



# Homeowner Information Sheet

*Congratulations on your new home!*

ACES Builders' Warranty is the third party administrator of your builder's 10 year warranty on your new home. ACES has provided warranty service since 1994 for thousands of homeowners and builders. As a neutral third party, we believe in fairness and integrity above all. Our goal in any warranty situation is to facilitate the communication and collaboration required for a positive outcome. We make the warranty process courteous, transparent, and fair.

## WARRANTY PERIOD TIMELINE

Please take a few moments to review your warranty booklet for specific performance standards and homeowner maintenance items.



YEAR

**01**

### GENERAL WORKMANSHIP

Your builder warrants the general workmanship on your home during the first year. Items such as finishes, tile, cabinets, etc. should perform to the applicable warranty standards during this time frame.



YEAR  
**02**

### SYSTEMS

Plumbing, electrical, and HVAC delivery systems are expected to perform to the specified performance standards for two years.



YEAR  
**10**

### STRUCTURAL

Major structural and foundation defects are included for 10 years from the date of closing.



## Who is the ACES Builder?

- ★ ACES Builders agree to secure inspections throughout the construction of each home for foundation (prior to placement of the concrete), framing - including electrical, plumbing, and HVAC - as well as a final inspection (including drainage).
- ★ We encourage all ACES builders to participate in continuing education on subjects pertinent to the homebuilding profession.



## More About ACES

ACES is recognized in the industry for outstanding service in Texas. We received a 2016 Distinction Award from the BBB for our dedication to outstanding customer service.

We provide a toolbox of documents to help you understand your warranty and maintain your new home. ACES team members offer a wealth of knowledge and are happy to answer any questions you may have.

ACES is a local Texas company and our staff is easily accessible. You can reach us by phone, email, and through our convenient online form to inform us of any warranty concerns.



*Awards for Excellence*  
Winner of Distinction  
2016

