

# **MBG Warranty Reporting Procedure**

## **Caring for Your Home**

Martin Building Group has constructed your home with quality materials and the labor of experienced craftsmen. Before our using any material, it must meet our specifications for quality and durability. All work is done under our supervision to attain the best possible results for your investment.

A home is one of the last hand-built products left in the world. Once we have assembled the natural and manufactured materials, the components interact with each other and the environment. Although quality materials and workmanship have been used in your home, this does not mean that it will require no care or maintenance. A home, like an automobile, requires care and attention from day one. General homeowner maintenance is essential to providing a quality home for a lifetime.

### **Homeowner Use and Maintenance Guidelines**

We are proud of the homes we build and the neighborhoods in which we build. We strive to create long-lasting value. This cannot be achieved unless you, as the homeowner, properly maintain your home and all of its components. Periodic maintenance is necessary because of normal wear and tear, the inherent characteristics of the materials used in your home, and normal service required by the mechanical systems. Natural fluctuations in temperature and humidity also affect your home.

Many times a minor adjustment or repair done immediately saves a more serious, time-consuming, and sometimes costly repair later. Note also that neglect of routine maintenance can void applicable limited warranty coverage on all or part of your home. By caring for your new home attentively, you ensure your enjoyment of it for years. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

We recognize that it is impossible to anticipate and describe every attention needed for good home care, but we have covered many important details. The subjects covered include components of homes we build, listed in alphabetical order. Each topic includes suggestions for use and maintenance followed by Martin Building Group limited warranty guidelines. This manual may discuss some components that are not present in your home.

Please take time to read the literature provided by the manufacturers of consumer products and other items in your home. The information contained in that material is not repeated here. Although much of the information may be familiar to you, some points may differ significantly from homes you have had in the past.

We make every effort to keep our information current and accurate. However, if any detail in our discussion conflicts with the manufacturer's recommendations, you should follow

the manufacturer's recommendations. Activate specific manufacturer's warranties by completing and mailing any registration cards included with their materials. In some cases, manufacturer's warranties may extend beyond the first year and it is in your best interests to be apprised of such coverages.

## **Martin Building Group Limited Warranty Guidelines**

While we strive to build a defect-free home, we are realistic enough to know that we may make mistakes or that something in the home may not perform as intended. When either occurs, we will make necessary corrections. In support of this commitment, Martin Building Group provides you with a limited warranty. In addition to the information contained in the limited warranty itself, the [NAHB Residential Performance Guidelines](#) details our one-year material and workmanship standards. The purpose for this is to let you know what our quality standard is for the typical concerns that can come up in a new home. The Performance Guidelines describe our standards for each item and what we will do to remedy items that do not meet our standards.

Our criteria for qualifying warranty repairs are based on typical industry practices in our region and meet or exceed those practices for the components of your home. However, we reserve the right to exceed these guidelines if common sense or individual circumstances dictate, without being obligated to exceed all guidelines to a similar degree or for all homeowners.

You will receive the signed limited warranty document at your closing. Please read through this information, as well as the service procedures discussed on the following pages. If you have any questions regarding the standards or procedures, contact our office.

*Our warranty service system is designed to accept written reports of non-emergency items. This provides you with the maximum protection and allows us to operate efficiently, thereby providing faster service to all homeowners. Emergency reports are the only reports accepted by phone.*

## **Reporting Procedures**

All service requests should be put in writing. Please reference each warranty requests with the page number addressing your issue. Please email to [Jeff@MartinBuildingGroup.com](mailto:Jeff@MartinBuildingGroup.com).

### ***Sixty-Day Report***

In order for our service program to operate at maximum efficiency and for your own convenience, we suggest that you wait 60 days before submitting any warranty list. This allows you sufficient time to become settled in your new home and to thoroughly examine all components.

## ***Year-End Report***

Near the end of the eleventh month of your materials and workmanship warranty, you should submit a year-end report. We will also be happy to discuss any maintenance questions you may have at that time.

## ***Emergency Service***

As defined by the limited warranty, “emergency” includes situations such as:

- Total loss of heat when the outside temperature is below 45 degrees F.
- Total loss of electricity. (Check with the utility company before reporting this circumstance to Martin Building Group or electrician.)
- Total loss of water. (Check with the water department to be certain the problem is not a general outage in the area.)
- Plumbing leak that requires the entire water supply to be shut off.
- Gas leak. (Contact your utility company or plumber if the leak is at the furnace or water heater supply lines.)

During business hours, call Jeff Martin:

**479-957-3535**

After hours, or on weekends or holidays, call the necessary trade contractor directly. Their phone numbers are listed on the Emergency Phone Numbers sheet you receive at orientation.

## ***Other Warranty Service***

If you wish to initiate non-emergency warranty service between the 60-day and year-end report, you are welcome to do so by sending in a service request form or writing a letter. We will handle these requests according to the same procedures that apply to the 60-day and year-end reports.

## ***Kitchen Appliance Warranties***

The manufacturers of kitchen appliances will work directly with you if any repairs are needed for these products. Customer service phone numbers are listed in the use and care materials for each appliance. Be prepared to provide the model and serial number of the item and the closing date on your home. Appliance warranties are generally for one year; refer to the literature provided by the manufacturer for complete information.

## **Service Processing Procedures**

You can help us to serve you better by providing complete information, including:

- Name, address, and phone numbers where you can be reached during business hours.

- A complete description of the problem, for example, "guest bath—cold water line leaks under sink," rather than "plumbing problem".
- Reference your problem with the page number addressing the warranty.  
When we receive a warranty service request, we may contact you for an inspection appointment. Warranty inspection appointments are available Monday through Friday, 7 a.m. to 4 p.m. We inspect the items listed in your written request to confirm warranty coverage and determine appropriate action. Generally reported items fall into one of three categories:
  - Trade contractor item
  - In-house item
  - Home maintenance item

If a trade contractor or an in-house employee is required to complete repairs, we issue a warranty work order and the repair technician contacts you to schedule the work. Warranty work appointments are available Monday through Friday, 7 a.m. to 4 p.m. We intend to complete warranty work orders within 15 work days of the inspection unless you are unavailable for access. If a back-ordered part or similar circumstance causes a delay, we will let you know.

If the item is home maintenance, we will review the maintenance steps with you and offer whatever informational assistance we can. Martin Building Group does not provide routine home maintenance.

