

# 9

## YOUR NEW-HOME WARRANTY

### OVERVIEW

*We build our homes to very exacting standards, but they might need a bit of fine-tuning after you move in. If you're wondering whether Maracay Homes will be around to fix a leaky faucet, a sticking door or a drywall crack, the answer is a resounding yes! Maracay consistently receives high scores for customer satisfaction because our commitment to making your experience a positive one doesn't end after closing.*

First of all, you can enjoy peace of mind knowing your new home comes with two (2) stages of warranty coverage: a Full Door to Door Warranty during years one and two (1 and 2) and a 10-Year Structural Warranty for years three through ten (3–10). As the name implies, the Full Door to Door Warranty offers an enhanced level of coverage for your home. You'll find more information about these warranties in the [Homeowner's Warranty Manual](#) located at the end of this guide in the Supplemental Materials section. In addition, your new home comes with warranties from manufacturers to cover everything from air-conditioning and appliances to doors and windows.

You'll also be reassured to know that we stand behind our warranties by delivering first-rate service. Maracay has developed a six-part (6) program that includes a scheduled opportunity for service at the end of your first two (2) months of home ownership. We have found that the majority of warranty service needed in a new home can be accomplished during this [60-Day Follow-Up](#), thus saving you valuable time.

That being said, we realize it's possible that not everything will be spotted and fixed during the scheduled visit. And, we know your home may go through some seasonal adjustments which may require some attention. Therefore, we've developed an organized procedure (described in the [Homeowner's Warranty Manual](#)) for submitting service requests.

A final note: Our warranty program doesn't cover catastrophic events such as fires, floods and storms. Homeowner's insurance is a critical part of your risk-reduction plan and offers protection above and beyond the 10-year warranty period. Make sure your policy includes the full replacement cost of the home.

## OPPORTUNITIES FOR WARRANTY SERVICE

**60-DAY FOLLOW-UP:** During the first two (2) months that you're living in your new home, you may notice items that need repair and/or adjustment. After you submit a written service request to Maracay's Warranty Department, your Warranty Representative will contact you to arrange an appointment to review the items on your list and schedule the work with the appropriate trade partners.

**MANUFACTURERS' WARRANTIES:** Some of the items in your home come with a one-year warranty directly from the manufacturer. Those items are warranted by the manufacturer and not through Maracay Homes during the first year. Your Warranty Representative will go over these with you at your New-Home Orientation. Maracay covers the warranty for the second year on these items.

**ONE TIME:** Your warranty includes a one-time service for paint, drywall, stucco and grout which must be scheduled during the first two (2) years of homeownership.

**EMERGENCY SERVICE:** Sometimes emergencies do occur, such as a gas leak or total loss of electricity. Our Warranty Department will address these promptly. But before you contact Maracay, please make sure your emergency fits the definition given later in this chapter. You'll also find information in the [Homeowner's Warranty Manual](#) that may help you solve the problem on your own. Keep in mind emergency service is covered for years one and two (1 and 2) of home ownership.

**INTERIM SERVICE:** Should you encounter anything that needs attention between your 60-Day Follow-Up and the end of your second year of homeownership, submit a service request to Maracay's Warranty Department.

**10-YEAR STRUCTURAL:** Maracay Homes provides an extended third-party 10-Year Structural Warranty that covers the structure of your home during years three through ten (3-10) of homeownership.

## HOW TO REQUEST WARRANTY SERVICE

### SERVICE HOURS AND APPOINTMENTS

All warranty appointments, meetings and work will be scheduled Monday through Friday between 8:00 a.m. and 4:00 p.m. except for major recognized U.S. holidays. When scheduling an appointment with your Warranty Representative, discuss expectations for how long the appointment will take and when the work will be completed. The owner of the home (or an assigned representative) is required to be present for the entire time that work is being performed. If you have assigned a representative, he or she must be eighteen (18) years of age or older. For insurance reasons, we are not allowed to perform warranty work while alone in your home with a minor, and we would hate to inconvenience you by having to reschedule.

It is our goal to complete all work as quickly as possible. But keep in mind that it's not uncommon to need two to three (2 to 3) consecutive days to accomplish warranty work. For example, drywall repairs done the first day may need to be painted the following day to ensure that the drywall mud (joint compound) has enough time to set before it is painted.

## HOW TO CONTACT US

We require that all requests for warranty service be made in writing. For your convenience, there are four (4) ways to contact us:

**Web Site**      [www.Maracayhomes.com](http://www.Maracayhomes.com)

Click on Warranty (*located in the upper right-hand corner of the screen*).  
This is the preferred method for requesting service.

**Fax Number**    (480) 970-8899

**Email**            [warranty@maracayhomes.com](mailto:warranty@maracayhomes.com)

**Mail**              Warranty Department  
Maracay Homes  
15279 N. Scottsdale Road, Suite 300  
Scottsdale, AZ 85254

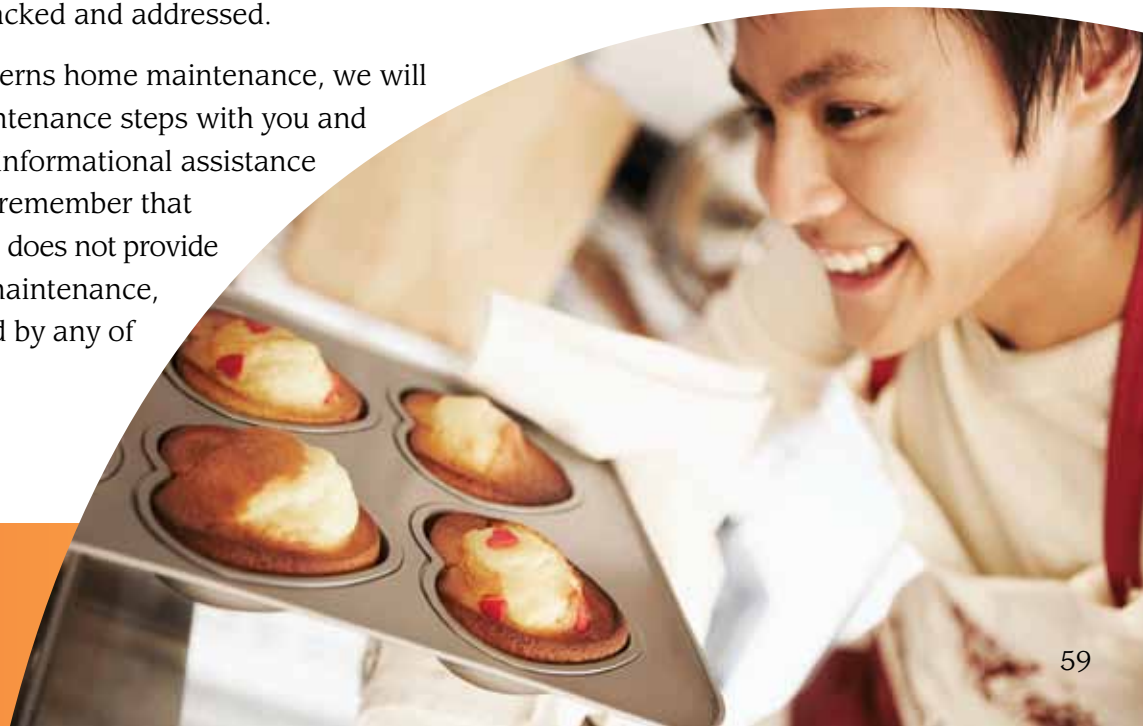
## INFORMATION REQUIRED WITH ALL WRITTEN REQUESTS

To better serve you, please be sure all requests include:

- Your name and address
- Your community name and homesite number
- Phone number(s) where you can be reached during business hours
- Your email address
- A complete description of the item(s); for example, “master bedroom closet does not latch and the door handle seems loose” rather than “door problem.”

We ask that you do not contact construction personnel on the site directly to perform warranty service. All requests must be logged into our warranty database to ensure that they are tracked and addressed.

If the item concerns home maintenance, we will review the maintenance steps with you and offer whatever informational assistance we can. Please remember that Maracay Homes does not provide routine home maintenance, nor is it covered by any of our warranties.



## WARRANTY PROGRAM DETAILS

### THE 60-DAY FOLLOW-UP

During the first couple of months of living in your new Maracay home, it's not unusual to notice some items that need repair and or adjustment. Moisture from the wood, paint, concrete, and other materials slowly evaporates during the first year causing cosmetic shrinkage cracks and pops. So, it's a good idea to keep a running list of the items you find, since about forty-five (45) days after closing you'll receive a letter from the Maracay Warranty Department asking that you submit a service request in writing. Within one (1) business day of receiving your request, your Warranty Representative will contact you to schedule an appointment at your home.

During this meeting, your Warranty Representative will review each of your submitted items. He or she will then identify the items Maracay Homes will address at this time, write them on a service request form and schedule the work with the appropriate trade partners. Only the items that are covered by your Maracay Homes' warranty will be listed on this form. As with the New-Home Orientation, we need to identify in writing all items which we agree to address. Verbal discussions which are not reduced to writing on a service request commitment will not be acted upon or honored.

Some items, such as drywall and grout, are repaired one time during the first two (2) years and can be addressed at your convenience any time during the first two (2) years of homeownership.

Under most circumstances, and with your cooperation with regard to scheduling, you can expect us to resolve all items within ten (10) working days. We will inform you of any delays caused by back-ordered items and/or items which may need extra time to be manufactured and delivered.

Your Warranty Representative will request written confirmation from you that the agreed-upon work has been completed.

It generally works best for our customers if we address all warranty work at one time. This helps with scheduling constraints, such as the requirement that homeowners be present during scheduled service work appointments.

**Note: As you'll recall from the New-Home Orientation, cosmetic items such as chips, dents, scratches, dings and paint touch-ups are not warrantable.**





### **ONE-TIME SERVICE**

Maracay Homes offers an optional one-time service call for paint, drywall, stucco and grout during the first two (2) years you own your home. Please note:

- We suggest waiting until your home has gone through approximately one (1) year of heating and cooling before scheduling these services, as many components of a new home continue to equalize throughout the first year. For example, although we use dried lumber, the wood continues to lose moisture and shrink slightly in our desert environment. This can and will crack drywall and cause slight cracks to appear in the grout between your tile and baseboards. Our extreme temperature variations from winter to summer can also cause materials to contract and expand, with similar effects on your building components.
- Service work is provided in accordance with the guidelines set forth in this chapter.
- The work will be performed during normal working hours (Monday through Friday, 8:00 a.m. to 4:00 p.m. except recognized U.S. holidays).
- This service is not provided on any surfaces with wall coverings.
- If drywall is repaired and the walls were originally painted by Maracay Homes, we will repaint the walls. However, the paint may not be an exact match due to the age of the original paint.
- Drywall repairs done on walls with custom paint (that is, applied by homeowners after close of escrow) will only be performed at the request of the homeowner. Maracay Homes will not be responsible for repainting these areas.

## EMERGENCY SERVICE

Maracay Homes defines an Emergency Service situation as follows:

- **Gas leak.** If you have a gas leak, leave your home immediately and do not use the phone in your home. Contact your utility company or plumber right away.
- **Total loss of electricity.** Check with the utility company before reporting this to Maracay Homes or your electrician.
- **Total loss of water.** First, check your main water shut-off and contact 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.
- **Total stoppage of plumbing sewer system.** Sewer stoppages caused by the home's occupants will not be covered by the Maracay Homes' Warranty Program.
- **Total loss of air-conditioning or heating.** During the hot months of the year, air-conditioning contractors can be very busy and will give priority to homes without any cooling. If your home has multiple air-conditioning units and one or more of them are still working, you may have to wait a little longer for service. While we recognize that it is extremely important that an air-conditioning problem is treated as a top priority, please note that air-conditioning problems of any kind and regardless of weather conditions are not considered emergency service.

### PROCEDURE

#### IF

Warranty emergency occurs during business hours

Warranty emergency occurs after hours or on weekends or holidays

#### THEN

Call Maracay's Warranty Department at (480) 346-5214.

Call the appropriate trade or utility contractor directly and call the after-hours Warranty message center at (480) 303-1112 so we can assist and follow up to ensure the proper repairs are completed.

**Note:** Phone numbers for trade or utility contractors are listed on the Emergency Phone Numbers sticker you received at your New-Home Orientation.

## ROOF LEAK

A roof leak is not considered an emergency, since roof leaks cannot be repaired safely until the weather clears. If you are experiencing a roof leak, please move personal belongings away from the leak and make efforts to contain the intruding water. Sometimes poking a small hole in the drywall will help direct the water and prevent pressure from building up behind the drywall and causing further damage. Also see the “Storm Damage” section below.

## STORM DAMAGE

Occasionally, questions come up about damage caused by storms, freezing temperatures, or other natural occurrences. Typical areas of storm damage are roof tiles and wind-driven rain intrusion into the attic via the roof vents. Such damage is not covered by Maracay Homes’ warranties, so if your home is damaged by a storm, contact your homeowner’s insurance agent immediately. Contain the damage as much as possible without endangering yourself. Damage by frost is not covered, so it is important to protect and cover your plants and trees during times of freezing temperatures.

Sometimes things occur in your home that are of great concern to you but do not meet the definition of Emergency Service given above. You may be sure that every effort will be made by our Warranty Department to address your concerns in a timely manner.

**Note: If you feel you are facing a life-threatening emergency, call 911 or your local authorities.**

## INTERIM SERVICE

We recognize that there are warranty items that may require attention before or after your scheduled 60-Day Follow-Up.

Please submit a service request to the Warranty Department, either online or by letter or fax, as soon as possible. Maracay Homes will make every effort to contact you regarding your concerns within one (1) business day after receiving your written request. A Warranty Representative will investigate and may process certain pressing items prior to your next scheduled warranty appointment. Otherwise, minor items will be processed at your 60-Day Follow-Up.

Items taken care of at this time will follow the same process as outlined in the 60-Day Follow-Up section found earlier in this chapter.

## 10-YEAR STRUCTURAL WARRANTY

Maracay Homes provides an extended 10-Year Structural Warranty from Residential Warranty Corporation (RWC). This warranty provides your home with structural coverage for years three through ten (3–10) of your homeownership. Consult your [Homeowner’s Warranty Manual](#) for more details.

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## SUMMARY: YOUR NEW-HOME WARRANTY

Our commitment to your satisfaction doesn't end after closing. You can be confident that we will deliver top-quality warranty service on your new home.

You will have a scheduled opportunity for service during your first year of homeownership. This opportunity will occur at your 60-Day Follow-Up.

If you encounter situations that you feel require more immediate attention, Maracay Homes will be there to help. In addition, you're covered by an Emergency Service procedure should the need arise.



## YOUR TO-DO LIST

- ✓ Take advantage of the scheduled opportunity we offer for service work (60-Day Follow-Up).
- ✓ If a need for interim service arises outside of Maracay's scheduled service, utilize our warranty request process (mail, fax or online).
- ✓ Ensure that a person eighteen (18) or older is at the home on the day our Warranty Representative is scheduled to come. This will remove the unfortunate situation of us having to reschedule for another day since our insurance will not allow us to perform service work in your home without a person eighteen (18) or older in presence at the time of the warranty work.
- ✓ Familiarize yourself with the procedures for Emergency Service, just in case.

## OUR TO-DO LIST

- ✓ Continue to deliver first-rate warranty service after you close on your new home.
- ✓ Respond promptly to warranty requests you initiate by mail, fax or online.
- ✓ Work closely with our trade partners to ensure all warranty work is completed quickly, safely and with quality in mind.
- ✓ Send a reminder to your home address for your 60-Day Follow-Up.
- ✓ Review and use the feedback on Woodland, O'Brien & Scott's customer surveys to improve our processes and procedures.



# 10

## THE TOP TEN

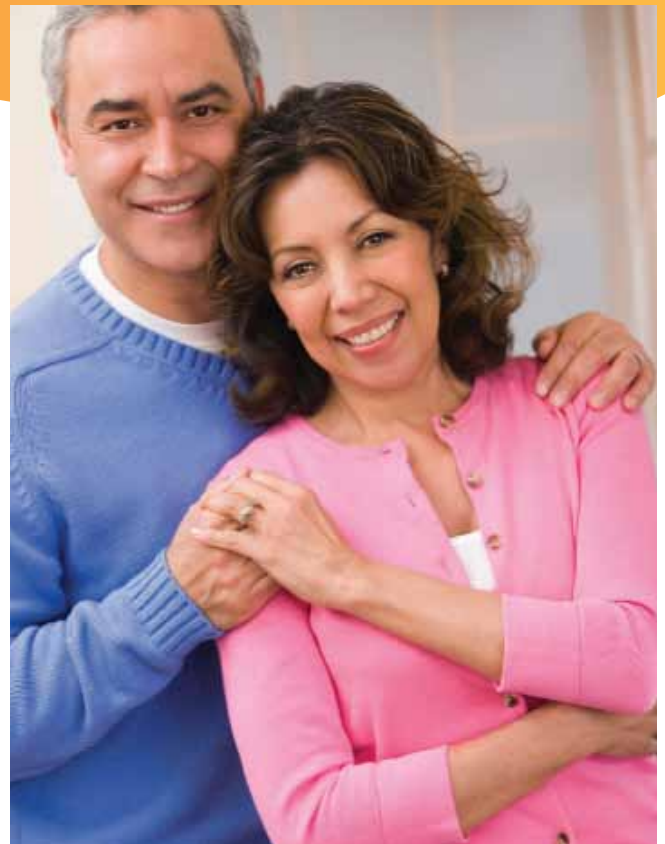
### OVERVIEW INTRODUCTION

***The Maracay Way — A Customer Experience Guide is designed to help you prepare for the process of designing, constructing and owning your new home. We believe that by educating you about what to expect, you will have a more thorough understanding of our mutual obligations and the entire process will be less stressful and more enjoyable.***

***We have identified the top ten (10) areas that have been a source of misunderstanding for home builders and their customers. At Maracay Homes, we tend to encounter these misunderstandings far less frequently, because by addressing them in advance with complete information, we set the stage for a smooth process.***

#### **#1 NO VERBAL REPRESENTATION**

The construction process has hundreds of moving parts at any given time. Therefore, as noted in your Purchase Agreement, there can never be any verbal representation. All communication will be in writing with regard to the construction process, close of escrow and warranty for your new home. If you are unclear as to any expectations, please refer to the written documentation you have been given by Maracay Homes. It is our business practice to always set proper expectations and put all agreements in writing. Again, it is imperative you understand that no verbal representation is binding; all agreements and commitments must be made in writing in your Purchase Agreement.



## #2 MAKING SELECTIONS AND TIMING

All selections, including Maracay Homes Flex Design® structural options and Design Studio selections, must be finalized within the applicable time period after you have signed your Purchase Agreement.

### UNDERSTANDING THE PROCESS

We recognize and appreciate that this involves much work, thought and decision-making on your part in a relatively short period of time. Often we are asked if we can make an exception “just this one time.” On occasion, customers do not understand why they cannot continue to make changes or modifications when the physical start of their home is still several weeks away, or when the installation of finished materials takes place much later in the process.

Here’s why: Many weeks before we begin construction, our homes are built “on paper.” Architectural drawings are completed, site engineering is done and documentation is sent to dozens of vendors and trade partners who order materials specifically for that home. We also need to process specific information in order to obtain the appropriate building permits.

### YOUR COOPERATION IS NECESSARY

All of our construction processes are built around your cooperation. Our Maracay Homes Flex Design® program offers design flexibility and cost effectiveness unparalleled by builders similar in size and scope to Maracay Homes. It is a challenging process to manage effectively, and we hope you’ll agree that the tradeoff is well worth your cooperation in this area.

## #3 DIFFERENCES IN HOME PLANS

This is especially important if you are purchasing at a community that does not feature a model home of the type you have selected. There are many reasons why we tailor the products and options we include to each specific community. There are differences between communities and a natural evolution of home plans over time. If a particular detail is very important to you, please clarify with the community team exactly how that detail is handled in your community.



## #4 SITE PLANS

### UNDERSTAND YOUR NEW HOMESITE

It is your responsibility to fully understand, in advance, all aspects of your homesite. To assist you in this process, we will provide a copy of the site and plot plans. We will ask you to sign copies of these plans acknowledging that you have reviewed and fully understand them.

These plans contain detailed information concerning the grading of the yard, water drainage patterns, utilities, easements (if any), where the home will be located on the site, and much more information too comprehensive to list here. All of the information is important and a possible source of dissatisfaction if you do not understand how to read and interpret the plan. At the Pre-Construction Meeting, please ask your New-Home Construction Project Manager to clarify and explain any aspect of the plan that you do not understand.

### SURROUNDING LAND USES

It is your responsibility to fully understand the uses of the property surrounding your homesite, such as the location of parks and/or commercial areas.

### UTILITIES

The placement of electrical transformers, switches, phone or cable TV pedestals, or other utility-related items is determined by the respective utility companies. It is very possible that one or more of these items will be located within the utility easement on your homesite. Maracay Homes does not represent or have any control over these placements, and therefore cannot entertain any requests for the location or movement.



## #5 CONSTRUCTION PHASES

### CONSTRUCTION ERRORS

At various times during construction you will find scrap material and other debris in your home. It's also possible that some errors will be made during its construction.

Errors are not always corrected immediately. We have standardized processes to ensure that your home is examined and checked for errors or defects, and that it is cleaned as appropriate for the stage of construction and your eventual occupancy.

### CONTACT YOUR NEW-HOME COMMUNITY TEAM

While we understand that the construction of a home can be a stressful experience, please remember that every home we have ever built, including our beautiful model homes, have gone through the same “ugly duckling” phases.

Please feel free to contact the community team with any specific concerns that you have and to address any concerns at one of our pre-scheduled meetings.

### ADDITIONAL INFORMATION

For additional information, please refer to **Chapter 7, Construction of Your New Home.**



## #6 VARIATIONS

### MATERIALS WILL VARY

It is our goal to ensure that you are as informed as reasonably as possible concerning warranties, defects and characteristics. Many of the materials, finishes and flooring used in the construction of your new home are subject to variations in color, texture, size and shading. The samples in our Design Studio are only typical of the average color, texture, size and shading. An exact match is neither implied nor guaranteed.

### VARIATIONS IN DRYWALL AND STUCCO TEXTURE

It is very common in the housing industry to see various applications of drywall and stucco textures. Because these materials are applied by hand, the texture can appear random as no two surfaces will be alike. This is the beauty of the process: each application is unique.

### VARIATIONS IN NATURAL MATERIALS

Products made from natural materials will vary widely in appearance and can differ significantly from samples and similar products installed in models. This is especially applicable to granite countertops, wood cabinets, wood handrails and hardwood, marble and stone flooring.

The appearance of natural materials can also vary within a single home's installation. For instance, the grain and hue of a complete set of kitchen cabinets will vary from cabinet to cabinet.

A granite countertop will have varying characteristics across its entire surface, such as unique color veins, flake size and color intensity. Because granite is a mined material, the location of seams will be determined by the granite company and may vary from one home to another. Additionally, there can be a difference in the veining of the granite due to different mining locations.

### VARIATIONS IN TILE FLOORING

Tile appearance will vary in color, texture, shading and marking depending on the manufacturing process. The samples displayed in the Design Studio reflect an "average" of these characteristics. Ceramic and porcelain tiles have screen patterns. Some only have a single screen and stay more consistent than a multi-screen tile which shows higher variation. Several sizes or trim of the same tile will not match in dye lot because they are made independently. The actual size of the tile may vary from the size stated on the tile sample. An exact match is neither implied nor guaranteed when installed in your new home.

### VARIATIONS ARE EXPECTED

Of course, our warranties cover any actual structural defects. But please be aware that when you are choosing the products described above, variations due to the natural materials used are to be expected, and these products will not be changed once installed if you are unhappy with some aspect of their appearance.

## #7 PRIVATE HOME INSPECTORS

### BACKGROUND

You are welcome to arrange for a private home inspector. We require that the home inspector provides evidence of proper liability insurance. Please be aware that we only agree to complete warrantable items that are listed on one of our official Maracay Homes forms.

### BUILDING STANDARDS

There are many different private home inspectors and no generally accepted standards for what is included by these inspectors in their reports. We commit to constructing the home to the standards identified in the final section of this guide (which are consistent with standards published by the National Association of Home Builders). Not every item on your inspector's list will necessarily be completed, as we may not share the inspector's opinion.

### REPORTS

Frequently a home inspector's opinion governs what he or she looks for and includes in reports. There can be varying approaches to the same construction application. We will be happy to discuss your inspector's report with you in detail, but we will only complete work that we list on one of our forms.

## #8 LANDSCAPING

### WARRANTY

Landscaping materials are covered as follows: trees – one (1) year from close of escrow date; bushes and shrubs – six (6) months from close of escrow date; landscape equipment such as timer, pumps and trellises – one (1) year from close of escrow date. If you are concerned about the health of any plants prior to closing, please address it during your New-Home Orientation.

### HOMEOWNER'S RESPONSIBILITY

For all landscaping, it is critically important that you plan on investing time, effort and money in the proper care of your yard from the first day you close on your new home. Right after installation, the yard will require several weeks of proper watering to keep the roots moist and growing.

### CARING FOR YOUR NEW YARD

Please discuss any questions you have about the proper care of your yard with your New-Home Construction Project Manager at the New-Home Orientation.



## #9 EMERGENCY SERVICE

Emergency Service response from trade partners is limited to some very specific situations. Please carefully review Chapter 9 to determine when you can expect after-hours phone coverage and/or response on mechanical problems. Also note the following:

- In the case of water leaks, turn off the main shut-off valve.
- A total sewage backup may be an emergency; however, the cause of the backup may or may not be warrantable. Contact the Maracay Homes' warranty department, so we may assist you in determining the cause of the stoppage.
- If there is a total loss of power, check with your utility company before contacting Maracay Homes.
- A roof leak is not an emergency and is unsafe to fix during a storm.

### AIR-CONDITIONING

Please especially note that air-conditioning problems of any kind and regardless of weather conditions are not considered emergency service. While we recognize that it is extremely important that an air-conditioning problem is treated as a top priority, it is likely that several days could pass between when the problem is first reported and when it is repaired.

### TEST BEFORE THE SEASON BEGINS

To avoid the inevitable rush for service that heating and air-conditioning contractors experience every spring, please plan on testing your air-conditioning system in the spring **before** temperatures become too warm. In the fall, plan on testing your heating system **before** temperatures become cold.

## #10 WARRANTY SERVICE

Warranty service is provided only during the week. The agreements that Maracay Homes has in place with its trade partners is based solely on work performed on normal workdays: Monday through Friday from 8:00 a.m. to 4:00 p.m. except on recognized U.S. holidays. Weekend hours are not a part of the warranty program except with regard to very limited emergency service circumstances. All warranty work must be documented; therefore, it is imperative that Maracay Homes have a written request for service in order for us to hold our trade partners accountable.

## YOUR TO-DO LIST

## OUR TO-DO LIST

- ✓ Review the Top Ten carefully and refer back to it while your new home is in the design and construction stages, as well as during the first two years of homeownership.
  - ✓ Make sure you understand your site and plat plans. If anything is unclear, discuss it with your New-Home Construction Manager at the Pre-Construction Meeting.
  - ✓ Know the difference between what is covered by Maracay's warranties and what you are responsible for as the homeowner.
- 
- ✓ Clearly communicate what you can expect from the design, construction and warranty-service processes.
  - ✓ Build your home according to Maracay's high standards, which are consistent with the standards of the National Association of Home Builders.
  - ✓ Service your home after closing in a way that ensures your satisfaction and willingness to refer Maracay to friends and family members.

# HOMEOWNER'S WARRANTY MANUAL

## A DECADE OF PROTECTION

*Your new home comes with two stages of warranty coverage that protect you and your family for a total of ten (10) years. Each of these warranties is fully transferable and effective from the original owner's close-of-escrow date.*

*1. Full Door to Door Warranty. During the first two (2) years of owning your new Maracay home, you will be provided with an enhanced level of coverage for almost every part of your home.*

*2. 10-Year Structural Warranty. Maracay Homes provides an extended 10-Year Structural Warranty from Residential Warranty Corporation (RWC). This warranty provides your home with structural coverage for years three through ten (3-10) of your homeownership.*

*Maracay Homes offers warranty coverage on your home for the first two (2) years, while RWC's warranty covers years three through ten (3-10). A more detailed explanation of these warranties are located later in this chapter.*



## MARACAY'S FIVE-STEP WARRANTY PROCESS

1. Check this manual to determine if the item is covered, then submit a detailed, written service request to the Maracay Homes Warranty Department.
2. After the Warranty Department receives your request, a Warranty Representative will contact you within one (1) business day to schedule an appointment to review your items.
3. The scheduled review appointment will take place in your home, where the Warranty Representative will verify which items are covered. Please understand that this time is allocated to review only the items you submitted. We will make sure we have all the facts and information before we schedule service. Warrantable items will then be transferred to a service work order and the Warranty Representative will schedule work appointments with the appropriate trade partners.
4. Trade partners will perform warranty work during scheduled appointments.
5. Your Warranty Representative will request written confirmation from you that the work has been completed.

## HOW TO REQUEST WARRANTY SERVICE

### SERVICE HOURS AND APPOINTMENTS

All warranty appointments, meetings and work will be scheduled Monday through Friday between 8:00 a.m. and 4:00 p.m. except recognized U.S. holidays. When scheduling an appointment with your Warranty Representative, discuss expectations for how long the appointment will take and when the work will be completed. The owner of the home (or an assigned representative) is required to be present for the entire time that work is being performed. If you have assigned a representative, he or she must be eighteen (18) years of age or older. For insurance reasons, we are not allowed to perform warranty work while alone in your home with a minor, and we would hate to inconvenience you by having to reschedule.

It is our goal to complete all work as quickly as possible. But keep in mind that it's not uncommon to need two to three (2 to 3) consecutive days to accomplish warranty work. For example, drywall repairs done the first day may need to be painted the following day to ensure that the drywall mud (joint compound) has enough time to set before it is painted.

To assist you in determining what types of items might require attention, we have included performance standards in this manual in the supplemental materials section: RWC: The Limited Warranty – Section III. They describe the tolerances of workmanship and materials within which your new home should perform during the term of your warranty period.



## CONTACTING THE WARRANTY DEPARTMENT AND SUBMITTING SERVICE REQUESTS

Maracay Homes offers four (4) ways to submit your written requests for warranty work:

**Web Site**      [www.Maracayhomes.com](http://www.Maracayhomes.com)

Click on Warranty  
(located in the upper right-hand corner of the screen).  
This is the preferred method for requesting service.

**Fax Number**    (480) 970-8899

**Email**            [warranty@maracayhomes.com](mailto:warranty@maracayhomes.com)

**Mail**              Warranty Department  
Maracay Homes  
15279 N. Scottsdale Road, Suite 300  
Scottsdale, AZ 85254

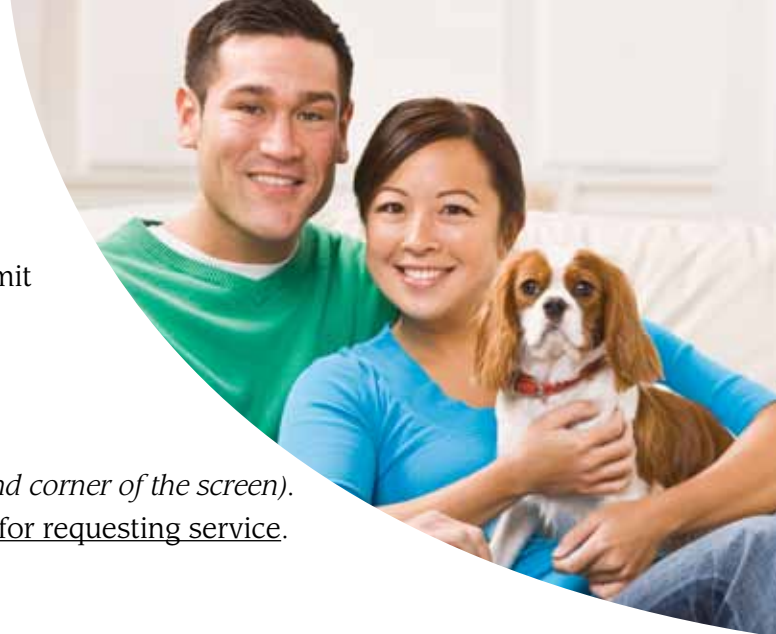
## INFORMATION REQUIRED WITH ALL WRITTEN REQUESTS

To better serve you, please be sure all requests include:

- Your name and address
- Your community name and homesite number
- Phone number(s) where you can be reached during business hours
- Your email address
- A complete description of the item(s); for example, “master bedroom closet does not latch and the door handle seems loose” rather than “door problem.”

We ask that you do not contact construction personnel on the site directly to perform warranty service. All requests must be logged into our warranty database to ensure that they are tracked and addressed.

If the item concerns home maintenance, we will review the maintenance steps with you and offer whatever informational assistance we can. Please remember that Maracay Homes does not provide routine home maintenance, nor is it covered by any of our warranties.



## MARACAY HOMES FULL DOOR TO DOOR WARRANTY (YEARS ONE AND TWO (1 AND 2))

Your Full Door to Door Warranty covers your home for the first two (2) years of ownership. Items covered by this warranty are those improvements described by the plans and specifications for the home. Your warranty applies to items which may arise due to improper workmanship or from defective materials or products used in the construction of the home, in accordance with accepted workmanship and industry standards. The term, "Full Door to Door Warranty" is defined as front door to back door, or all items within the home. Landscaping is not included in the two (2) year warranty. Trees are warranted for one (1) year from date of close of escrow and bushes and shrubs are warranted for six (6) months from date of close of escrow.

You have the opportunity for a one-time appointment to give special attention to areas to which Maracay Homes makes one-time repairs (examples: adjustments to doors, grout touch-up, drywall cracking, drywall nail popping, stucco cracks exceeding 1/16-inch, caulking, toilet adjustments, etc.).

We suggest waiting until your home has gone through approximately one (1) year of heating and cooling before scheduling these services as many components of a new home continue to equalize throughout the first year. For example, although we use dried lumber, the wood continues to lose moisture and shrink very slightly during the first eleven (11) months in our desert environment. This can cause drywall to crack and those cracks can appear in the grout between tile and baseboards. Our extreme temperature variations from winter to summer can also cause materials to contract and expand with similar effects on the building components in your home.

Some repair issues occur under normal circumstances and are your responsibility. These include, but are not limited to, hairline drywall and stucco cracks; scratched glass and mirrors; burned-out light bulbs; batteries; replacing air-conditioner filters; and testing smoke alarms.

### REPAIR DECISIONS

The decision to repair or replace a warranted item will be at the sole discretion of Maracay Homes.



## MANUFACTURER'S WARRANTIES

Many items in your home, such as the appliances, light fixtures, air-conditioning equipment, garbage disposal, plumbing fixtures, garage door and/or opener, and water heater, come with manufacturer's warranties. The manufacturer's warranties are in effect from the date of closing until they expire. After they expire, the warranty will be covered by Maracay Homes until two (2) years from close of escrow date.

Maracay Homes assigns all manufacturer warranties to you, and it's your responsibility to fill out and return the registration cards to activate those warranties. It is important for you to know that most manufacturer items (i.e., appliances, heating and cooling units and water heaters) are warranted for a one-year (1) period from the exact close-of-escrow date.

Please read all information provided by the manufacturers which discuss the use and care of the appliances, as well as a description of the warranty on that particular item. Additionally, be sure to read all information and follow the instructions for each appliance. Each manufacturer has their own registration requirements that ensure you receive full warranties on their products. Warranties may be limited due to selling your home during the warranty period (original buyer only), non-registration of ownership, etc. If you have questions regarding warranty limitations, please contact the manufacturer directly and notify Maracay Homes that you've made the call.

For the first year, manufacturers of kitchen and laundry appliances will work directly with you if any repairs are needed for these products. Each manufacturer provides materials explaining the use of each appliance and contact phone numbers. Be prepared to provide the model and serial number of the item and the close of escrow date on your home. If you have any issues during the second year, please contact Maracay Homes through the warranty process as shown on page 77.

**Note:** For issues with your appliances, you will need to contact the manufacturer prior to the end of the warranty period, typically twelve (12) months. Once out of warranty, the cost of the appliance repair will be your responsibility.

## ITEMS NOT COVERED

Some items have limitations. These limitations or restrictions are noted to avoid callbacks on items that are within Maracay Homes' standards. Some of the specific limitations are landscaping materials:

Trees – One (1) year from close of escrow date;

Bushes and shrubs – Six (6) months from close of escrow date;

Items not warrantable include:

1. Damage from accidents, abuse, misuse, neglect or alterations by the homeowner or others.
2. Damage from earthquakes, rain, floods, freezing temperatures, windstorms, lightning or other natural occurrences. Winds in excess of 54 miles per hour are considered natural occurrences per the Arizona Registrar of Contractors (ROC) guidelines.
3. Damage from act of war, vandalism, armed conflicts or persons engaged in criminal acts.
4. Damage due to lack of timely and proper maintenance.
5. Damage caused by homeowner.
6. Damage due to ordinary wear and tear.
7. Damage to cosmetic surfaces.
8. Homeowner maintenance items.

**Note:** Proper maintenance must be performed to prevent future problems.

**Note: Maracay Homes does not cover any personal injury or economic loss, including loss of time or pay, inconvenience, loss of home use, lodging bills, food bills, and storage charges or other inadvertent, consequential loss or damage caused to other parts of the home.**



## 10-YEAR STRUCTURAL WARRANTY (RWC COVERAGE YEARS THREE THROUGH TEN (3-10))

### WARRANTY PERIOD

The 10-Year Structural Warranty provides coverage through Residential Warranty Company (RWC) for a period of ten (10) years, beginning on the date of closing. RWC provides performance standards that are applicable for years one and two (1 and 2) and contains tolerances for items that will be covered by the Maracay Homes Warranty Program — items that do not constitute structural defects (supplemental materials section: RWC: The Limited Warranty – Section III.) RWC also provides structural component standards applicable for the entire warranty period of ten (10) years. For further details and standards concerning this structural warranty, please refer to the RWC information located in the Supplemental Materials section at the end of this book.

Generally, a structural defect is defined as actual physical damage to load-bearing portions of the home (designated in RWC's Limited Warranty), caused by the failure of such load-bearing portions, that affect their function to the extent that the home becomes unsafe or otherwise unlivable.



# SUMMARY: HOMEOWNER'S WARRANTY MANUAL

## SUMMARY

*To give you peace of mind, Maracay Homes provides two stages of warranty coverage for the first ten (10) years of homeownership. Each of these warranties is fully transferable and effective from the original owner's close-of-escrow date. All warranties belong to the home and are transferable to future owners.*

*Your Full Door to Door Warranty covers your new home for the first two (2) years and provides you with an enhanced level of coverage for every part of your home from the front door to the back door. Additionally, Maracay Homes provides you with an extended 10-Year Structural Warranty from Residential Warranty Company (RWC). This warranty provides your home with structural coverage for years three through ten (3–10) of your homeownership. Further details of your 10-Year Structural Warranty are located in the next section of this guide.*

*In addition to the Maracay Homes and RWC warranties, dozens of manufacturer warranties cover appliances, lighting fixtures, windows and other products in your home for a specific time period. If that time period expires prior to the end of your second year of home ownership, Maracay Homes will extend those warranties door to door until you have owned your home for two (2) full years from close of escrow.*