



July 28, 2009

Karen Michalides  
331 Winding Pond Rd.  
Londonderry, NH 03053

Re: 57 Sunset Way, Manchester, NH

Dear Karen,

At your request, a visual inspection of the above referenced property was conducted on July 27, 2009. This inspection report reflects the visual conditions of the property at the time of the inspection only. Hidden or concealed defects cannot be included in this report. No warranty is either expressed or implied. This report is not an insurance policy, nor a warranty service.

An earnest effort was made on your behalf to discover all visible defects, however, in the event of an oversight, maximum liability must be limited to the fee paid. The following is an opinion report, expressed as a result of the inspection. Please take time to review limitations contained in the inspection agreement.

Thank you for selecting our firm to do your pre-purchase home inspection. If you have any questions regarding the inspection report or the home, please feel free to contact me at (P#463-8044).

Sincerely,  
Perry Lemay  
Owner/Inspector

Attachment

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# INSPECTION CONDITIONS

## CLIENT & SITE INFORMATION:

DATE & TIME OF INSPECTION: 7/27/09 8:30 AM.

CLIENT NAME: Karen Michalides.

INSPECTION SITE:



57 Sunset Way, Manchester, NH.

## CLIMATIC CONDITIONS:

WEATHER: Overcast.

SOIL CONDITIONS: Wet.

APPROXIMATE OUTSIDE TEMPERATURE: Warm.

## BUILDING CHARACTERISTICS:

ESTIMATED AGE OF BUILDING: 4 years old.

BUILDING TYPE: 1 Family. Modular Home.

STORIES: 1.

SPACE BELOW GRADE: Crawl space.

## UTILITY SERVICES:

WATER SOURCE: Public.

SEWAGE DISPOSAL: Public.

UTILITIES STATUS: All utilities on.

## OTHER INFORMATION:

AREA: City.

BUILDING OCCUPIED: Yes.

CLIENT PRESENT: No.

PEOPLE PRESENT: Listing Agent.

## Inspection Report Exclusively For Karen Michalides

### INSPECTION SERVICES REQUESTED:

*(Keystone Home Inspections provides Radon and Water testing for an additional fee.)*

- General Inspection.

#### **KEYSTONE HOME INSPECTIONS REMINDS YOU TO READ YOUR REPORT**

*Any photos provided are taken at inspectors discretion of random points at time of inspection.*

#### REPORT LIMITATIONS:

**KEYSTONE HOME INSPECTIONS WILL REVISIT AREAS/ROOMS THAT ARE INACCESSIBLE OR RESTRICTED AT TIME OF INSPECTION FOR A NOMINAL FEE (i.e. cluttered or sealed access panels).**

This report is intended only as a general guide to help the client make his own evaluation of the overall condition of the building and is not intended to reflect the value of the premises, nor make any representation as to the advisability of purchase. The report expresses the personal opinions of the inspector, based upon his visual impressions of the conditions that existed at the time of the inspection only. The inspection and report are not intended to be technically exhaustive, or to imply that every component was inspected, or that every possible defect was discovered.

**No disassembly of equipment, opening of walls, moving of furniture, appliances or stored items, or excavation was performed. All components and conditions which by the nature of their location are concealed, camouflaged or difficult to inspect are excluded from the report. There is no physical review behind drywall covered walls and ceilings.**

**Systems and conditions which are not within the scope of the building inspection include, but are not limited to the following. Any general comments about these systems and conditions are informational only and do not represent an inspection:**

- formaldehyde, lead paint, asbestos, mold/mildew, toxic or flammable materials, and other environmental hazards.
- pest infestation
- playground equipment
- pool/pool equipment
- efficiency measurement of insulation or heating and cooling equipment
- internal or underground drainage or plumbing
- any systems which are shut down or otherwise secured
- water wells (water quality and quantity) zoning ordinances
- intercoms; security systems; heat sensors; cosmetics or building code conformity and appliances

Keystone Home Inspections highly recommends a separate/independent mold/mildew evaluation by a qualified contractor/specialist prior to the purchase of the property. Repairs are required to prevent/eliminate water entry. Damp conditions contribute to mildew/mold growth.

Keystone Home Inspections recommends separate chimney evaluation prior to settlement. Fireplaces, woodstoves and heating systems require seasonal cleaning and inspection.

The inspection report should not be construed as a compliance inspection of any governmental or non governmental codes or regulations. The report is not intended to be a warranty or guarantee of the present or future adequacy or performance of the structure, its systems, or their component parts. This report does not constitute any express or implied warranty of merchantability or fitness for use regarding the condition of the property and it should not be relied upon as such. Any opinions expressed regarding adequacy, capacity, or expected life of components are general estimates based on information about similar components and occasional wide variations are to be expected between such estimates and actual experience.

Should any disagreement or dispute arise as a result of this inspection or report, it shall be decided by arbitration and shall be submitted for binding, non-appealable arbitration to the American Arbitration Association in accordance with its Construction Industry Arbitration Rules then obtaining, unless the parties mutually agree otherwise. In the event of a claim, the Client will allow the Inspection Company to inspect the claim prior to any repairs or waive the right to make the claim. Client agrees not to disturb or repair or have repaired anything which may constitute evidence relating to the complaint, except in the case of an emergency.

## Inspection Report Exclusively For Karen Michalides

# GROUNDS/EXTERIOR

- This inspection is not intended to address or include any geological conditions or site stability information. For information concerning these conditions, a geologist or soils engineer should be consulted.
- Any reference to grade is limited to only areas around the exterior of the exposed areas of foundation or exterior walls.
- This inspection is visual in nature and does not attempt to determine drainage performance of the site or the condition of any underground piping, including municipal water and sewer service piping or septic systems.
- Decks and porches are often built close to the ground, where no viewing or access is possible. These areas as well as others too low to enter, or in some other manner not accessible, are excluded from the inspection and are not addressed in the report.
- We routinely recommend that inquiry be made with the seller about knowledge of any prior foundation or structural repairs.
- Electronic fences/gates and their systems/equipment are not part of this inspection.
- There is no physical review behind siding and finished trim. There is a risk of concealed damage (i.e. behind aluminum trim coil and any damaged siding).

**DRIVEWAYS/PARKING:**

Asphalt. Normal settling cracks noted.
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**WALKWAYS:**

Concrete.
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**SIDING:**

Vinyl. No review behind siding. No excess wear.
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**TRIM:**

Vinyl and wood covered by metal, unable to determine condition behind. Periodic caulking/resealing at seams recommended.
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**WINDOW FRAMES:**

- |  |
|--|
| <ul style="list-style-type: none"> <li>• A representative sampling was taken. Vinyl Frames.</li> </ul> |
|--|

**ELECTRICAL FIXTURES:**

Serviceable.
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**GUTTERS & DOWNSPOUTS:**

Partial metal gutter at front of garage only is clean this date.
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**SPRINKLERS:**

Sprinklers not inspected.
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**HOSEBIBS:**

Serviceable.
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**EXTERIOR DOORS:**

Front and side doors are serviceable.
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**GRADING/DRAINAGE:**

Home is built on a flat site. Adequate.
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**GAS METER:**

Located at rear.
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**FOUNDATION:**

Concrete. Normal settling cracks noted.
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**EXTERIOR STAIRS/STOOPS:**

Front wood entry measures 4'x6' and is intact.
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**OUTBUILDINGS:**

None.
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**OVERALL GROUNDS & EXTERIOR COMMENTS:**



- Exterior surfaces have no excess wear or damage.
- Subsurface drains are not tested. **THEY ARE NOT PART OF THIS INSPECTION.**

# ROOF SYSTEM

The foregoing is an opinion of the general quality and condition of the roofing material. The inspector cannot and does not offer an opinion or warranty as to whether the roof leaks or may be subject to future leakage. This report is issued in consideration of the foregoing disclaimer. The only way to determine whether a roof is absolutely water tight is to observe it during a prolonged rainfall. Many times, this situation is not present during the inspection. Design life on typical shingle installation is twenty years.

- **Recommend removal of snow loads.**
- **Unlined chimneys are typical in older homes, chimney repairs and liners are to be expected.**
- **Unknown extent of underlayment, no review below roof covering.**
- **Recommend additional insulation blanket.**
- **Keystone Home Inspections recommends periodic resealing of all chimneys, skylights and plumbing boots to prevent leakage. Keystone also recommends separate chimney evaluation prior to settlement. A level-2 Chimney Evaluation is advised. Fireplaces, woodstoves and heating systems require seasonal cleaning and inspection.**
- **RAIN, INCLEMENT WEATHER WILL RESTRICT FULL ROOF REVIEW. CALL OFFICE TO ARRANGE REVISIT OF PROPERTY WHEN ACCESSIBLE.**
- **Recommend removal of snow loads to prevent ice dam conditions.**

**ROOF:**

<b>TYPE:</b>	Sloped. Architectural Shingles.
<b>APPROXIMATE SHINGLE AGE:</b>	Original.

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CONDITION:



- Roof shows normal wear for its age and type. We suggest reviewing the roof each season for any defects that may occur with repairs to be conducted by qualified roofer.
- Maintenance required at skylights as skylights are unflashable.

ACCESS:

Roof was mounted.

**CHIMNEY:**

Prefab Vents.

**ATTIC & INSULATION:**

ACCESS:

Garage only. No physical access to main house attic.

FRAMING:

Truss framing.

SHEATHING:

Plywood.

EVIDENCE OF LEAKING:

None.

INSULATION:

None at garage.

VENTILATION:

Soffit Vents. Ridge Vents.

ELECTRICAL:

Wire runs present.

DUCTS:

None.

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OVERALL ATTIC COMMENTS:



Attic was clean and dry at time of inspection.

# PORCH/DECK/BALCONY

**PORCH:**

<b>LOCATED:</b>	Right Side.
<b>COVER/ENCLOSURE:</b>	Serviceable. Finished walls and ceiling with no noted damage.
<b>ELECTRICAL:</b>	Serviceable.
<b>WINDOWS</b>	Serviceable.
<b>DECK/SLAB MATERIAL:</b>	Wood framing with carpet floor.
<b>STAIRS/RAILINGS:</b>	None.
<b>OVERALL COMMENTS:</b>	<ul style="list-style-type: none"> <li>• Walls are recessed and require periodic resealing.</li> </ul> <p>Decks, balconies and porches require periodic maintenance and inspection. Keystone Home Inspections suggests monitoring/limiting number of people/weight on all decks, balconies and porches. Frames require positive bolting/anchoring to main structure including both ledger boards and joists.</p>

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# GARAGE/CARPORT

Notice: Determining the heat resistance rating of firewalls is beyond the scope of this inspection. Flammable materials should not be stored within closed garage areas.

**LOCATED:**

Attached.

**SLAB**

Concrete.

**GARAGE DOOR(S) & HARDWARE:**

One metal door with opener is serviceable.

**WINDOW/SCREENS:**

None.

**ACCESS DOOR:**

Access door has minor weathering at frame.

**FIRE DOOR:**

Serviceable.

**FIRE WALL:**

Serviceable.

**WALLS:**

100% drywall covered, unable to physically check framing.

**ELECTRICAL:**

Ground fault interrupter provided for safety.

**OVERALL GARAGE COMMENTS:**

- Recommend installing railing at handicap type ramp.

# BASEMENT/CRAWLSPACE/LAUNDRY

**Areas hidden from view by finished walls or stored items cannot be judged and are not part of this inspection.**

- Minor cracks are typical in many foundations and most do not represent a structural problem. If major cracks are present along with bowing, we routinely recommend further evaluation be made by a qualified structural engineer.
- All exterior grades should allow for surface and roof water to flow away from the foundation. We recommend sealing and repairing foundation cracks to prevent water entry. Basement water entry is common in New Hampshire, it is recommended that an interior sump pit be installed and/or an interior drain system. We recommend usage of a dehumidifier in basement/lower levels.
- All concrete floor slabs experience some degree of cracking due to shrinkage in the drying process. In most instances floor coverings prevent recognition of cracks or settlement in all but the most severe cases. Where carpeting and other floor coverings are installed, the materials and condition of the flooring underneath cannot be determined.
- Laundry appliances are not tested or moved during the inspection and the condition of any walls or flooring hidden by them cannot be judged.
- Drain lines and water supply valves serving washing machines are not operated. Water supply valves may be subject to leaking if turned.

**BASEMENT:****ACCESS:**

Crawlspace. Exterior Panel.

**STAIRS/RAILINGS:**

None.

**FLOOR:**

Concrete. Recent heavy rains, no standing water this date.

**WALLS:**

Poured concrete. Normal settlements cracks are noted.

**FLOOR JOISTS:**

Manufactured frame.

**COLUMNS/SUPPORTS:**

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	Drystack Block.
<b>BEAMS:</b>	Metal.
<b>WINDOWS:</b>	None.
<b>ELECTRICAL:</b>	Serviceable.
<b>VENTILATION:</b>	Foundation openings.
<b>INSULATION:</b>	Fiberglass batts, 100%. Random check.
<b>VAPOR BARRIER:</b>	Secured vapor barrier.
<b>SUMP PIT:</b>	None.
<b>SMOKE ALARM:</b>	Ensure smoke detectors are present at all levels and are in proper working order.

**OVERALL BASEMENT COMMENTS:**



- Frame anchored to foundation with metal straps every 10'.
- Ensure heat source is provided to protect water lines.

**LAUNDRY:**

<b>LOCATION:</b>	Main Level.
<b>WASHER HOOKUP:</b>	The supply hoses to the appliance, if present, are not disconnected nor are the valves operated. These can leak at any time and should be considered a part of normal maintenance.
<b>DRYER HOOKUP:</b>	Electric. 220.
<b>OVERALL LAUNDRY COMMENTS:</b>	<ul style="list-style-type: none"> <li>• Washing Machine and Dryer appliances are not inspected.</li> <li>• Laundry drain/supply hoses require seasonal repair/maintenance.</li> <li>• Ensure dryer vent is properly sized and vents to exterior.</li> </ul>

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# MECHANICAL SYSTEMS

**ELECTRICAL INFORMATION:**

- Any electrical repairs attempted by anyone other than a licensed electrician should be approached with caution. The power to the entire building should be turned off prior to beginning any repair efforts no matter how trivial the repair may seem.
- **Smoke alarms should be installed within 15 feet of all bedroom doors, and tested regularly.**
- Operation of time clock motors is not verified.
- Aluminum wiring requires periodic inspection and maintenance by a licensed electrician.
- Inoperative light fixtures often lack bulbs or have dead bulbs installed. Light bulbs are not changed during the inspection, due to time constraints.
- **Older wiring and ungrounded outlets are typical for age in antique/older homes, however recommend updating/repairing older circuits/devices. Repairs are to be expected.**
- **A representative sampling of switches and outlets were tested. Stored items prevent/furniture prevent access and testing at some outlets and switches.**
- **GFI outlets are recommended/required at kitchen, bathrooms, laundry, exterior, garage and any wet location.**

**PLUMBING INFORMATION:**

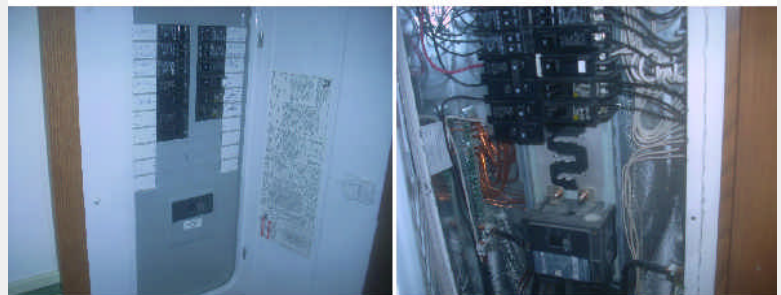
- Water quality or hazardous materials (lead) testing is available from local testing labs.
- **All underground piping, pumps related to water supply, waste, or sprinkler use are excluded from this inspection. Leakage or corrosion in underground piping cannot be detected by a visual inspection.**
- The temperature pressure relief valve, at the upper portion of the water heater, is a required safety valve which should be connected to a drain line of proper size terminating just above floor elevation. If no drain is located in the floor a catch pan should be installed with a drain extending to a safe location. The steam caused by a blow-off can cause scalding. Improper installations should be corrected.
- Seasonal repair/adjusting of water temperature required at water heater.
- Shut off valves recommended at all fixtures/faucets. Older homes typically have supply pipes only.

**HEATING/COOLING INFORMATION:**

- The inspector is not equipped to inspect furnace heat exchangers for evidence of cracks or holes, as this can only be done by dismantling the unit. This is beyond the scope of this inspection. Some furnaces are designed in such a way that inspection is almost impossible.
- The inspector cannot light pilot lights.
- Safety devices are not tested by the inspector.
- NOTE: Asbestos materials have been commonly used in heating systems. Determining the presence of asbestos can ONLY be performed by laboratory testing and is beyond the scope of this inspection.
- Thermostats are not checked for calibration or timed functions. Adequacy, efficiency or the even distribution of air throughout a building cannot be addressed by a visual inspection.
- Electronic air cleaners, humidifiers and de-humidifiers are beyond the scope of this inspection. Have these systems evaluated by a qualified individual prior to settlement. Humidifiers require seasonal maintenance/repair to prevent standing water and mold growth.
- The inspector does not perform pressure tests on coolant systems, therefore no representation is made regarding coolant charge or line integrity.
- Subjective judgment of system capacity is not a part of the inspection.
- Normal service and maintenance is recommended on a yearly basis.
- Determining the condition of oil tanks, whether exposed or buried, is beyond the scope of this inspection. Leaking oil tanks represent an environmental hazard which is sometimes costly to remedy.
- Oil tanks require seasonal servicing and inspection. Keystone Home Inspections recommends separate evaluation prior to settlement to determine condition of tank and oil lines.
- **KEYSTONE HOME INSPECTIONS RECOMMENDS SEPARATE EVALUATION OF HEATING AND COOLING UNITS PRIOR TO SETTLEMENT.**

**ELECTRICAL SERVICE:****TYPE AND LOCATION:**

Amps: 200. Underground Service. Located at the utility room/closet.

**CONDITION:**

- Breaker Panel.
- Main disconnect noted.
- General lighting conductor is copper.
- Grounding system is present.
- GFI breaker is serviceable.
- Clean and in workmanlike condition.

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**INCOMING WATER LINES:**

MATERIAL AND SOURCE:

Public System. Copper and Plastic.

CONDITION:

- Original supply valves, no leaks this date.
- Main shut off is located at the basement. Since main shut off valves are operated infrequently, it is not unusual for them to become frozen over time. They often leak or break when operated after a period of inactivity. For this reason main shut off valves are not tested during a home inspection. We suggest caution when operating shut offs that have not been turned for a long period of time. All shut offs and angle stops should be turned regularly to ensure free movement in case of emergency.

**WASTE LINES:**

MATERIAL:

Public System. Plastic drain lines.

**WATER HEATER:**

TYPE:

Gas. Rheem Water Heater.

SIZE:

40 Gallons.

AGE:

Original.

LOCATION:

Utility room.

CONDITION:



Ample hot water at time of inspection.

**HEATING SYSTEM:**

SYSTEM TYPE:

Forced Air. Miller Furnace.

FUEL TYPE:

Natural Gas.

APPROXIMATE AGE IN YEARS:

Original.

SERVICE HISTORY:

Last service tag dated 2008.

UNIT CONDITION:

Functional, however limited review due to outside temperature. As with any combustible heating system, seasonal cleaning and repairing are required. Filter is clean this date.

**AIR CONDITIONING:**

TYPE:

Amana Central Air Conditioner.

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SYSTEM CONDITION:



- Functional and running at time of inspection.
- Recommend establishing contract with local HVAC company for seasonal servicing and balancing to both heating and cooling units prior to settlement.

**OVERALL MAJOR SYSTEM COMMENTS:**

- Central Vac and Alarm Systems are not part of this inspection.
- Recommend installing carbon monoxide detectors.

**INTERIOR**

- The condition of walls behind wall coverings, paneling and furnishings cannot be judged.
- Only the general condition of visible portions of floors is included in this inspection. Floor covering damage or stains may be hidden by furniture. The condition of floors underlying floor coverings is not inspected.
- Determining the source of odors or like conditions is not a part of this inspection.
- Determining the condition of insulated glass windows is not always possible due to temperature, weather and lighting conditions. Check with owners for further information.
- All fireplaces should be cleaned and inspected on a regular basis to make sure that no cracks have developed. Large fires in the firebox can overheat the firebox and flue liners, sometimes resulting in internal damage.

**OVERALL INTERIOR COMMENTS:**

- House has no signs of significant settling.
- As a general rule, cosmetic deficiencies are considered normal wear and tear and are not reported.

**INTERIOR ROOMS (Excluding Kitchen and Bathrooms):**

<b>FLOORS:</b>	Carpet.
<b>WALLS:</b>	Wallboard.
<b>CEILINGS:</b>	Wallboard.
<b>DOORS:</b>	Serviceable.
<b>WINDOWS:</b>	Double hung.
<b>CLOSETS:</b>	Serviceable.
<b>ELECTRICAL:</b>	Serviceable.
<b>CENTRAL HEAT:</b>	Forced Hot Air.
<b>SMOKE ALARM:</b>	Ensure smoke detectors are present at all levels and are in proper working order.

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**KITCHEN:**

FLOORS:	Vinyl.
WALLS:	Wallboard.
CEILINGS:	Wallboard.
DOORS:	None.
WINDOWS:	Double hung.
ELECTRICAL:	Ground fault interrupter provided for safety.
CENTRAL HEAT:	Forced Hot Air.
COUNTERS & CABINETS:	Serviceable.
KITCHEN SINK/FAUCETS:	Serviceable.
TRAPS/DRAIN SUPPLY:	Serviceable.
GARBAGE DISPOSAL:	Disposal is inoperable and does not reset resulting in slow drains, repairs required.
DISHWASHER:	Serviceable.
RANGE/COOK TOP AND OVEN:	Gas. Limited review.
VENTILATION:	Internal Vent.

- **APPLIANCES ARE NOT INSPECTED** (*Appliances are not moved during inspection.*)
- Inspection of refrigerators/freezers and built-in ice makers are outside the scope of the inspection.
- Ovens/microwave ovens, self or continuous cleaning operations, cooking functions, clocks, timing devices, lights and thermostat accuracy are not tested during this inspection.
- No opinion is offered as to the adequacy of dishwasher operation. Portable dishwashers are not inspected, as they require connection to facilitate testing.
- Keystone recommends the removal of garbage disposals with private septic systems.

**BATHROOM:**

FLOORS:	Vinyl.
WALLS:	Wallboard.
CEILINGS:	Wallboard.
DOORS:	Serviceable.
ELECTRICAL:	Ground fault interrupter provided for safety.
CENTRAL HEAT:	Forced Hot Air.
EXHAUST FAN:	Unable to inspect due to finished ceiling.
TUB/SURROUND/FAUCETS:	Serviceable.
SHOWER/SURROUND/FAUCETS:	Periodic resetting of drain required.
SHOWER DOOR:	Periodic resealing of shower door/doors required. No leaks this date.
SINK/FAUCETS:	Serviceable.
TRAPS/DRAIN SUPPLY:	Serviceable.
TOILET:	Serviceable.

- Shower pans are visually checked for leakage, but leaks often do not show except when the shower is in actual use. Determining whether shower pans, tub/shower surrounds are water tight is beyond the scope of this inspection.
- It is very important to maintain all grouting and caulking in the bath areas. Very minor imperfections can allow water to get into the wall or floor areas and cause damage. Proper ongoing maintenance will be required in the future.
- Repairs are required at leaky fixtures to prevent damage.
- Changing of toilet seals with new home purchase is recommended.

## INFORMATIONAL PAGE

*As indicated in our inspection agreement and cover letter, limitations exist with this inspection. Unfamiliarity with the property will always impact disclosure. We suggest you obtain written disclosure from the seller regarding any conditions that may not be apparent and only previous knowledge could disclose.*

**The structure of a house may last forever, but it's component systems must be replaced at a fairly predictable rate. Below are some samples:**

### APPLIANCE REPLACEMENT CYCLES

*(Normal Life Span)*

Dishwashers & Disposals . . . . .	5 to 12 years
Ranges, Ovens & Refrigerators . . . . .	15 to 20 years
Clothes Washers & Dryers . . . . .	6 to 12 years
Hot Water Heater . . . . .	8 to 12 years
Air Conditioners. . . . .	8 to 15 years
Electric Furnaces . . . . .	15 to 20 years
Oil & Gas Furnaces . . . . .	20 to 30 years
Cast Iron Boiler . . . . .	20 to 25 years
Steel Boiler . . . . .	15 to 20 years
Circulating Pumps . . . . .	10 to 15 years
Heat Pumps . . . . .	8 to 10 years
Electric Baseboards. . . . .	10 to 15 years

### ROOFING REPLACEMENT CYCLES

Asphalt Shingles . . . . .	15 to 20 years
Built Up Roof . . . . .	15 to 20 years
Slate Roof . . . . .	30 to 75 years

Carbon Monoxide is a colorless, odorless and poisonous gas. The testing for carbon monoxide (which may come from improper venting) is not part of this home inspection. This test requires sophisticated and specialized equipment. We strongly recommend that you contact an HVAC technician for this test and periodic follow up test to be performed.

Keystone Home Inspections By Perry Lemay, LLC will not investigate nor give any opinion concerning easements, conditions of title, zoning matters or compliance of the Property's improvements with any governmental building code requirements or permits. You should contact the appropriate governmental agencies if you desire such information prior to your closing of this property.

We are unable to determine the extent of damage noted by a visual inspection. This would require an intrusive inspection of the area in question which is beyond the scope of our inspection. If you are concerned we suggest further review by a licensed contractor in the local area.