



## **Frequently Asked Questions**

### **1. May I call the office with my warranty service requests?**

All warranty service request must be submitted in writing. You may submit a warranty request via email, fax, or through the Newmark Homes Houston website. When submitting a warranty request be sure to always include your address and a contact number. Feel free to call the warranty department to follow up on the status of your request.

### **2. What does it mean that I have a "limited" warranty?**

You have a 10 year warranty on your home but there are exclusions to that warranty, such as, cosmetic items, that are not covered after you close on your home, or wind driven rain due to a hurricane. The warranty also is limited by what is covered for the 1st year, the 2nd year and the remaining 3 to 10 years. Please read your warranty book to know specifically what is covered during each of these time periods or call our warranty department for further explanation

### **3. What does "cosmetic" mean?**

Cosmetic means the physical appearance of wood trim, doors, cabinets, countertops, concrete surfaces, wallpaper, painted areas, etc. in respect to imperfections, such as, nicks, scratches, cuts, dents, drips, blemishes and finish variations.

### **4. What should I use to clean my hardwood floors?**

You should contact the flooring company who installed your wood floors and they will provide you with the manufacturer suggested product for cleaning your hardwood floors. We do not recommend you select a product advertised on the television unless you have verified with the manufacturer first that the product will not damage your wood floors.

### **5. My smoke alarm will not stop beeping and I have changed the battery. What should I do?**

Your battery is a back up in case of a power failure. When your battery is removed, power is still feeding your alarm. On the advice of an electrician, they suggest that if the alarm is still beeping to disconnect the low voltage wires inside the alarm and then contact your electrician as soon as possible to further assist you. Also, the smoke alarms are sensitive to dust and dust particles and may require cleaning to stop the beeping.

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### **6. My exterior electrical outlets are not working. What should I do?**

All exterior outlets are on a GFCI and if the outlet is overloaded it can be tripped and then will need to be reset. The reset button is in the breaker box which is located either in the garage or the utility room. When the GFCI is reset, all power will be restored to the

exterior outlets. If the GFCI will not reset, check the breakers in the electric box to make sure they are all in the correct position.

**7. How do I locate the different color selections for my home? i.e. paint, tile, and carpet?**

You should have received a copy of your selections from your Sales Counselor prior to closing on your home. If you cannot locate your copy, contact the warranty department and a coordinator can research the information.

**8. May I call the vendor directly who helped to build my home?**

If you have a warranty repair that is needed for Mechanical Systems i.e. plumbing, electrical, heating/cooling and etc. you may contact those vendors/subcontractors directly.

**9. Is it alright to water my yard trees using just the sprinkler system?**

No, yard trees require more water than a sprinkler system can provide. Watering should be done once every three days for 15 to 20 minutes. You should water by hand allowing a deep, slow soaking for each tree.

**10. My appliance is not working. What should I do?**

Your appliance company services its appliances directly. If you are experiencing an issue with your refrigerator, stove, etc please call the highlighted vendor listed in your Home Care & Service Manual.