



MTY BUILDERS
we love what we do

HOME WARRANTY

CUSTOMER CARE

We have several check points along the way to ensure our high building standards are met through in house inspections of the structural and mechanical components as well as employing third parties on the dry-out of framing materials, mechanical sealing, whole homes sealing and the envelope of your home to ensure our end product meets our high standards providing a home that will perform year after year!

WARRANTY COVERAGE

1 Year Materials and Workmanship Warranty covers your home from the date of closing on these items:

- Roofing
- Siding
- Windows
- Drywall (cracks)
- Doors & Millwork (settlement cracks)
- Hardwood Floors (settlement cracks)

2 Year Mechanical Systems Coverage for the following:

- Furnace & Ducting
- Plumbing Supply & Waste
- Electrical Wiring

10 Year for Structural parts of the home:

- Concrete Foundation
- Wood Framing / Steel Framing

MTY Builders Inc refers to “defects” in the Warranty Agreement as flaws in the materials or workmanship used in constructing the Home, due to non-compliance with the Residential Construction Performance Guidelines compiled by the City of Houston. We have included information in the following chapters of your Homeowner Handbook that will specify in detail how we will address issues that may arise during the warranty period of your new home.

WARRANTY SERVICE

For performance under this Warranty Agreement, MTY Builders Inc will decide whether to repair or replace the defective item. MTY Builders Inc has no obligation to reimburse Owner for amounts paid by Owner to a repairman or contractor. The Warranty Agreement will not cover the claims not reported to MTY BUILDERS INC prior to the expiration of this Warranty Agreement. Requests must be submitted in writing to customerservice@mtybuilders.com.

RIGHT OF ACCESS

Homeowner must provide the Builder access to property during normal business hours (Monday-Friday, 8:00 am to 5:00 pm) to perform its obligation under this Warranty. Failure to provide such access may relieve the Builder of its obligations.

APPLIANCES COVERED BY MANUFACTURER'S WARRANTIES

The following Appliances are covered by manufacturers' warranties and are not covered by this Warranty Agreement:

- Range
- Cook Top/Oven
- Vent hood
- Dishwasher
- Microwave
- Wine Cooler
- A/C Furnace – Water Heater
- Garage Door – Motor control 90 days warranty only



1415 North Loop West, Suite Mezz- C, Houston, TX 77008 | (832) 831-2980 | customerservice@mtybuilders.com

SERVICE REQUEST INFORMATION

EMERGENCY

Defined as:

- Plumbing supply leak that cannot be isolated
- Electrical issue causing an immediate safety hazard
- Total loss of AC when outside temperature is 90 degrees or higher
- Total loss of Heating when outside temperature is 40 degrees or lower
- Total loss of sewer system back up failure
- Total loss of incoming water supply

In case of emergency, call our office to the number listed above. If it is after regular business hours, please leave a voice mail and send us an email and we will resolve the issue in a timely manner.

NON-EMERGENCY

Non-emergency issues are reported via email to customerservice@mtybuilders.com. In this email please include the following:

- Your home's address
- Name and contact details
- A detailed description of the issue you are experiencing
- If applicable, attach pictures

Upon receipt of your claim, a customer service representative will contact you within 24 hours to schedule an inspection visit and/or coordinate an appointment with the appropriate contractor to conduct any warrantable repairs.

Non-emergency warrantable repairs are scheduled Monday-Friday, 8am to 4pm. The homeowner or designated representative (18 years of age or older), must be present for interior repairs.



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Homeowner's Maintenance Guide

This is a packet of suggestions for homeowner's maintenance, which should be regular and thorough to ensure the proper performance of your home. Items may need maintenance that are not included in this document.

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HOMEOWNER'S MAINTENANCE LOG

Maintenance Items	Month	Quarterly	Semi- Annually	Annually	Date Completed
Heating/AC Serviced			X		
Treat A/C unit area for fire ants		X			
Replace A/C filter			X		
Flush condensation drains w/ 1 cup bleach			X		
Caulk tile (kitchen & baths)			X		
Run 2 trays of ice in garbage disposal		X			
Caulk (windows & siding)			X		
Inspect Exterior Paint			X		
Inspect/Repair Settling Cracks & Gaps			X		
Clean Mildew on Exterior Surfaces			X		
Drain, flush, refill water heater				X	
Inspect/Clean Roof Valleys & Gutters		X			
Clean/Test Smoke alarm	X				
Check/Clean Dryer Vent Pipe		X			
Inspect Shower Caulking		X			
Clean bottom of Shower Door		X			
Inspect/Maintain Proper Drainage		X			
Lubricate Garage Door Tracks		X			
Inspect/Adjust Exterior Door Weathers tripping		X			
Reseal Exterior Wood doors			X		
Seal Granite & Grout				X	

BEFORE YOU MOVE IN

1. Seal Granite
(This is recommended to preserve the life of your granite. Granite is a porous surface meaning it can absorb products/spills on the counter. To prevent some absorption, seal your granite annually. Never use acidic or citrus cleaners on granite.)
2. Seal Grout
(This is recommended to prevent discoloration of the grout between tiled surfaces. With regular use, grout will absorb stains/dirt and change color over time but sealing annually will prevent some discoloration. Before you seal the grout be sure to remove any existing stains with a half water/half vinegar mixture.)
3. Run All Water Lines
(Run all the faucets and water lines in the house before using the water or turning on appliances. Be sure to drain the refrigerator lines and washer lines before turning these appliances on. This will ensure your lines are debris free and will prevent clogs in your appliances.)
4. Exterminate
(Hire an exterminator to get all the cracks, weep holes, vents, and walls before you move in. This with your builder for recommended pest control schedules.) will ensure a pest free environment and will prevent any damage due to pests.
5. Plant Yard
(This is recommended to ensure the proper drainage and grading of your yard. Making sure your yard is properly maintained will help prevent any foundation problems due to drainage. Water newly planted sod or seed for thirty minutes twice daily for the first month, then reduce to once every other day.)
6. Appliance Warranties
(Obtain, fill out, and mail any warranty registration postcards provided with your appliance manuals. Should anything break on an appliance, you will be the registered owner with the manufacturer.)
7. Test/Label Each Electrical Circuit
(Trip each circuit, then label what it controls. Reset to ON.)

MAINTENANCE ITEMS

(This is a list of suggested regular maintenance items. You may find additional maintenance items that are not included in this document. If you have any questions about maintenance items, please contact your builder.)

1. Site Work (Maintenance of Drainage/Grading/Landscaping)

- a. The purpose of grading is to ensure that surface water will flow away from your home. There could be settlement in areas around your home, if this happens, simply spread more soil in the depressions to re-establish the grade and drainage. (MADE BY OWNER)
- b. To prevent erosion and water puddle formation:
 - i. Add grass to all unplanted/unseeded yard areas. (Water new grass for 30 minutes twice per day for the first month.)
 - ii. Maintain the drainage slope the builder used originally.
 - iii. Keep ditches or swales free of leaves or debris.
 - iv. Direct water run-off away from the home
 - v. Do not allow sprinklers to wet the house or form puddles.
 - vi. If water is standing near your foundation within 48 hours after a storm, contact your builder.
 - vii. Trees & plants need maintenance. (be sure to water, prune and treat for pests regularly.)

- c. Owner must maintain the soils near the foundation of the home in a manner which will assure a uniform, but not saturated, moisture level in the subsurface soil. Areas of soil with no landscaping may be more susceptible to evaporation and may require more moisture.
- d. Be aware of the placement of landscaping. Landscaping that requires heavy watering will cause a higher moisture content in the soil. Reasonably balanced moisture content around the entire foundation must be maintained. Owner is responsible for landscaping not installed by the builder and its effects.

2. Concrete (Maintenance of Foundation/Driveways/Patios)

- a. Yard grading must be maintained to ensure that surface water will flow away from your home. The soils near the foundation of the home in a manner must have a uniform, but not saturated, moisture level. Be aware of the placement of landscaping.
- b. The drainage pattern established by the builder must not be altered by addition of soil, landscaping, or other improvements.
- c. Slight cracking of concrete is normal, but expansion joints can somewhat reduce cracking. You can purchase commercial patching mixtures to fix any cracks in the concrete.
- d. Do not allow extremely heavy vehicles into your driveway. Cement trucks, some moving vans, etc. can cause cracks.
- e. Do not use salt on concrete. Use sand if necessary.

3. Masonry (Maintenance of Lintels/Paint/Caulking/Siding)

- a. Lintels must be repainted. Check for deteriorate every six months and repaint as needed.
- b. Owner must maintain an adequate cover of paint on the house. This maintenance may need to be performed more frequently due to the severity of weather in Texas.
- c. Check for and clean mildew or fungus off Masonry every six months.
- d. Inspect and repair masonry caulking every six months. Use a caulk that paint will adhere to.
- e. Protect siding from damage. Do not let sprinklers run on it. Inspect and caulk every six months.

4. Exterior (Maintenance of Roofing/Gutters/Sealants)

- a. Have your roof inspected by a qualified roofer every three years. Be careful when walking on your roof because the materials can become loose.
- b. Keep gutters clean and free of debris so they can drain the water quickly from the roof. Make sure water does not pool around the foundation of the home.
- c. Check for and clean mildew or fungus off Masonry every six months.
- d. Inspect and repair caulking (possible leaks) every six months. Pay close attention to caulking around doors and windows.

5. Doors & Windows (Maintenance of Stains/Weather Stripping)

- a. Sticking doors: check to see if hinge screws are tight and holding properly. If they are tight and the door is still out of alignment, sand or plane the edge that is binding. Be sure to paint anything you sand to prevent moisture penetration.
- b. Latch does not work, raise, or lower the striker plate at the door jamb to ensure the latch catches.
- c. Wooden exterior doors should be checked for deterioration every six months and repainted/stained as needed. To extend time between repainting, oil the finish on a wooden door with a wood preserver every three months. Reseal the wood after painting/staining to prevent moisture penetration.
- d. For aluminum doors, place a silicone lubricant on the tracks.
- e. Make sure the weather stripping is in place every six months. Applying a silicone spray to the weather stripping may help prolong the life of stripping made of vinyl or rubber. Replace any stripping that becomes loose or damaged.
- f. Lubricate the moving parts of garage doors every three months. Every year tighten the screws and bolts that fasten the hardware to any wooden areas. Tracks should be kept clean.
- g. Condensation on windows is a common occurrence. Keep the windowsills dry to prevent warping. Do not install film coatings because they cause heat buildup and void the warranties.
- h. Keep the tracks and rollers for all windows lubricated, adjusted and clean. Take care to avoid damage to finishes on windowsills.

6. Interior (Maintenance of Walls/Floors/Hardware/Baths)

- a. Minor cracks can appear in drywall. Simply fill the cracks with spackling, sand and repaint. For nail pops, gently drive the nail or screw into the wall, re-spackle, and repaint.
- b. To remove spots from walls, a gentle cleaning with water and mild soap should do the trick. Keep your furnace and A/C filters clean, use the exhaust fans provided, and clean dust frequently.
- c. Vinyl flooring should be cared for following manufacturer specifications. Dirt & spills should be cleaned up immediately. Indentation from heavy loads (high heels, furniture legs, etc.) can occur on vinyl floors. Rubber backed mats can cause discoloration or mildew.
- d. Hardwood floors: pay special attention to the type of wood and the finish (clear coat, Dura-seal, hand rubbed) and follow manufacturer specifications for cleaning/care. Avoid water or and clean up spills immediately to prevent permanent damage. High heels and heavy loads can cause indentations. Maintain constant humidity and temperature levels to prevent separation.
- e. Carpet should last for years with proper maintenance. Vacuuming twice a week and using a carpet rake (do not use on Berber) will prevent matting in high traffic areas. Have a professional carpet cleaning at least once per year. Clean spills immediately.
- f. Clean ceramic tiles with a moist cloth. Clean the grout between tiles with a brush and mild cleanser (or half vinegar/half water solution). Seal grout annually. If grout joints deteriorate, they should be cleaned out and re-grouted.
- g. When cleaning sinks/tubs/showers use only non-abrasive cleansers. Do not use steel wool pads. For fiberglass, spray window cleaners are highly effective. For hard water deposits, use (1 tablespoon ammonia in a quart of water).

- h. Common cleaning products will damage hardware and natural stone products. Be careful when cleaning brass hardware.
- i. Inspect corners and edges for cracks every three months. Repair and repaint as needed.
- j. Cultured marble baths: clean with nonabrasive detergent and damp cloth. If cracks appear in caulk joints, they should be cleaned out and re-caulked immediately. (see product recommendations).
- k. Inspect bathrooms (especially around tub/shower) for cracks and caulk immediately.

7. Appliances (Maintenance of Appliances/Disposal/Detectors)

- a. Fill out and turn in all product registration cards (in manuals).
- b. Consult and review all manuals before attempting to operate or fix any appliance.
- c. If there is a problem, you will need to contact the manufacturer. Have the date of purchase (closing), the serial/model numbers from the metal plate on the bottom of the appliance, and a description of the problem handy.)
- d. Disposal should be operated with cold running water and the unit turned on prior to putting the food in. Clean the disposal quarterly by running a bucket of ice through. (If the disposal stops working unplug the unit, check for clogs, free the blades with a hex wrench on the bottom center of the unit and push the reset button on the bottom.)
- e. Check smoke detectors monthly. Battery should be replaced every 6 months or as needed.

8. Vents/Chimneys (Maintenance of Louvers/Fireplaces/Vents)

- a. Make sure all vents are always unobstructed.
- b. Read manufacturers guidelines before operating fireplace.
- c. Maintain a clean, unobstructed fireplace and chimney.
- d. Have a professional check and clean soot annually.
- e. To properly use the wood burning fireplace: open the flue damper fully and check to make sure its unobstructed, use a grate to elevate the wood above the fireplace floor, place newspaper under the grate, arrange logs in a pyramid on the grate, ignite newspaper, close screen, finally close the flue when fire is completely out the next day.
- f. Protect siding from damage. Do not let sprinklers run on it. Inspect and caulk every six months.

9. Cabinets & Countertops

- a. Wood cabinets: one coat of lemon oil or furniture polish twice per year. Only nonabrasive cleaners should be used. Lubricate hinges periodically.
- b. Laminate Countertops: always use a cutting board, do not put anything extremely hot directly on the counter, be careful of inks especially newspaper ink. Re-Caulk if any separation occurs. Clean stains/spills immediately.
- c. Cultured marble: clean with nonabrasive detergent and damp cloth. If cracks appear in caulk joints, they should be cleaned out and re-caulked immediately. (see product recommendations)

- d. Granite/Natural Stone Countertops: seal annually. Do not use citrus or acidic cleansers. Polish as needed. You can clean granite with Windex and alternate with a granite polish.

10. Plumbing (Maintenance of Water Supply/Fixtures/Drains)

- a. In the event of plumbing problems, attend to them immediately to avoid major issues. Become familiar with the water shut off valves for your house and turn them off if a major leak occurs. If you are away for an extended period, drain your water supply lines.
- b. Clean aerators every three or four months: unscrew from the mouth of the faucet and remove any debris. Remove the washer and the screens and rinse them thoroughly.
- c. If a faucet leaks in the off position, you may need to replace the interior cartridge.
- d. Cleaning Toilets- do not use cleaners containing calcium hypochlorite because it damages the water tank. Never stand on the toilet seat cover. Do not flush hair, grease, lint, diapers, trash, or paper towels. If the toilet is running, check the chain on the flush handle to make sure it is not too tight.
- e. Drains usually have a "J" shape to provide a water barrier between your home and sewer gas. If you do not use a drain very much, you should turn the water on regularly to fill the "J" drain. Make sure no foreign objects are put into the drains.
- f. When a drainpipe stops up, first try a plunger. (If plunging a sink, cover the overflow outlet). If that does not work, try a plumber's snake. If that does not work, try a liquid unclogged.
- g. Read your manufacturer's manual to find out how to clean your water heater and what type it is. You should drain your water heater annually. Check the pilot light if your water does not heat.
- h. Every six months check the temperature and pressure relief valve on your water heater to be sure the lever works properly. If the thermostat fails to work, this valve prevents increases in water temperature and pressure.
- i. Drain or otherwise protect lines, pipes, and exterior faucets from freezing. Freezing of pipes generally occurs only below 25 degrees.

11. Electrical (Maintenance of Fuses/Breakers/Outlets)

- a. GFI outlets are installed in the bathrooms and outdoors per code and should not be altered. Do not use heavy appliances or multiple appliances on these outlets.
- b. If the main circuit breaker trips you may need to switch the breaker from FULL OFF to FULL ON. If one area goes off, just find the breaker that is trip and reset it.
- c. If a wall switch or outlet is hot to the touch, trip the circuit breaker serving it immediately and contact an electrician.
- d. Before calling an electrician, check all switches and breakers controlling that appliance and make sure the GFI button does not need to be reset. If everything is connected electrically, test it on a working outlet.

12. HVAC (Maintenance of Heating/Cooling/Ventilation)

- a. Thermostat: Set between 70 and 72 degrees for heating. Set at 78 degrees for cooling. Install window coverings to maintain temperatures.
- b. Filters: Change the Air Conditioner filter monthly.

- c. Drain Lines: Make sure the two condensation lines drain every six months. Clean and remove clogs annually.
- d. Gas Furnace: Do not store combustible items near the furnace. Have your unit and vent stacks checked out by a professional annually.
- e. Insulation: If the insulation is kept undisturbed, it should not need maintenance. Obtaining and installing adequate window coverings will help reduce heat buildup in the house.
- f. Attic vents, soffit vents, and ridge vents should be kept clear and free of debris. Blocked air vents can cause excessive heat buildup in the attic. Make sure they have not been stepped on or deformed or knocked loose by high winds annually.

13. Foundation

- a. The main purpose of a slab-on-grade foundation is to provide a floor surface and a support for the structure above it. To support the structure above, the foundation must provide sufficient stiffness, or rigidity, so that undue distress does not occur in the frame structure above. When a foundation bends or flexes excessively, distress will show in various forms, including, without limitation, interior wallboard or plaster cracks, doors out of square, doors that do not open or close properly, cracks in exterior cladding materials, cracks in brick veneer and/or separation of adjacent components such as door or window frames, or building frames and trim elements. Some of these signs of distress may be unequal shrinkage of dissimilar materials such as concrete and wood or wood and brick. Some are due to normal seasonal changes in foundation supporting soil volumes because of changes in natural moisture contents.
- b. The owner is responsible for ensuring a uniform, but not saturated, moisture level in the subsurface soil. Consequently, landscaping changes should be made with care. Reasonably balanced moisture content around the entire foundation must be maintained. Owner is responsible for landscaping not installed by the builder and its effects. Additionally, the builder has established grading and drainage patterns in any way, or you could change the moisture level around the swales in your lot to ensure that water flows away from your foundation. You must not alter this foundation.

Energy Saving Tips

1. Install Sufficient Window Coverings.
2. Clean or Replace A/C Filters Monthly.
3. Keep thermostat at 78 in summer and 68 in winter.
4. Put computer monitors on Standby Mode.
5. Install Fluorescent light bulbs instead of traditional.
6. Make sure all doors are properly sealed.
7. Keep all interior doors/vents in open position.

Water Saving Tips

1. Turn down water pressure valves under sinks.
2. Water your yard in the evening (water grass only).
3. Check Regularly for Water Leaks/ Running toilets.
4. Soak dishes/pots/pans before putting in dishwasher.
5. Insulate hot water pipes.

Mold Prevention Tips

1. Keep moisture out and house well ventilated.
2. Water spray down the roof to remove growth.
3. Clean gutters with a hose or leaf blower.
4. Inspect and re-caulk siding, windows, utility penetrations and doors. Check weather stripping.
5. Make sure ground slopes away from foundation.
6. Redirect sprinklers away from house or siding.
7. Trim plants/landscaping away from house.
8. Run exhaust fans for 20 minutes after showers.
9. Inspect underneath/behind plumbing fixtures.



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12 MONTH SHEETROCK REPAIRS

In the first year of enjoying your new home, you may notice some hairline cracks, nail pops and minor cracking in sheetrock seams. This cracking typically occurs mainly at corners, where the wall meets the ceiling, above windows and doors, and where cabinets terminate against walls and ceilings. It is inevitable for this to happen. Due to the wood (frame) behind the sheetrock and the sheetrock itself drying out, especially during winter months when the heat is on in the house, settlement cracks tend to appear. This drying out process usually takes a full change of season from hot to cold or cold to hot. We expect this to happen and we are notifying you in advance. Take comfort in our policy of returning to your home at 12 months to review any items that need attention. Any sheetrock irregularities that are addressed must be a result of your new home drying out, contracting, and/or expanding. Damage that is result of moving in or general wear and tear is not covered.

MTY BUILDERS, INC. will repair sheetrock irregularities and touch them up with paint. However, please be advised, that areas that are touched up have a high probability of paint not exactly matching the existing paint due to the time frame that the original paint was applied.

All sheetrock repairs will be performed during or near the 12th month after closing on your home. Please do not make claims for sheetrock imperfections until the 12th month. You must submit a Warranty Claim email before the 1-year anniversary date of closing to request the Sheetrock Repairs. If you fail to make this request before the anniversary date you forfeit your right to a 12 Month Sheetrock Repair.



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NON-WARRANTABLE ITEMS AND CONDITIONS

Every new home will require homeowner maintenance to preserve its beauty and functionality. Listed below are the most common homeowner maintenance items. These items are the homeowners' responsibility and are not warranted by MTY BUILDERS, INC.

1. Maintenance of all caulking, paint and/or varnish.
2. Maintenance of all hard surface flooring and countertops, including scratches, cracks, chips and/or discoloration.
3. Cracks on sheetrock due to settlement, shrinkage, etc. may occur during the "drying out" process and can easily be corrected by caulking and painting. MTY BUILDERS will address nail pops and sheetrock deficiencies during the 11-month sheetrock inspection. See "12 Month Sheetrock Coupon" for more information.
4. Condensation or mildew at windows, windowsills, walls and/or bath fixtures.
5. Visible seams, wear marks and fading carpet.
6. Cosmetic defects in mirrors and glass including silvering and scratches.
7. Cracks in exterior concrete porches, sidewalks, driveways (unless there is a substantial differential settling exceeding criteria in warranty standards.)
8. Sub-floor squeaks, lumber shrinkage, temperature, and humidity variations may cause squeaks.
9. Drainage and landscaping, plant shrubs, trees and grass are not warrantable.
10. Wood fences are subject to weather conditions and will bow, flex, warp and/or split with changes in temperature and humidity. This is normal and should be expected.