

# TOP 25 WARRANTY REQUESTS

## **Item not required to be fixed by SMB per The Performance Residential Guidelines.**

**PLANTS AND SOD:** Plants and sod are not warrantable items post closing. If you do not water your grass and plants almost daily, they will wilt, thin or die. 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 at a height of 2.5-3" 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.

**PAINT TOUCH-UPS:** This is a non warranted item. Paint touch-ups should be noted during the final walk through and addressed before closing

**CONCRETE CRACKS LESS THAN 1/4":** Concrete cracks are to be expected throughout the life of the home. These are only warrantable if they are wider than 1/4". Concrete cracks are due to shrinkage, soil expansion, and the curing process.

**DIPS AND DIVETS IN YARD:** Are not covered under your Builder's Warranty outlined in the Performance Residential Guideline Booklet. Homeowners can apply and to level off dips and divets. Grass will grow through the sand. Approved HOA bed material needs to be changed out 4 times a year in order to keep your yard looking its best and help control weeds and erosion.

**TUB NICKS AND SCRATCHES:** 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 using a qualified tub repair specialist for repairs after your home has closed.

**GRANITE NICKS AND SCRATCHES:** 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. Typically these can be polished out by a granite contractor.

**COSMETIC FLOORING:** 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.

**LOOSE DOOR KNOB OR CABINET HARDWARE:** We do not tighten screws on loose door knobs or cabinet hardware for customers. This issue can easily be remedied by tightening it with a screw driver. You may have to tighten knobs or cabinet hardware once or twice during the year from regular use.

**WARPING OR CRACKING OF PRESSURE TREATED LUMBER OR CEDAR:** Stone Martin Builders doesn't warranty warping, shrinking, discoloration or cracking of pressure treated lumber or cedar. 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 and cedar. If you do not do this, your fence, deck or cedar will show negative results in years to come.

**SIDING CRACKS MORE THAN 3/16TH OF AN INCH:** 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.

**LIGHT BULBS:** This is not a warrantable item.

**EXTERIOR COLUMNS:** 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.

# WARRANTY REQUESTS

**Item not required to be fixed by SMB per The Performance Residential Guidelines. (Cont'd)**

**BATH ACCESSORIES:** 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.

**CLOSET SHELVING:** 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.

**Maintenance item that will be serviced at the preset 11-month warranty appointment.**

**GAPS IN CORNER OF TILE SHOWERS/WALL TILES/BACKSPLASH:** 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 rubber shower pan liner under the floor tile and up the walls of the shower 10" prior to tile installation to capture water that could get behind the drain due to cracks in the grout.

**GAPS IN TRIM LESS THAN 1/8TH OF AN INCH:** 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.

**Non-Emergency warranty item that will be warranted once during the 11-12 month of the Builder's Warranty.**

**CRACKED FLOOR TILE:** 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. SMB takes extra precautions to prevent this from happening by installing ditra before tile is laid on a concrete subfloor to reduce the risk of tile or grout cracking due to shrinkage cracks that occur on concrete slabs.

**HARDWOOD FLOOR DEFLECTING:** We will warranty this item during the 11-12 month of the Builder Warranty. Usually, when this happens, a glue injection is needed. This can occur for a variety of reasons. The most common are: 1) Glue consistency at the time of installation. 2) 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.

**Non-Emergency warranty item that will be addressed within 1-2 weeks.**

**PLUMBING LEAKS THAT ARE NOT INSIDE THE HOUSE OR THAT CAN BE TURNED OFF BY THE HOMEOWNER:** 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.

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## **Non-Emergency warranty item that will be addressed within 1-2 weeks. (Cont'd)**

**MINOR ELECTRICAL ISSUES:** These items are non-emergency warranty items. These items are defined as; outlets not working, breakers tripping, dead switches, etc.

**DOORS NEEDING ADJUSTMENT:** These items are non-emergency warranty items.

**ROOF LEAK :** This is a non-emergency warranty item.

## **Emergency item that will be addressed within 24 hours if possible.**

**AIR CONDITIONING AND HEATING OUTAGES:** 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.

**PLUMBING LEAKS THAT CAN'T BE STOPPED INSIDE THE HOUSE:** 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.

**SEWER PUMP OUTAGES:** This issue will be resolved within 24 hours, including weekends if possible.

**FOR US TO BETTER SERVE YOU, PLEASE LOGIN TO YOUR BUILDERTREND ACCOUNT AND MAKE A REQUEST, EVEN FOR EMERGENCIES.**