



WARRANTY GUIDE

COMPREHENSIVE TWO-YEAR
EXPRESS HOME WARRANTY

BETENBOUGH



HOMES[®]



BETENBOUGH
HOMES®

YOUR COMPREHENSIVE 2-YEAR EXPRESS HOME WARRANTY

First, thank you for trusting us to build your home! Our team and trade partners have worked hard to provide you with a home that exceeds your expectations, but we also acknowledge that despite our very best efforts, we are all human and there may be defects you uncover after you move into your new home. At Bettenbough Homes, we are committed to being there for you beyond the closing, and if you do uncover any issues after you've moved in, we promise to do our part to make it right.

While 99% of home builders across the nation only offer a 1-year limited warranty for workmanship, we are so confident in the quality of our home that we are backing it with a comprehensive 2-year express warranty. No need to buy a third-party warranty to cover the second year! This covers everything we installed in the home, excluding defects from neglect, improper maintenance, or abuse. We hope this gives you peace of mind and shows our level of belief in the quality of construction and products that are in your home. We've also invested in a local, in-house warranty team that provides amazing service beyond the closing.

Our co-founder, Ron Bettenbough, taught me, "A good agreement is always better than a bad disagreement." Through years of hard-earned wisdom, Ron learned it is far better for two parties to establish clear expectations upfront, rather than wait until an issue arises to try to work out the details. Instead of relying on implied warranties, which are not well-defined and open to wide interpretation, we have opted for an express warranty. This clearly defines construction performance guidelines for a range of potential issues, along with what is considered a deficiency and what our responsibility is when it comes to repairs. Our motivation was not to try to limit what we, as the builder, would be required to repair after close, but to establish a good agreement upfront about what you can expect from your new home and from us. That is why we're not using standards or tolerances that we made up, but those defined by the National Association of Home Builders (NAHB) which explicitly describe what you should expect from a high-performance home.

Our goal is that your investment in one of our homes will be one of the best decisions you have ever made. We don't only want you to believe that when you move in, but still believe that the entire time you call it home! We are proud to offer more home for less money, and we truly believe your new home is one of the best-built homes in the marketplace. But, if any issue should arise after you move in, know we are there for you!

Sincerely,



CAL ZANT

President, Bettenbough Homes

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WELCOME HOME!

We hope that your new home will be a place of joy, rest, and wonderful memories.

Your Betenbough Homes warranty team is here to help with warranty-related items and act as a resource for information on home maintenance.



A member of our warranty team will be in contact with you after closing to proactively schedule a **30-day warranty** orientation. We will also offer an **11-month warranty** appointment to ensure that everything in your home is working properly and walk you through homeowner maintenance items.

As a new Betenbough homeowner, you can rest easy knowing that your home is fully covered by your included comprehensive two-year express home warranty.

Should your home be sold during the two-year period after the home is completed, this warranty service automatically transfers to the new homeowners. It is our sincere hope that this additional coverage will give you peace of mind knowing that we will stand by you long after you purchase a Betenbough home!

EMERGENCY REPAIRS DURING HOLIDAYS OR AFTER BUSINESS HOURS

If you experience an air conditioning, heating, electrical, plumbing or a gas leak emergency after hours, or during weekends or holidays, please contact your regional warranty team. Our answering service will ensure your work order is sent to an available on-call warranty technician. Emergencies include loss of heat or air, total loss of power, loss of water, major plumbing leaks, or gas leaks.



In the event of an emergency, you are still obligated to give our warranty team notice of the situation. No contact prior to making repairs may void reimbursement opportunities.

WARRANTY CONTACT INFORMATION

■ **Amarillo Warranty**
806.223.4774

■ **Northwest Lubbock Warranty**
806.705.7878

■ **Midland Warranty**
432.400.4686

■ **South Lubbock Warranty**
806.758.7816

■ **Odessa Warranty**
432.888.7728

■ **West Lubbock Warranty**
806.758.7759



Scan to submit warranty request!

WHAT TO EXPECT

Once a request is received via e-mail, phone, or online, our warranty team will contact you as soon as possible to schedule an appointment.

All appointments occur between 8 a.m. and 4 p.m., Monday – Friday.

Based on the nature of the request, an inspection may be necessary to determine if the repair is covered under your warranty or deemed as a home maintenance item. If a service request is deemed a warranted item, one of our warranty technicians or a Betenbough Homes trade partner will tend to the repair as soon as possible. For Homeowner Maintenance tips see pages 7-12.

WARRANTY & COVERAGE

MATERIAL & WORKMANSHIP

All materials and workmanship are warrantied for **two years** from the time of closing.

MECHANICAL SYSTEMS

The heating, air conditioning, electrical, and plumbing systems are warrantied for **two years** from the time of closing.

MANUFACTURER WARRANTY

Manufacturer warranties are provided by the manufacturer or supplier. These warranties are assigned to the homeowner by the builder at the time of closing. More information on page 5.

STRUCTURAL WARRANTY

Defects in materials and workmanship in the structural elements of the home are warrantied for **ten years** from the time of closing. Your structural warranty is provided by 2-10 Home Buyers Warranty, an industry-leading third-party company. More information on page 6.



EXTENDED MANUFACTURER WARRANTIES

DOORKNOBS & LOCKS

Warranty Registered on Behalf of Homeowner

LIFETIME

VINYL SIDING & SOFFIT

Warranty Registered on Behalf of Homeowner

LIFETIME

PAINTED METAL FASCIA

Warranty Registered on Behalf of Homeowner

LIFETIME

SHINGLES

THIRTY YEARS

WINDOWS

VARIES BY COMPONENT

FIREPLACE

Warranty Registered on Behalf of Homeowner

TEN YEARS

GOODMAN AIR CONDITIONING & HEATING SYSTEMS

Warranty Registered on Behalf of Homeowner

TEN YEARS

GARAGE DOOR & MOTOR

Warranty Registered on Behalf of Homeowner

VARIES BY MANUFACTURER

WATER HEATER

Warranty Registered on Behalf of Homeowner

SIX YEARS

LG KITCHEN APPLIANCES

Speak with your Experience Specialist about details needed for registering your product.

ONE YEAR

2-10 HOME BUYERS WARRANTY PROGRAM

STRUCTURAL WARRANTY

While your home was carefully constructed and inspected, occasionally unforeseen problems arise, even in the best-built homes. Your structural warranty addresses major structural components.

- 1 ROOF FRAMING
- 2 LOAD-BEARING WALLS
- 3 BEAMS
- 4 COLUMNS
- 5 FOUNDATION
- 6 FLOOR FRAMING



REPORTING A STRUCTURAL DEFECT CLAIM

All structural defects must be reported to the warranty administrator as soon as possible, but no later than 30 days after the expiration of the warranty term for your structural warranty. To report a Structural defect, email warrantyadministration@2-10.com or call the warranty administrator at 855-429-2109.

In addition, you must submit a \$250 investigation fee (payable to the warranty insurer) to the warranty administrator. After you provide the warranty administrator with notice of your claim and the investigation fee, the warranty administrator will submit the claim to the warranty insurer. The investigation fee will be refunded to you if the warranty insurer determines you have a covered major structural defect. You waive your right to coverage under the structural warranty if your structural defects are not reported within time limitations set forth above.

HOMEOWNER MAINTENANCE GUIDE

ONCE

REGISTER APPLIANCES

Registering your manufacturer warranties is one of the first things that you should do in case a manufacturer defect was to occur.

MONTHLY

COUNTERTOPS

Avoid using abrasive cleaning tools or cleaning products with any abrasive chemicals as they may cause discolorations or scratches. Do not stand, kneel, or sit on your countertop, as it could crack and/or break. Do not place hot pans or other objects directly on your countertops without a protective barrier underneath. This may cause discoloration (mainly in dark granites) and/or cracking. Wipe up any spills on your countertops within a reasonable amount of time and do not let liquid sit on the surface overnight. Granite is most prone to staining by oil, so be careful not to place any pots or frying pans with oil traces onto your countertops. Blot oil and acid spills as soon as they happen and clean with mild soap and warm water to avoid any harm to your countertops.

DISHWASHER

Dishwashers have seals around the door rim to prevent the machine from leaking while running. Wipe these down with a damp cloth to prevent grime from building up. Refer to your owner's manual for detailed instructions on how to remove and clean your spray arm. To prolong the life of your dishwasher, you should only use cleaning products recommended by the manufacturers.

FLOORS - LUXURY VINYL PLANK

Heavy objects, such as appliances, should never be dragged or slid across your floor as they may cause damage to the surface. Damages to flooring caused by such actions are not covered under your warranty. To protect and lengthen the life of your floor, you should only use pH neutral cleaning products. It is normal for your LVP flooring to expand and contract as your home changes in temperature. Direct sunlight can cause fading and expansion of vinyl planks, so we recommend window protection throughout the home. To clean LVP flooring, use a mild nonabrasive cleaner and a damp mop. Do not oversaturate flooring with water or other kinds of liquid. Avoid using mop and shine products, products that contain bleach, and steam mops.

HVAC

Air filters are required to be changed regularly to maintain indoor air quality, comfort, and airflow and to prevent premature failure of heating, cooling, and ventilation equipment. 4" filters should be replaced every 6 months. 1" filters should be replaced every month. To ensure proper operations of the HVAC system, you should avoid blocking air intake and register supply vents. Not changing air filters regularly can reduce the life expectancy of the HVAC unit.



OVERHEAD GARAGE DOOR

We suggest reprogramming your garage door remote when you move in. To maintain your garage door, inspect the door and opener at regular intervals for signs of wear and improper alignment. Check cables, rollers, and hinges for signs of wear regularly. Lubricate all hinges, rollers, and moving parts regularly with light oil or siliconized spray lubricant to reduce noise and add to the life span. Never lubricate the chain or screw drive.

WINDOWS

To maintain windows, check window weep holes to ensure they are unclogged and water can escape freely. Ensure that any dirt and debris accumulation in window tracks is cleaned so that water can properly drain through weep holes. Spray siliconized lubricant, or furniture polish, on the tracks after cleaning.

SEMI-ANNUALLY

GRANITE AND GROUT *Quartz countertops do not require resealing*

Your home's grout is not sealed as part of the construction process. We recommend sealing the grout as soon as possible after you move in. After that, we recommend that granite and grout be sealed every 6 months to ensure these natural materials are protected as part of regular homeowner maintenance. Sealing both granite and grout will prolong the life and color of these materials.

GUTTERS

To maintain gutters and downspouts, inspect them at least twice a year, preferably at the start of spring and during the fall. Remove all debris from gutters and downspouts as needed. Keeping gutters and downspouts clean will help slow down the deterioration process, a major problem that eventually causes leaks. Check the elbow where the gutter connects to the downspout and clear any obstructions. Look for the source of any leaks in the gutters and downspouts. Check for cracked caulk at the end caps and between the elbow and the gutter.

DRYER VENTS

Clean the exhaust vent inside the wall every 6 months. This is the most important step to maintain your dryer and help prevent fires.

HVAC

As part of regular HVAC maintenance, the condensation lines and evaporator coil should be inspected by a professional HVAC contractor.

CONDENSATION DRAIN LINE

To prevent a clogged AC drain, perform routine cleaning of the drain. Pouring ¼ cup of vinegar into AC drain line should kill any mold, algae, mildew, or other forms of bacteria or fungi.

ANNUALLY

CAULKING AND PAINT

Your home will go through several changes due to relative humidity, particularly in the first couple of years. It is normal to expect cracks to form in trim, joints, and sheetrock areas. White, paintable latex caulk or wood putty is recommended to seal cracks that occur from normal environmental processes as part of regular homeowner maintenance.

ELECTRICAL OUTLETS

Test GFCI outlets regularly by following these steps:

- 1. Push the TEST button on the GFCI outlet. The GFCI should trip, resulting in power loss to the outlet.*
- 2. Reset the GFCI, which should restore power to the outlet.*
- 3. If the GFCI doesn't reset, try using a can of compressed air to blow out any excess dust.*

If it still doesn't reset or trip, have it replaced by a professional electrician. Replacement of faulty electrical outlets is covered under warranty for two years.

EXTERIOR DOORS

Inspect all exterior doors to confirm that the weatherstripping is fastened tightly. Use aerosol lubricant on squeaky hinges and sticking locks. Apply silicone to door hinges to minimize any grinding. Check the space between jamb and threshold regularly to ensure there is a tight seal. Check the seal on the base of the door for rips, tears, and excess wear. Check the screws on the threshold. Tighten them if they stick up, so they don't damage the door seal.

FENCE

It is recommended to stain your fence annually to prolong the life of your fence. Stain helps seal the wood to protect it from excessive wear and tear from water and other outside elements

FIREPLACE

The chimney is a space that often attracts animal nesting and related debris which can affect the operation of the fireplace. Fireplaces and chimneys should be inspected annually by a professional to ensure that the chimney is unobstructed.

HARDWARE

Hardware such as towel racks, toilet paper holders, hooks, toilet seats, plumbing fixtures, and doorknobs may become loose over time and should be inspected and tightened regularly as part of homeowner maintenance.

LANDSCAPING AND GRADE

Keep drainage ditches and swales free of leaves, debris, plants, and any other elements that may interfere with water flow. Reestablish the original grade of your homesite if the soil settles. Issues that arise due to altering the grade after closing, including extending sidewalk or driveways, may not be covered by your home warranty. Always consult a Betenbough Homes warranty team member or a professional before making changes to your grade, sidewalks, or driveway to insure proper drainage of water away from the home.

CARING FOR NEW BERMUDA SOD

Dormant sod laid between the months of October and March should be watered once daily for a duration of 4-6 minutes on pop-up misters or 12-18 minutes on the gear-driven rotor heads. The sod will not root until the temperature rises in the spring.

Once the temperature reaches the mid-70s, the sod should be watered twice daily at the same rates until fully rooted. At this point, watering can be decreased.

Green sod laid in spring & early summer should be watered twice daily at 5-6 minutes for pop-up misters or 14-18 minutes for gear-driven rotor heads. This sod takes approximately 2-3 weeks to fully root, at which point watering can be decreased. This process will be the same for green sod laid in early fall.

Green sod laid in mid-late summer should be watered 3 times daily at 5-6 minutes for pop-up misters or 14-18 minutes for gear-driven rotor. This sod takes approximately 1-2 weeks to fully root. At which point watering can be decreased.

Bermuda is a drought-tolerant grass that does not require much water after it has rooted. During the growing season, April-October, we recommend watering based on your local city watering restrictions, on pop-up misters or 18 minutes on gear-driven rotors. Watering between the hours of 9pm and 7am will yield the best results. Between the months of November and March, watering once every few weeks will help keep the roots strong.

Again, please check your city's website for watering restrictions in your area.

CARING FOR FESCUE SOD

Watering: Newly laid sod needs constant and consistent moisture. For the first few weeks, water your sod 2-4 times per day with each cycle being short enough to saturate the soil without oversoaking. The total amount of water should be enough to keep the sod moist throughout the day. If you purchased your sprinkler system and sod through Betenbough Homes, the schedule should be programmed for you in advance. After 2 – 3 weeks you should reduce the watering frequency, so the soil becomes firm. Feel free to reach out to your local warranty team for assistance with the sprinkler adjustment. Please reference your cities watering guidelines to ensure you are in compliance with city restrictions.

Water early in the day so that the grass has time to dry before nightfall. Wet grass after dark can cause fungal growth. The amount of water needed depends on the temperature when the grass was planted. Warmer temperatures require more water. If the lawn is squishy, you leave footprints, or water runs out from underneath the sod, you should reduce your watering times.

Mowing: You are not doing the lawn a favor by waiting until it gets tall to mow. A healthy lawn should be maintained at a height of 2.5-3”.

**Regions using fescue should consult with your local Betenbough warranty team or fescue sod installer for any questions.*

ROOF

Over time shingles can become loose, especially in inclement weather and high winds. Check shingles for adhesion annually. Inspect for missing vents, shingles, and any other damage or deterioration. We strongly suggest having a roofing professional inspect your roof after hailstorms for damage. Please refer to your homeowner insurance for any damage incurred from inclement weather.

WATER HEATER

In West Texas, hard water is present and sometimes hard on plumbing components and fixtures. The water heater should be drained and flushed annually to remove all sediment buildup that gets caught in the hot water heater tank as part of regular homeowner maintenance. After the water heater has been refilled, insure the pressure valve has resealed and water is not dripping from the pressure valve.

XERISCAPE MAINTENANCE

Xeriscape is considered a low maintenance landscaping option, but it does require some maintenance and upkeep. A weed barrier is installed beneath the river rock to help slow the growth of weeds. However, this does not prevent weed growth. We recommend spraying emerging weeds with weed killer, available at any home improvement store, to prevent larger growth. For larger weeds, we recommend pulling them up from the root. Regular maintenance will prevent unsightly overgrowth and help your home maintain its curb appeal.

WINTERIZING

Sprinkler System: In some areas where the backflow is above ground, it is important to shut off your sprinkler system and blow out the sprinkler lines so that they are free from water.

Outdoor Faucets: It is important to remove any hoses, splitters, or other fittings attached to the spigot before winter. Outdoor faucets can be protected from freezing with a cover on fixtures.



SCAN HERE

**FOR MORE HOME MAINTENANCE
TIPS AND HOW-TO VIDEOS**

NOTES
