it was designed, but you may wish to have a second opinion.

Evaporator Coil

Informational Components

- * The evaporator coil is functional.

Condensate Discharge Pipe

Functional Components and Conditions

- * The primary condensate pipe discharges at north exterior wall.

Condensing Coil

Informational Components

- * The condensing coil responded to the thermostat and is functional.

Refrigerant Lines

Informational Components

- * The refrigerant lines are in acceptable condition.

Service Disconnect at the Coil

Informational Components

- * The electrical disconnect at the condensing coil is functional.

Differential Temperature Readings

Informational Components

- * The air-conditioning responded and achieved an acceptable differential temperature split between the air entering the system and that coming out, of eighteen degrees or more.

Registers

Informational Components

- * The registers are functional.

Metal Ducts with Fiberglass Blanket Insulation

Informational Components

- * The supply ducts are an older, slip-fitted, metal type that are wrapped in a fiberglass-insulating blanket, and are in acceptable condition..

Living

Our inspection of living space includes the visually accessible areas of walls, floors, cabinets and closets, and includes the testing of a representative number of windows and doors, switches and outlets. However, we do not evaluate window treatments, or move furniture, lift carpets or rugs, empty closets or cabinets, and we do not comment on cosmetic deficiencies. We may comment on the cracks that appear around windows and doors, or which follow the lines of framing members and the seams of drywall and plasterboard. These cracks are a consequence of movement, such as wood shrinkage, common settling, and seismic activity, and will often reappear if they are not correctly repaired. Such cracks can become the subject of disputes, and are best evaluated by a specialist. Similarly, there are a number of environmental pollutants that we have already discussed, the identification of which is beyond the scope of our service. However, there are a host of lesser contaminants, such as odors that are typically caused by moisture penetrating concealed slabs, or those caused by household pets. And inasmuch as the sensitivity to such odors is not uniform, we recommend that you make this determination for yourself, and particularly if domestic pets are occupying the premises, and then schedule whatever remedial service may be deemed necessary before the close of escrow.

Entry

There is no recommended service

Informational Components

- * We have evaluated the entry in compliance with industry standards, and found it to be in acceptable condition.

Furnished Residence Comment

Informational Components

- * The residence is furnished, and in accordance with industry standards we only inspect those surfaces that are exposed and readily accessible. We do not move furniture, lift carpets, nor remove or rearrange items within closets and cabinets.

Front Door

Informational Components

- * The front door is in acceptable condition.

Floor

Informational Components

- * The floor is vinyl and has no significant defects.

Walls and Ceiling

Informational Components

- * The walls and ceiling are in acceptable condition.

Lights

Functional Components and Conditions

- * The lights are functional.

Outlets

Functional Components and Conditions

- * The outlets that were tested are functional.

Living

Floor

Informational Components

- * The floor is carpeted and has no significant defects.

Walls and Ceiling

Informational Components

- * The surface is rough and should be explained by the owner



Dual-Glazed Windows

Functional Components and Conditions

- * The dual-glazed window is functional.

Lights

Functional Components and Conditions

- * The lights are functional.

Outlets

Components and Conditions Needing Service

- * An outlet has a hot-ground reverse, and should be serviced.



Dining

There is no recommended service

Informational Components

- * We have evaluated the room in compliance with industry standards, and found it to be in acceptable condition.

Walls and Ceiling

Informational Components

- * The walls and ceiling are in acceptable condition.

Inspection Address: 6000 Make believe Drive, Citrus Heights, CA 95621
Inspection Date/Time: 7/5/2006 8:00 am to 11:00 am

Lights

Functional Components and Conditions

- * The lights are functional.

Outlets

Components and Conditions Needing Service

- * An outlet has a hot-ground reverse, and should be serviced.

Kitchen

Our evaluation of the common space, which includes the kitchen, hallway, stairs, laundry, and garage, is similar to that of the living space, and includes the visually accessible areas of walls, floors, cabinets and closets, and the testing of a representative number of windows and doors, switches and outlets. We pay particular attention to safety standards, such as those involving electricity and the integrity of firewalls, but we do not test portable appliances, including the supply and waste components of washing machines.

Kitchen

General Kitchen Comments

Informational Components

- * We test kitchen appliances for their functionality, and cannot evaluate them for their performance nor for the variety of their settings or cycles. However, if they are older than ten years, they may well exhibit decreased efficiency. Regardless, we do not inspect the following items: free-standing appliances, refrigerators, trash-compactors, built-in toasters, coffee-makers, can-openers, blenders, instant hot-water dispensers, water-purifiers, barbecues, grills, or rotisseries, timers, clocks, thermostats, the self-cleaning capacity of ovens, and concealed or countertop lighting, which is convenient but often installed after the initial construction and powered by extension cords or ungrounded conduits.

There is no recommended service

Informational Components

- * We have evaluated the kitchen in compliance with industry standards, and found it to be in acceptable condition.

Doors

Functional Components and Conditions

- * The kitchen door, or doors, are functional.

Floor

Informational Components

- * The floor in the kitchen is vinyl and has no significant defects.

Walls and Ceiling

Functional Components and Conditions

- * The walls and ceiling in the kitchen are acceptable.

Dual-Glazed Windows

Functional Components and Conditions

- * The dual-glazed windows in the kitchen is functional.

Cabinets

Functional Components and Conditions

- * The kitchen cabinets are functional, and do not have any significant damage.

Counter Top

Functional Components and Conditions

- * The kitchen counter top is functional.

Sink

Functional Components and Conditions

- * The kitchen sink is functional.

Faucet

Functional Components and Conditions

- * The kitchen sink faucet is functional.

Valves and Connectors

Functional Components and Conditions

- * The valves and connectors below the kitchen sink are functional. However, they are not in daily use and will inevitably become stiff or frozen.

Trap and Drain

Functional Components and Conditions

- * The trap and drain at the kitchen sink are functional.

Garbage Disposal

Functional Components and Conditions

- * The garbage disposal is functional.

Gas Range

Functional Components and Conditions

- * The gas range is functional, but was neither calibrated nor tested for its performance.

Dishwasher

Functional Components and Conditions

- * The dishwasher is functional.

Exhaust Fan or Downdraft

Functional Components and Conditions

- * The kitchen exhaust fan or downdraft is functional.

Lights

Functional Components and Conditions

- * The lights in the kitchen are functional.

Outlets

Informational Components

- * All of the countertop outlets in the kitchen should be upgraded to have ground fault protection, which is mandated by current standards and is an important safety feature.

Laundry

General Laundry Room Comments

Informational Components

- * In accordance with industry standards, we do not test clothes dryers, nor washing machines and their water connections and drainpipes. However, there are two things that you should be aware of. The water supply to washing machines is usually left on, and their hoses can leak or burst under pressure and continue to flow. Therefore, we recommend replacing old rubber hoses with modern braided stainless steel types that are much more dependable. You should also be aware that modern washing machines discharge a greater volume of water than many of the older drainpipes can handle, which causes the water to back up and overflow. The only remedy for this is to enlarge the drainpipe.

There is no recommended service

Informational Components

- * We have evaluated the laundry room in compliance with industry standards, and found it to be in acceptable condition.

Lights

Functional Components and Conditions

- * The lights in the laundry room are functional.

Outlets

Functional Components and Conditions

- * The outlets in the laundry room that were tested are functional.

Garage

General Garage Comments

Informational Components

- * It is common for moisture to penetrate garages, because their slabs are on-grade. Evidence of this is typically apparent in the form of efflorescence, or salt crystal formations, that result when moisture penetrates the sidewalls or the slab. This is also quite common if a garage is below grade, and some sidewalls are even cored to relieve the pressure that can build up behind them, and which actually promotes drainage through the garage. Also, if there is living space above the garage, it will be seismically vulnerable. Ideally, the columns and beams around the garage door will be made of structural steel, but in many residences these components are made of wood but could include some structural accessories, such as post-straps and hold-downs, and plywood shear paneling. Regardless, we are not engineers, and recommend that you read about this in a booklet that should have been given to you by the realtors, and you may wish to discuss this further with a structural engineer. Garage door openings are not standard, and you may wish to measure the opening to ensure that there is sufficient clearance to accommodate your vehicles.

Slab

Functional Components and Conditions

- * The garage slab is in acceptable condition. Small cracks are common and result as a consequence of the curing process, seismic activity, common settling, or the presence expansive soils, but are not structurally threatening. Also, you may notice some salt crystal formations that are activated by moisture penetrating the slab.

Walls and Ceiling

Informational Components

- * The garage walls are in acceptable condition with bolts securing them to the foundation stem walls.

Ventilation Ports

Functional Components and Conditions

- * The ventilation ports are functional.

Firewall

Functional Components and Conditions

- * The firewall in the garage is functional.

Garage Side Door

Functional Components and Conditions

- * The side door is functional.

Garage Door and Hardware

Informational Components

- * The main garage door is a heavy, wooden, type that is potentially dangerous because of its weight. Therefore, its springs should be periodically tested to make sure that they are able to bear the full weight of the door at almost any angle, and particularly if children or the elderly occupy the residence.

Lights

Functional Components and Conditions

- * The lights in the garage are functional, and do not need service at this time.

Outlets

Informational Components

- * The outlets in the garage should be upgraded to have ground fault protection, which is mandated by current standards and is an important safety feature.

Bedrooms

In accordance with state or industry standards, our inspection of bedrooms includes the visually accessible areas of walls, floors, cabinets and closets, and includes the testing of a representative number of windows and doors, switches and outlets. We evaluate windows to ensure that they meet light and ventilation requirements and facilitate an emergency exit or egress, but we do not evaluate window treatments, nor move furniture, lift carpets or rugs, empty closets or cabinets, and we do not comment on cosmetic deficiencies.

Master Bedroom

Location

Informational Components

- * The master bedroom is located at the rear of the house

There is no recommended service

Informational Components

- * We have evaluated the bedroom in compliance with industry standards, and found it to be in acceptable condition.

Doors

Functional Components and Conditions

- * The bedroom door is functional.

Floor

Informational Components

- * The bedroom floor is carpeted and has no significant defects.

Walls & Ceiling

Informational Components

- * The walls and ceiling in the bedroom are in acceptable condition. The ceiling is rough and should be explained by the owner.



Dual-Glazed Windows

Functional Components and Conditions

- * The dual-glazed bedroom window is functional.

Closets

Components and Conditions Needing Service

- * The bedroom closet employs an incandescent light bulb that should have a cover.



- * The bedroom closet employs a light with a metal pull chain that should be replaced with a safer cord type.

Lights

Functional Components and Conditions

- * The lights in the bedroom are functional.

Outlets

Functional Components and Conditions

- * The bedroom outlets that were able to be tested are functional.

Bedroom 2

There is no recommended service

Informational Components

- * We have evaluated the bedroom in compliance with industry standards, and found it to be in acceptable condition.

Doors

Functional Components and Conditions

- * The bedroom door is functional.

Floor

Informational Components

- * The bedroom floor is carpeted and has no significant defects.

Walls & Ceiling

Informational Components

- * The walls and ceiling in the bedroom are in acceptable condition.

Dual-Glazed Windows

Functional Components and Conditions

- * The dual-glazed bedroom window is functional.

Closets

Functional Components and Conditions

- * The bedroom closet and its components are functional.

Components and Conditions Needing Service

- * The bedroom closet door needs typical hardware service.

Lights

Functional Components and Conditions

- * The lights in the bedroom are functional.

Outlets

Functional Components and Conditions

- * The bedroom outlets that were able to be tested are functional.

Bedroom 3

There is no recommended service

Informational Components

- * We have evaluated the bedroom in compliance with industry standards, and found it to be in acceptable condition.

Doors

Functional Components and Conditions

- * The bedroom door is functional.

Floor

Informational Components

- * The bedroom floor is carpeted and has no significant defects.

Walls & Ceiling

Informational Components

- * The walls and ceiling in the bedroom are in acceptable condition.

Dual-Glazed Windows

Functional Components and Conditions

- * The dual-glazed bedroom window is functional.

Lights

Functional Components and Conditions

- * The lights in the bedroom are functional.

Outlets

Functional Components and Conditions

- * The bedroom outlets that were able to be tested are functional.

Bathrooms

Our evaluation of bathrooms conforms to state or industry standards. We do not comment on cosmetic deficiencies, and we do not evaluate window treatments, steam showers and saunas, nor do we leak-test shower pans, which is the responsibility of the termite inspector. However, because of the possibility of water damage, most termite inspectors will not leak-test second floor shower pans without the written consent of the owners.

Master Bathroom

Size and Location

Informational Components

- * The master bathroom is a three-quarter, and is located at the master bedroom.

There is no recommended service

Informational Components

- * We have evaluated the bathroom in compliance with industry standards, and found it to be in acceptable condition.

Doors

Functional Components and Conditions

- * The bathroom door is functional.

Floor

Informational Components

- * The bathroom floor is vinyl and has no significant defects.

Walls & Ceiling

Informational Components

- * The walls and ceiling are in acceptable condition.

Dual-Glazed Windows

Functional Components and Conditions

- * The dual-glazed window in the bathroom is functional.

Cabinets

Functional Components and Conditions

- * The bathroom cabinets are functional.

Sink Countertop

Functional Components and Conditions

- * The bathroom sink countertop is functional.

Sink Faucet Valves & Connectors Trap & Drain

Functional Components and Conditions

- * The bathroom sink and its components are functional.

Tub-Shower

Functional Components and Conditions

- * The tub/shower is functional.

Components and Conditions Needing Service

- * The mechanical tub stopper does not engage, and should be serviced.

Toilet

Functional Components and Conditions

- * The toilet is functional.

Exhaust Fan

Functional Components and Conditions

- * The bathroom exhaust fan is functional.

Lights

Functional Components and Conditions

- * The bathroom lights are functional.

Outlets

Functional Components and Conditions

- * The bathroom outlets are functional and include ground-fault protection.

Hallway Bathroom

Size and Location

Informational Components

- * The hallway bathroom is a three-quarter, and is located the hall.

Doors

Functional Components and Conditions

- * The bathroom door is functional.

Floor

Informational Components

- * The bathroom floor is vinyl and has no significant defects.

Walls & Ceiling

Components and Conditions Needing Service

- * There are stress fractures in the walls that have resulted from movement. Such cracks can reappear if the movement is caused by expansive soils, and particularly if the cracks are not repaired correctly. However, only a geologist could predict the likelihood of further movement.



Cabinets

Functional Components and Conditions

- * The bathroom cabinets are functional.

Sink Countertop

Functional Components and Conditions

- * The bathroom sink countertop is functional.

Sink Faucet Valves & Connectors Trap & Drain

Components and Conditions Needing Service

- * The bathroom sink drain lines are either negatively pitched, make unnecessary turns, or have had amateur repairs, and should be serviced by a professional. The drain at the sink shows signs of non professional repair and should be checked by a licenced plumber



Tub-Shower

Functional Components and Conditions

- * The tub/shower is functional.

Toilet

Functional Components and Conditions

- * The toilet is functional.

Exhaust Fan

Functional Components and Conditions

- * The bathroom exhaust fan is functional.

Lights

Functional Components and Conditions

- * The bathroom lights are functional.

Outlets

Functional Components and Conditions

- * The bathroom outlets are functional and include ground-fault protection.

AFFILIATIONS AND CERTIFICATIONS



____ Greg Braley _____
Inspector

California Real Estate Inspection Association "C.P.I."

Certified Modular Home Inspector

Certified Ceramic Tile Advisor

REPORT CONCLUSION

6000 Make believe Drive, Citrus Heights, CA 95621

Congratulations on the purchase of your new home. Inasmuch as we never know who will be occupying or visiting a property, whether it be children or the elderly, we ask you to consider following these general safety recommendations: install smoke and carbon monoxide detectors; identifying all escape and rescue ports; rehearse an emergency evacuation of the home; upgrade older electrical systems by at least adding ground-fault outlets; never service any electrical equipment without first disconnecting its power source; safety-film all non-tempered glass; ensure that every elevated window and the railings of stairs, landings, balconies, and decks are child-safe, meaning that barriers are in place or that the distance between the rails is not wider than three inches; regulate the temperature of water heaters to prevent scalding; make sure that goods that contain caustic or poisonous compounds, such as bleach, drain cleaners, and nail polish removers be stored where small children cannot reach them; ensure that all garage doors are well balanced and have a safety device, particularly if they are the heavy wooden type; remove any double-cylinder deadbolts from exterior doors; and consider installing child-safe locks or alarms on the exterior doors of all pool or spa properties.

We are proud of our service, and trust that you will be happy with the quality of our report. We have made every effort to provide you with an accurate assessment of the condition of the property and its components and to alert you to any significant defects or adverse conditions. However, we may not have tested every outlet, and opened every window and door, or identified every minor defect. Also because we are not specialists or because our inspection is essentially visual, latent defects could exist. Therefore, you should not regard our inspection as conferring a guarantee or warranty. It does not. It is simply a report on the general condition of a particular property at a given point in time. Furthermore, as a homeowner, you should expect problems to occur. Roofs will leak, drain lines will become blocked, and components and systems will fail without warning. For these reasons, you should take into consideration the age of the house and its components and keep a comprehensive insurance policy current. If you have been provided with a home protection policy, read it carefully. Such policies may only cover insignificant costs, such as that of roofer service, and the representatives of some insurance companies may deny coverage on the grounds that a given condition was preexisting or not covered because of a code violation or manufacture's defect. Therefore, you should read such policies very carefully, and depend upon our company for any consultation that you may need.

Thank you for taking the time to read this report, and call us if you have any questions or observations whatsoever. We are always attempting to improve the quality of our service and our report, and we will continue to adhere to the highest standards of the industry and to treat everyone with kindness, courtesy, and respect.

TABLE OF CONTENTS

CONFIDENTIAL INSPECTION REPORT	1
GENERAL INFORMATION	2
SCOPE OF WORK	3
Exterior	5
Wall Covering	5
Grading and Drainage	5
Exterior Features	6
Irrigation	8
Structural	10
Structural Elements	10
Slab Foundation	10
Roof	12
Composition Shingle	12
Flat	13
Plumbing	15
Potable Water Pipes	15
Waste and Drainage System	16
Gas	16
Water Heaters	16
Electrical	18
Main Panel	18
Sub Panels	19
Heat-A/C	21
Heat and AC - System 1	21
Living	23
Entry	23
Living	24
Dining	24
Kitchen	26
Kitchen	26
Laundry	27
Garage	28
Bedrooms	30
Master Bedroom	30
Bedroom 2	31
Bedroom 3	32
Bathrooms	33
Master Bathroom	33
Hallway Bathroom	34
Certifications and Affiliations	36
Report Conclusion	37