



# STONE MARTIN BUILDERS

## TOP 25 WARRANTY REQUESTS & HOW THEY ARE HANDLED

	Item not required to be fixed by SMB per The Performance Residential Guidelines.
	Maintenance item that will be serviced once during the warranty period by SMB.
	Non-Emergency warranty item that will be warranted once during the 11-12 month of the Builder's Warranty.
	Non-Emergency warranty item that will to be addressed within 1-2 weeks.
	Emergency item that will to be addressed within 24 hours if possible.

For us to best serve you better please log onto your BuilderTrend account and make a request, even for emergencies.

	<p><b>GAPS IN CORNER OF TILE SHOWERS/WALL TILES/BACKSPLASH</b> This is a recurring maintenance item that SMB will fix one time typically in the 11-12 month of the Builder's Warranty. The cracking at the corners of any tiled area occurs because the wood in the cavity behind the tile is constantly shrinking and swelling. This is a non-preventable issue and is a result of living in a home built primarily of wood. This shrinking and swelling is due to atmospheric conditions and humidity levels. When the wood behind the tile moves, the tiles move with it causing cracks in the corners at the grout lines. Running the exhaust fan to prevent moisture build up will not eliminate this issue but will help reduce the occurrences. The shrinking and swelling of the lumber will reduce over time as the wood cures, but it is likely that you will have to maintain this item on an ongoing basis to prevent shower from leaking. SMB installs a sheet of rubber under the floor and up the side of the shower stall 10" prior to tile installation to capture water that could get behind the drain due to cracks in the grout.</p>
	<p><b>PLANTS AND SOD</b> Plants and sod are not warrantable items unless they were completely dead when you moved in. If you do not water your grass and plants almost daily, they will wilt, thin or die. Sod will almost always come back from turning brown. Homeowners are encouraged to enroll in a weed and fertilization program for their yard. Yards need to be fertilized 2 to 3 times per year and have multiple herbicide applications to look their best. Mowing your yard weekly during the growing season can prevent your grass from thinning. If you do have a brown patch of sod in your yard it will take time for it to return to a healthy state. Fertilizing and watering it will help. If you have seed and straw in your yard it must be fertilized and watered regularly for the grass seed to grow.</p>
	<p><b>GAPS IN TRIM LESS THAN 1/8" OF AN INCH</b> This is a recurring maintenance item. We are only required to fix trim cracks if they grow to more than 1/8" during the warranty period. The cracking at trim joints occurs because the wood in the cavity behind the trim, as well as the trim itself is constantly shrinking and swelling. This is a non-preventable issue and is a result of living in a home built primarily of wood. This shrinking and swelling is due to atmospheric conditions and humidity levels. When the wood behind the wall moves the trim moves with it, causing cracks in the corners and joints.</p>
	<p><b>PAINT TOUCH-UPS</b> This is a non-warrantable item. Paint touch-ups should be noted during the final walk through and addressed before closing.</p>
	<p><b>CONCRETE CRACKS LESS THAN 1/4"</b> Concrete cracks are to be expected throughout the life of the home. These are only warrantable if they are wider than 1/4". Please note that if your home is built on expansive soils concrete cracks in driveway, patios or sidewalks are not covered under your Builder's Warranty. Concrete cracks are due to settling, soil expansion, and the curing process.</p>
	<p><b>EROSION, DIPS, DIVETS IN YARD</b> None of these items are covered under your Builder's Warranty outlined in the Performance Residential Guideline Booklet. Yards settle and create divets and humps. Homeowners can apply play sand to level off divets and humps. Grass will grow through the sand. The straw in the beds need to be changed out 3 times a year in order to look their best and help control some of the weeds and erosion.</p>
	<p><b>AIR CONDITIONING AND HEATING OUTAGES</b> This is an emergency item that will be responded to within 24 hours, including weekends while the home is within the one year Builder's Warranty.</p>
	<p><b>PLUMBING LEAKS THAT ARE NOT INSIDE THE HOUSE OR THAT CAN BE TURNED OFF BY THE HOMEOWNER</b> In the event a plumbing leak can be turned off by a homeowner through a valve, or if there are leaks in the sprinkler system in the yard, this is considered a non-emergency warranty item.</p>
	<p><b>PLUMBING LEAKS THAT CAN'T BE STOPPED INSIDE THE HOUSE</b> This is an emergency item that will be responded to within 24 hours, including weekends, while the home is within the one year Builder's Warranty period.</p>
	<p><b>MINOR ELECTRICAL ISSUES</b> These items are non-emergency warranty items. These items are defined as; outlets not working, breakers tripping, dead switches, etc.</p>
	<p><b>DEAD BOLTS NOT LATCHING OR DOOR KNOBS NEED ADJUSTING</b> These items are non-emergency warranty items.</p>
	<p><b>ROOF LEAK</b> This is a non-emergency warranty item.</p>
	<p><b>CRACKED FLOOR TILE</b> SMB will warranty this item once during the 11-12 month of the Builder's Warranty. Cracked tiles can occur for a variety of reasons. 1) The house is settling. A small amount of settling is to be expected throughout the life of the home because of the constant load of the home on the soil and different soil characteristics. Some small movement of the structure is to be expected. Usually this happens early in the life of the home, but it can happen beyond the warranty period. 2) Stress cracks in the concrete due to the curing process. It can take up to 50 years for concrete to completely cure. Most of the curing is complete by the time you move it to the home, but additional curing will take place long after you move into the house. Sometimes this curing can lead to cracks. The reason we until the one year mark to address this issue is to allow the cracks to completely crack, in hopes that this problem will not have to be readdressed by you, after the warranty period has expired.</p>
	<p><b>HARDWOOD FLOOR THAT DEFLECT</b> We will warranty this item during the 11-12 month of the Builder Warranty. Usually, when this happens, the glue needs touching up. This can occur for a variety of reasons. The most common are: 1) The slab is not level in the area of deflection. There is no way to guarantee a perfectly flat slab. Sometimes this will cause the glue holding the wood to pop. 2) Glue consistency at the time of installation. 3) There was too much moisture in the slab at the time of installation. Concrete dries at various rates, depending on a variety of factors. The remedy for these issues is to inject glue at the site of deflection. If touching up the glue doesn't work we will then reinvestigate the problem and make further assessments.</p>
	<p><b>TUB NICKS AND SCRAPES</b> These items are not warranted by Stone Martin Builders once the house has closed. If this was caused by construction, it must be noted during the walkthrough prior to closing. We recommend Tub Doctor for repairs after your home has closed.</p>
	<p><b>GRANITE NICKS AND SCRAPES</b> These items are not warranted by Stone Martin Builders once the house has closed. If this was caused by construction, it must be noted during the walkthrough prior to closing. Granite edges can be brittle and often chip or crack. Usually they can be polished out, but sometimes there is no remedy.</p>
	<p><b>COSMETIC FLOORING</b> This item is not warranted by Stone Martin Builders once the house has closed. If this was caused by construction it must be noted during the walkthrough.</p>
	<p><b>LOOSE DOOR KNOB</b> We do not tighten screws on loose door knobs for customer. This issue can easily be remedied by tightening it with a screw driver. You may have to tighten knobs once or twice during the year from regular use.</p>
	<p><b>WARPING OR CRACKING OF PRESSURE TREATED LUMBER</b> Stone Martin Builders doesn't warranty warping, shrinking, discoloration or cracking of pressure treated lumber. Pressure treated lumber needs to be stained and sealed on an annual basis, at the very least. This will help to alleviate, but not eliminate all the problems associated with treated lumber. If you do not do this, your fence, deck or docking will begin to fall apart in a few years.</p>
	<p><b>SIDING CRACKS MORE THAN 3/16" OF AN INCH</b> This is a recurring maintenance item. We are only required to fix siding cracks if they grow to more than 3/16" during the warranty period of the home. The cracking at the siding joints is due to the siding curing. If fiber cement siding is used it will shrink during the curing phase. This will be a maintenance item that the homeowner will have to maintain throughout the life of the home. Once the siding completely cures, the shrinking and swelling will stop.</p>
	<p><b>LIGHT BULBS</b> This is not a warrantable item.</p>
	<p><b>SEWER PUMP OUTAGES</b> This issue will be resolved within 24 hours, including weekends if possible.</p>
	<p><b>EXTERIOR COLUMNS</b> Any wood on the exterior of the home i.e. pressure treated lumber, retaining walls, columns, doors etc. is subject to weatherization. Any warping, twisting, wicking of sap, or moisture from within the wood that is visible on the exterior is beyond the control of the contractor. We recommend homeowners seal the exterior wood annually to reduce noticeable weatherization. This is a homeowner maintenance issue and not a warrantable item.</p>
	<p><b>BATH ACCESSORIES</b> No accessories will be warranted after closing. This includes pulling away from the wall. Fixtures secured to the wall are designed for normal wear and homeowner use. SMB cannot be held responsible for over aggressive use of accessories.</p>
	<p><b>CLOSET SHELVING</b> Closet shelving is not covered under warranty. The shelving is designed to carry 20 lbs. per 1 ft. SMB is not responsible for excess storage on shelving causing them to fail.</p>