



# MCH BUILDERS

## Warranty Guide



# MCH BUILDERS WARRANTY GUIDE



## ABOUT

### OUR WARRANTY

When you choose MCH Builders, you choose quality. We stand by our work and offer a 1-year warranty to all MCH Builders LLC clients. The warranty will ensure that certain elements related to your new home are resolved in a timely manner.

## CLIENT

### TESTIMONIAL

*"Really appreciate this company. They are quite efficient at their trade, friendly and respectful. It's difficult to find people in this field of practice that know what they are doing and respectful to home owners."*

#### COLE

*Hermitage, TN*



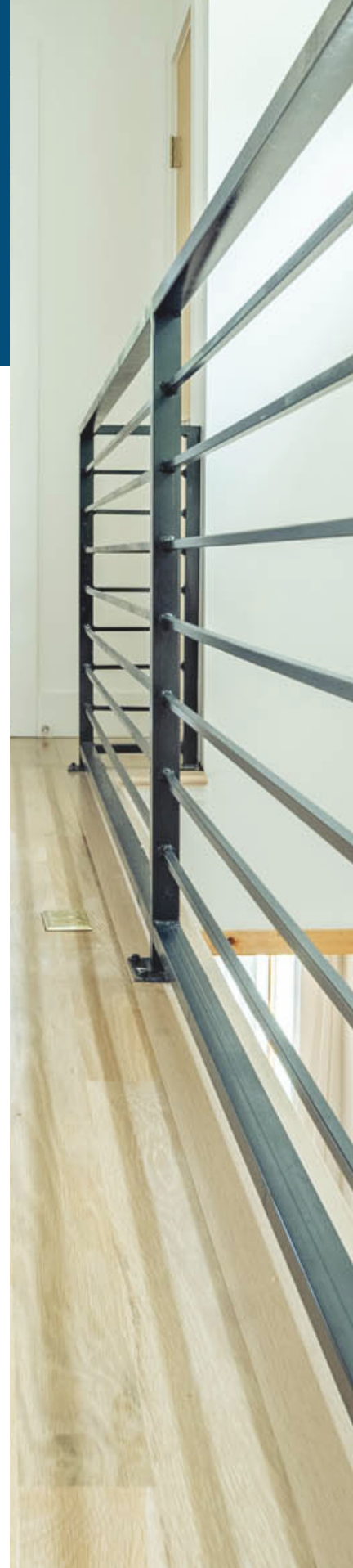
# TABLE OF CONTENTS

## **WARRANTY 1-2**

- MCH Warranty Coverage 1
- Items not covered in your MCH Warranty Coverage 1
- What is considered an emergency? 1
- 11 Month Warranty Visit 2
- Interim Warranty Items 2
- How to Make a Warranty Claim 2

## **FAQ's 4-6**

- The Disposal 7**
- The Water Manifold/Winterize 8**
- The Water Heater 9**
- HVAC Unit 10**
- Windows 11**
- Breaker Box 12**
- Landscaping 13**
- Gas Meter 14**
- Ground Fault Interrupter Circuit 15**
- Garage Door 16**
- Cleaning Guide 17**



# MCH BUILDERS WARRANTY GUIDE



## MCH Warranty Coverage

### MCH Warranty Coverage

#### 1 Year

MCH provides a 1 year Limited Warranty which covers your home from defects in materials and workmanship. You should have received a copy of the MCH Builders LLC Warranty Coverage, if you did not, you can download our warranty coverage documents from our **Customer Support** page on our website, [mchbuildersllc.com](http://mchbuildersllc.com).

### Items NOT Covered Under Your MCH Builders Warranty After Closing

- **Decks and Screened in Porches** - Wood is a natural product and may warp or cup.
- **Cosmetic Flaws/Scratches** - Windows, Bathtubs, Cabinets, Sinks, Countertops and Flooring.
- **Landscaping** - We ensure your landscaping is installed and alive at closing. After Closing, routine maintenance is required to ensure the sod and plants thrive.

### What is Considered an Emergency?

- Total loss of heat during winter months (October-May)
- Total loss of AC in entire home (May-October)
- Plumbing leak that requires water to shut off to your home
- Roof Leak

If any of the above occur, call the MCH Service Department line immediately, **615-669-0743**. Leave a message AND email the office at [office@mchbuildersllc.com](mailto:office@mchbuildersllc.com).





# MCH BUILDERS WARRANTY GUIDE



## MCH Warranty Items

### 11 Month Warranty Visit Checklist

- Interior Doors - *Check all doors for proper function and weather stripping*
- Interior Electrical - *Discuss GFCI outlets inside home and in garage*
- Interior Plumbing - *Review shut off valves and winterizing*
- Exterior Windows - *Discuss caulking/paint maintenance*
- Exterior Door - *Discuss caulking/paint maintenance*

MCH Builders will provide **one-time repairs**, if needed, on the following (painting not included):

- **Caulking:** Separations or cracks in interior trim 1/8' or larger
- **Ceramic Tile:** Grout and tile cracks
- **Backsplash (if applicable):** Separation from Countertop
- **Drywall:** Nail pops

### Interim Warranty Items and Submitting a Warranty Claim

Should you need to initiate a non-emergency warranty service before the 11 month warranty visit, please visit our website and fill out our Warranty Service Form on our **customer support** page on our website, [mchbuildersllc.com](http://mchbuildersllc.com), in order to get a visit scheduled.

All warranty claims must be in writing to the warranty department, submitted via our **customer support** page on our website [mchbuildersllc.com](http://mchbuildersllc.com). Click on the "Customer Support" button at the top of our home page and then select "Submit a Warranty Claim" to fill out the Warranty Claim Form.



# MCH BUILDERS WARRANTY GUIDE



## Frequently Asked Questions

In the first year, your home will go through adjustments caused by the seasonal differences in temperature and humidity. If you see any of the below items, these will be addressed at your 11 Month Warranty Visit.

### THINGS YOU MAY SEE

### WHAT WE WILL DO AT YOUR 11 MONTH VISIT

Trim Joints Expand and Contract

Caulk and Trim

Nails Pop in Sheetrock

Reset Screw, Apply Compound and Sand

Cracks in Grout

Reapply Grout



## Frequently Asked Questions Continued



### WHAT IF THERE IS A CRACK IN MY CONCRETE?

As concrete cures (dries out) contraction can occur and cracks may appear. Although this is common for concrete to crack, MCH does everything possible to install your concrete in a way that avoids cracking. MCH will repair cracks in the slab or garage when the crack is:

#### Slab or Garage:

1. Greater than 3/16" inch width
2. Greater than 3/16" inch vertical displacement

#### Concrete cracks in patio or driveway:

1. Greater than 1/4" Inch width
2. Greater than 1/4" Inch vertical displacement



### WHAT IF NAIL POPS APPEAR IN MY WALLS OR CEILING?

Nail pops are a natural occurrence in sheetrock, usually due to reduced humidity in your home which causes the wood to shrink slightly. These could happen at any point after the construction of your home is complete. If this occurs, MCH will repair the spot at your 11 month anniversary visit.



### WHAT IF GAPS OR HOLLOW SPOTS APPEAR IN MY HARDWOOD FLOORS?

Hardwood flooring may slightly contract and expand. We will correct cracks in excess of 1/8" in width. Occasionally you may hear "hollow spots." This too is a normal occurrence for any wood product. If the hardwood planks move when standing upon them, this issue will also be corrected by using methods approved by manufacturers. Always use BONA Wood Floor Cleaner to clean hardwood floors. Using water to clean hardwood floors can void your flooring warranty.



### **WHAT IF I SEE STANDING WATER IN MY YARD DURING A STORM?**

Water in your yard may come from various points – effluent from downspouts, water draining from your yard, or water draining from an adjacent yard. To prevent standing water or flooding, engineers have developed the swales that you see on some home sites. Your yard is graded so that any surface water should drain away from your house and drain completely off within 48 hours of the end of a rain event. Depending on the amount of rainfall, they may run deep and wide until the water has completely been drained off your property. This means that the swales are operating properly, accomplishing their intended purpose. Drainage swales and shaded areas may not completely dry up, but there should be no standing/pooling water after this time period of 48 hours. Drainage swales should always be kept free and clear to ensure proper drainage of surface water.



### **WHAT IF I HAVE AREAS IN MY YARD WHERE THE SOD IS THIN OR DRYING OUT?**

There may be areas in your yard that receive a limited amount of sunlight during certain times of the year. These areas may not receive enough sunlight to support sod growth, causing the sod to grow thin or die. Areas adjacent to fences can also receive a limited amount of sunlight. These shaded areas are considered homeowner maintenance and are unwarrantable issues. Underwatering as well as over watering may affect the growth of your sod, as well as your landscaping.



### **WHAT IF A TILE CRACKS IN MY HOME?**

Sometimes tiles will crack. A cracked tile does not indicate a structural problem; it is simply an occurrence that may happen. MCH will repair cracks in tile or grout one time during the one year basic warranty period. Because there is some fading with time, sometimes the color of grout and tile may differ slightly. We will try our best to match the original colors, but most likely there will be some color variation. Many homeowners decide not to have the original grout or tile repaired because of this possibility.





### **WHY CAN YOU SEE SEAMS IN MY SHEETROCK?**

When finishing sheetrock, we are dealing with several textures, sheet rock, tape and the finish. Unfortunately, depending on lighting, seams may be more visible. All sheetrock seams will be of equal quality to our model standards. Imperfections in sheetrock seams that are visible from a distance of 6'-0 or greater during normal lighting conditions will be repaired. Imperfections that are visible only at certain times of the day (or in specific lighting conditions), are deemed to be acceptable.



### **WHAT IF MY BASEMENT BECOMES HUMID?**

Basements without conditioned air will often have higher levels of humidity. The heating and air conditioning in your home are designed to remove humidity, and in an unfurnished basement there is no conditioned air. The solution is to place a dehumidifier in the basement as needed. MCH does not warrant against humidity in basements.

# MCH BUILDERS WARRANTY GUIDE



## The Garbage Disposal

### The Garbage Disposal Won't Start

The ON/OFF switch for the garbage disposal is located on a wall mounted switch. (This switch is sometimes located under the sink.) If the wall switch does not activate the disposal, check the main electrical panel to ensure the breaker has not been turned off.

If the breaker switch and wall switch do not activate the disposal, press the red reset button located on the bottom of the disposal unit.

**On/Off Switch**



**Reset Button**



# MCH BUILDERS WARRANTY GUIDE



## The Water Manifold

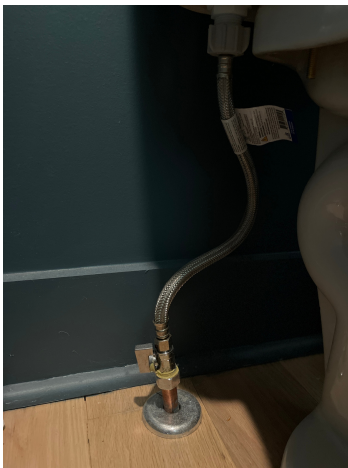
### Location and Open/Close Valves



The main water manifold is usually located in the wall in the garage or laundry room or near the water heater and has the control valves to shut off water flow to the entire house. It is recommended to winterize your hose bibs during freezing temperatures. (In case of an emergency or for conducting any plumbing repairs.)

The valves are in the **OPEN** position when the valve lever is in line with the water lines. **OFF** position is indicated by valve lever being 90 degrees to the water line.

### Toilet and Sink Shut Off Valves



Each toilet has a shutoff on the water supply line located under the tank. The small valve can be rotated 90-degrees to stop the water flow to the tank. Hot and cold water shut offs for each sink are on the water lines under the sink.

# MCH BUILDERS WARRANTY GUIDE



## The Water Heater

### No Hot Water

Before submitting a request, check to verify that the:

1. If gas, pilot is lit (easy to follow directions are attached to the side of the water heater).
2. Temperature setting is not on VACATION MODE or too low.
3. On Gas Units – Make sure gas shut off valve is not in OPEN position.
4. On Electric Units – Check the main electrical panel box to ensure breakers for water heater are not tripped or off.





# MCH BUILDERS WARRANTY GUIDE



## The HVAC Unit



### NO HEAT

Before calling service, check to verify that the:

1. Thermostat is set to “HEAT” and the temperature is set above the
2. shown actual room temperature on the display.
3. Circuit breaker on the main electrical panel is ON.
4. Switch on the side of the furnace or located on wall stud is ON. (Applies
5. to gas only units)

### NO AIR CONDITIONING

Before calling service, check to verify that the:

1. Thermostat is set to “COOL” and temperature is set below the shown
2. actual room temperature on the display.
3. Air conditioner and furnace breakers on the main electrical panel
4. are ON. (If a breaker is tripped you must turn it on from the tripped position to the off position before you can turn it back on.)



### SMART THERMOSTAT

If a smart / Nest thermostat is added then our HVAC company should install so it does not void warranty.

# MCH BUILDERS WARRANTY GUIDE



## The Windows

### Check Exterior Caulking

#### Mandatory Maintenance

All windows caulk joints on the exterior of the house should be examined once a year to ensure that there are no caulk breaks/gaps from the windows to the brick. A good caulk joint is necessary to provide a tight water and air seal to prevent water leaks on the inside of the house and to maximize heat and AC efficiency.

Check caulk joint between window and bricks around the entire periphery of window. There should be no gaps.

Weep holes should never be covered or filled to allow for proper drainage.



# MCH BUILDERS WARRANTY GUIDE



## The Breaker Box

### ARC Fault Circuit Breakers

ARC fault circuit breakers are located in your breaker box. These breakers are safety breakers allocated to certain areas in your home per city building codes. ARC fault breakers are designed to be more sensitive to power surges and power overloads.

If an ARC fault breaker trips, simply reset it by pushing the test button and then push the breaker lever inward to match the existing breakers.



# MCH BUILDERS WARRANTY GUIDE



## Landscaping

### Lawn and Landscaping

This is a new guide for your new lawn and landscaping. A proper turf and shrub program is needed for your yard to thrive. Your lawn and shrub beds will take several weeks to root in and the soil to firm up. People, children and pets must be kept off the newly sodded lawn until it firms up. Water should be applied to keep the sod and plants from drying out.

**Cutting:** After the first three weeks you can cut your lawn, but only on the highest setting. Be careful making turns to avoid tearing the tender, young grass blades. While new grass can withstand some foot traffic, continue to limit it as best you can. Leaves block sunlight and can impede grass growth, so remove leaves and other debris as often as possible.

**Watering:** After the first cut, water once a day in the early morning. As the weather noticeably cools in the fall, water every other morning until the first winter frost. In the spring, resume watering every other morning, increasing to once a day as the weather warms. Watering in the early morning, especially in hot summer temperatures, allows the water to soak into the ground before it evaporates.

**Annually:** Because of its non-invasive nature and relative low maintenance, fescue is a popular choice of grass for lawns all across the country. However, after a long and hot summer, your fescue lawn can begin to look worn down and sparse. Luckily, the warm days and cool nights of the fall provide us with perfect weather conditions to rejuvenate our fescue lawns. Fescue requires annual reseeding since it doesn't regerminate on its own.

**Aeration:** We also recommend an aeration program to be done in spring and fall. This breaks up the compaction of the soil caused by the building process and temperatures over 75 degrees. By aerating the soil and then fertilizing with a turf builder, you will have a green and established lawn much faster than not aerating. Aeration allows water to drain better and allows oxygen to the root structure of the turf allowing it to be thicker and healthier. This will also save you money by not having to water as often.

When the ground is compacted two-thirds (2/3) of the water you apply just ends up in your neighbor's yard or in the street. However when it is broken up the water goes in the ground and not just over the top of it. This will also help your lawn drain better and not retain moisture causing soggy soil and algae.





# MCH BUILDERS WARRANTY GUIDE



## Landscaping Continued

### Gutter Downspouts

Gutter downspouts are tied in and directed according to requirements dictated during the permitting process. Your home has been equipped with roof water retention mechanisms that are dictated by the municipality that you reside in. If there were no requirements, the downspouts will be directed away from the foundation with the use of a splashblock.

### Shrub Beds

Shrub and flower beds add beauty to your home by helping to blend the vertical lines of the structure with the horizontal lines of the ground. Plantings should be designed to help create this blending effect without distracting from the natural beauty of the structure. Your shrub and flower beds need fertilizing 2 times a year and may also need a pest management program. Insects, diseases and fungi can invade your plants and will need proper care to maintaining their health and beauty.



# MCH BUILDERS WARRANTY GUIDE



## The Gas Meter

### Tracer Wire

The yellow tracer wire needs to remain in place. This wire is used by the gas company to locate underground pipes.



# MCH BUILDERS WARRANTY GUIDE



## The GFCI | Ground Fault Interrupter Circuit

### What They Do and How to Detect/Reset Tripped Circuits

GFCI receptacles have a built in element that senses power fluctuations. The element is to be installed in bathrooms, kitchen, outside and in the garage. More specifically, they are installed where an individual can come in contact with water while holding an electrical tool or appliance.

If a hairdryer or other electrical device will not operate when plugged into an outlet, the cause may be that the GFCI has been tripped.

Inspect all GFCI plugs located in bathrooms, kitchen and garage. If a red LED light is present, push the reset button (top button). This should restore power to plug outlet and allow the device to operate. You may need to locate your breaker box to reset.



# MCH BUILDERS WARRANTY GUIDE



## The Garage Door

### Not Working

1. Locate the GFCI outlet in the garage on wall.
2. If red light is visible, push the reset button and the red light should go out.
3. Garage door should work.

### Still Not Working: Sensor Alignment

Your garage door is equipped with two sensors at the bottom right and left hand corners for safety; these sensors detect objects while the garage door is in motion. Once an object has crossed the sensor beam while door is in motion the garage door will go back up to keep from closing on object. The sensors have 2 LED light, one orange and one green, that should always be illuminated. If one or more LED lights are not illuminated the garage door will not function.

Move the sensors up or down until they are level with each other. You will know they are level by the sensor LED's illuminating with a steady bright appearance when alignment has been achieved.

### Fails to Work with Transmitter

Change the batteries in transmitter and refer to the garage door manual for instructions.

### Emergency Pull Cord Release

Your Garage door is equipped with an emergency pull cord in case of power outages. This allows you to operate the garage door manually. This pull cord is red in color and has a handle. The pull cord is located on the top rail system hanging down. To operate the pull cord release: Grab the emergency pull cord and simply pull down. This will release the lock mechanism. After power is restored simply use the wall control button or your transmitter and the garage door will automatically latch itself to the proper position.





4006