



# **BIC HOMES**

# **HOMEOWNER'S MANUAL 2020 V3.1**

**BIC  
HOMES**



# Summary

<b>Limited Warranty Policy &amp; Guidelines</b>	<b>Page   3</b>
<b>Preventive Maintenance</b>	<b>Page   7</b>
<b>Standard &amp; Emergency Warranty Request Guidelines</b>	<b>Page   9</b>
<b>Tile and Grout Maintenance</b>	<b>Page   13</b>
<b>Homeowners Manual Receipt</b>	<b>Page   14</b>
<b>Seasonal-Maintenance-Checklist-Fall-550B-119</b>	<b>Attached file</b>
<b>Seasonal-Maintenance-Checklist-Spring-550D-119</b>	<b>Attached file</b>
<b>Seasonal-Maintenance-Checklist-Summer-550A-119</b>	<b>Attached file</b>
<b>Seasonal-Maintenance-Checklist-Winter-550C-119</b>	<b>Attached file</b>
<b>Warranty-Book-MSD-Full-Coverage-Sample-8320-819</b>	<b>Attached file</b>





## Limited Warranty Policy & Guidelines

Homeowner(s): \_\_\_\_\_

New Home Address: \_\_\_\_\_

Warranty Effective as of Date (Closing Date): \_\_\_\_\_

Dear Homeowner: Welcome to our BIC Homes family!

The intent of this policy **is to summarize the main terms, conditions and limitations** of the limited warranty protecting your new home. **Please refer to the Home of Texas warranty booklet (posted online at [www.bichomeselpaso.com](http://www.bichomeselpaso.com) under the Homeowners section) and your purchase agreement for the full extent of the warranty coverage, its limitations and conditions.** Warranty coverage is provided by BIC Homes during years 1 and 2 and Home of Texas during years 3-10. The type of coverage and the entity conducting the repairs depend upon when you are experiencing a problem.

### **YEAR ONE:**

For one year from the date you close on your new home, your home's warranty covers a wide variety of issues, including repairs to any windows, doors, cabinets, tiles, plumbing, electrical, heating, ventilation and air conditioning (HVAC), mechanical, structural, and roofing issues that are the result of defective workmanship and the replacement of materials where defective construction is shown to be the cause. Please refer to the above-referenced Home of Texas warranty booklet for further information.

BIC Homes will conduct the required repairs for valid warranty claims during year one.

### Example of year one dates:

*Home closing*

*date: April 1, 2019*

*End of year one:*

*March 31, 2020*

*Qualifying warranty repair requests from April 1, 2019 to March 31, 2020 are eligible for year one coverage.*



### **YEAR TWO:**

After one year of homeownership and through the end of year two, warranty coverage is limited to electrical, plumbing, and HVAC systems. BIC Homes will conduct the required repairs for valid warranty claims during year two. Please refer to the above-referenced Home of Texas warranty booklet for further information.

#### Example of year

two dates: Home

closing date:

April 1, 2019 End

of year one:

March 31, 2020

End of year two: March 31, 2021

Qualifying warranty repair requests from April 1, 2020 to March 31, 2021 are eligible for year two coverage.

### **YEARS THREE TO TEN:**

From three to ten years after you close on your home, your warranty includes coverage for **repairs to major structural defects ONLY**. Home of Texas will conduct the required repairs for valid warranty claims during years three to ten. Please refer to the Home of Texas warranty booklet for further information.

#### Example of years three to ten dates:

Home closing

date: April 1,

2019 End of year

one: March 31,

2020 End of year

two: March 31,

2021

Qualifying warranty repair requests from April 1, 2021 to March 31, 2029 are eligible for structural defect coverage.



**Examples of Excluded Items** (See full list on page 4 of warranty booklet):

- Cosmetic issues such as flaws in the appearance of the home and surface damage after move-in are excluded from this warranty. Surface damages includes wear and tear to walls and floors, cabinets, sinks and tubs, scratches, burns, dents, stains, scars, chips and cracks.
- The wearing away or cracking of grout, caulk or silicon sealants is not covered. The formation of roof penetrations due to cracking of sealing is not covered. The fading or cracking of paint, including roof paint, fascia and flashing painting, is not covered.
- Changing saturated air filters, burned-out light bulbs, lubricating items (garage door joints, cabinet doors, door stoppers or weather strips, etc.) and other tasks of a similar nature are considered routine maintenance and are not covered.
- Damaged items due to improper use or excessive wear and tear such as drawers, doors, closet rods, etc. are not covered
- Personal property is not covered. Contact your home insurance company to find out if you can file a claim.
- Appliances and fixtures are not covered by the BIC Homes warranty; however, they come with a manufacturer's limited warranty (see the item's manufacturer's website or literature for details). Examples of such items are an oven / stove, microwave oven, refrigerator, washer and dryer, water heater, A/C unit or furnace, light fixtures, ceiling fans, shower heads, and faucets. Homebuyers are responsible for registering appliances and equipment with the manufacturer.
- Exterior or interior hairline cracks due to settling of your home (generally happens during the first two years after construction) are NOT covered. Example 1: cracks wider than ¼" may be covered if there is defective installation. Example 2: Several hairline cracks in driveways, sidewalks, stucco, rock walls, etc. are not covered. If you have 200 cracks in the stucco, please report it as there could be a deficiency. We highly recommend that you pour 3'-4' of concrete around the perimeter of your home to protect your paint, wood (from termites) and foundation and to re-paint your entire home (inside and outside) during the first two years of ownership.
- Any modifications to your home may affect or void the warranty (examples: additions, conversions, water softeners, solar panels, special equipment, pools)
- **Rock walls, sidewalks, driveways, landscaping, detached garages, land, grading, gates and other items which are not part of the building are not covered. ONLY pipes, cables, and ducts are covered interior to the home are covered. The warranty ends where the envelope of the home ends.**



### **Additional examples and quick reference guide:**

**Plumbing leaks:** Plumbing leaks due to loose pipes or fittings, or penetrations to pipes are typically covered if reported promptly (within two hours of the leak happening, especially if the leak is damaging property). Consequential damages are NOT covered.

**Gas leaks:** Gas leaks due to loose pipes, pipe fittings, or pipe penetrations are typically covered.

**Electrical:** Defective circuits or short circuits, including defective installation of electrical systems, are covered.

**Heating, ventilation, and air conditioning (HVAC):** Proper installation of ducts and equipment is covered. The equipment itself is not covered by the builder.

**Water Heater:** Proper installation is covered. Unit is not covered by BIC Homes. See manufacturer's website for details on manufacturer warranty.

**Roof leaks:** BIC Homes' roof installation is guaranteed for one year for workmanship and material if the problem is reported promptly, with the exception of roof paint and sealants around roof penetrations, which require regular homeowner maintenance. In the case of high-speed winds, forces of nature or an act of God, contact your home insurance company.

Forces of nature such as high winds, earthquakes or hail will void the warranty

**Sewer:** Sewer lines are tested during the construction process time and again. They should work properly. However, BIC Homes will cover clogged sewer lines up to three days after closing. The homebuyer is responsible for anything that enters the sewer system after closing.

**EXTENDED WARRANTY:** BIC Homes will not extend or alter the terms of the warranty in any way. Please refer to your purchase agreement and the Home of Texas registration form and warranty booklet for complete details about the limited warranty covering your home.



## PREVENTIVE MAINTENANCE

There are several important preventive maintenance procedures required at periodic intervals. These items are addressed in the Seasonal Maintenance Checklists by Home of Texas at <https://www.homeoftexas.com/homeowners/#checklists>. By adhering to these required procedures, you can discover and correct minor maintenance problems before they become major expenses. By practicing preventive maintenance, you can help keep your home functioning properly with minimal problems. Homebuyers are responsible for regular preventive maintenance from day one and as long as the home is owned.

**EMERGENCIES:** Please refer to our BIC Emergency & Warranty Request Policy and Guidelines included in your homeowner's manual.

**MAKING A WARRANTY REQUEST:** There are two types of requests: the 30-day list and a standard warranty request.

### THE 30-DAY LIST:

Between your home delivery and 30 days after your closing date, if you notice construction defects in your home such as paint splatter on windows, cabinets or mirrors, a lack of silicon sealant or grout around kitchen and bath fixtures, minor equipment failure like a drawer not opening, missing items like light bulbs, wall plates and screws, or other similar issues that you would like fixed, please access the BIC Homes web site at the homeowners tab, scroll down and fill out the form for warranties / 30 days list. You must submit this request within 30 days of closing. We should address your written request within 30- 60 days after submission. Please note that minor texture imperfections and damages caused by moving in are not covered after home delivery and closing.

#### Example of dates:

*Home closing date: April 1, 2019*

*End of 30 days: April 30, 2019*

*Qualifying warranty repair requests from April 1, 2019 to April 30, 2019 are eligible for 30-day repairs.*

### STANDARD WARRANTY REQUEST:



For warranty requests after your first 30 days living in your BIC home,

- Fill out a request online at [bichomeselpaso.com](http://bichomeselpaso.com)
- Once on web site click on the tab **“Homeowners”** at top of page.
- Scroll down to the blue **“Warranty / 30 Days List”** tab
- There you will find the Warranty form where you can make your request.
  - Please include a clear description of location and type of warranty item and include a picture if at all possible.
- Please group your warranty requests if they are not urgent and if possible, in your 1-year list.

Please allow 30 to 60 days for us to schedule your warranty request service unless it is an emergency.

If you closed on your home more than two years ago and would like to request warranty coverage for possible structural damage, contact Home of Texas at 5300 Derry Street, Harrisburg, PA 17111 or (717) 561-4480. For warranty registration number, refer to the Home of Texas Application for Warranty Form included in your home closing documents provided by the title company. An official registration booklet should come in the mail between 60 and 90 days after closing.

By signing below, I / we indicate acknowledgement and understanding of the above Limited Warranty Requests Policy and Guidelines.

Homeowners Signature

DATE

Homeowners Signature

DATE

Homeowners Printed Name

Homeowners Printed Name



## Standard & Emergency Warranty Request Guidelines

The purpose of this section is to define what constitutes an emergency and to provide homeowner guidelines on who to call or what to do in case of an emergency regarding your new BIC home. In addition, this policy will define the procedure for submitting a warranty request to BIC homes.

**NOTICE:** This document is for your quick reference. It is intended to be a helpful guide in the event of an emergency, and it is not intended to be legally binding in any way. Please refer to your Home of Texas warranty booklet (posted on the BIC Homes website at [bichomeselpaso.com](http://bichomeselpaso.com) under the Homeowners tab) and your purchase agreement for the extent of BIC Homes' responsibility and warranty.

**EMERGENCIES:** BIC Homes will address any emergencies with your home systems as soon as possible.

1. **If you smell smoke, gas or see a fire.**
  - a. It is recommended you leave your house promptly and **dial 911**
2. **General Rule:**
  - a. Anything that can cause injury to someone or cause property damage should be considered an emergency.
3. **Utility Emergencies: You should check with your utilities first when there is no water, gas or electricity.**
  - a. **Gas Emergencies:** If you smell gas in your home leave your home immediately then call 911
    - i. It could be a loose gas line connection, an appliance pilot light that is out or in older homes it could also be a gas line worn away by rust.
    - ii. Call your utility emergency contact # **800-959-5325**
    - iii. **The Texas Gas Company recommends:** Natural gas is flammable and can be ignited by heat, sparks or flames. If you think you have a leak follow these rules to avoid causing a spark, fire or explosion:
      1. DO NOT flip a light switch or ring a doorbell.
      2. DO NOT light a match or cigarette.
      3. DO NOT use your phone, tablet, computer or other mobile devices.
      4. DO NOT open or close your windows or garage door.
      5. DO NOT start your vehicle if nearby.
    - iv. Now that you have called the gas company and emergence services, if you need assistance please call BIC Homes warranty department at:
      1. **915-855-8236. Please allow several rings as your call is being forwarded to a BIC representative.**



- b. **Electrical Emergencies:** If the power has gone out at your home, check with El Paso Electric Company to make sure there isn't a general power outage. Call The El Paso Electric Company at (915) 877-3400 or check the outage map online at [www.elpasoelectric.com](http://www.elpasoelectric.com).
- i. If there isn't a general power outage, and appears to only be at your home,
    1. check the main breaker outside your home that is normally located by the electric meter.
    2. If the outage is in a specific area of your home, check for a tripped breaker in your breaker box, normally located in your garage.
    3. In addition, you may try resetting your GFCI outlets by pressing the reset button between the outlet holes or switching off and on again your arc-fault breakers in the garage.
    4. If outage persists, please call BIC Homes warranty department at:
    5. **915-855-8236. Please allow several rings as your call is being forwarded to a BIC representative.**
  - ii. **Critical Electrical Emergencies:** Your phone charger melted, you smell smoke, or you see a short circuit with sparks. These could cause a fire.
    1. Get out of the house.
    2. For assistance please call BIC Homes warranty department at:
      - a. **915-855-8236. Please allow several rings as your call is being forwarded to a BIC representative.**
- c. **Water Emergencies:** If you do not have any running water in your home call the El Paso Water Company at their Emergency number: **915-594-5500**
- i. Gushing or excessive water inside your home could be a water line connection that became loose or a penetration to a pipe that just now became noticeable. This could cause major property damage.
  - ii. Please note: (A leaky faucet which is not causing property damage is not considered an emergency).
  - iii. Water can be cut off at the main shut-off in your home, usually located in the garage or at the main water meter at the base of your driveway or in the easement area in front of your home or you can also isolate a particular water source at your monobloc valve hub.
  - iv. For assistance please call BIC Homes warranty department at:
    1. **915-855-8236. Please allow several rings as your call is being forwarded to a BIC representative.**



- d. **Lack of heat in the winter or malfunctioning AC during the summer is considered an emergency if the temperature:**
  - i. In the summer has exceeded 78 degrees
  - ii. If the temperature is below 68 degrees in the winter
  - iii. For assistance please call BIC Homes warranty department at:
    - 1. **915-855-8236. Please allow several rings as your call is being forwarded to a BIC representative.**
- e. **Sewer Back up or stopped up:** is considered an emergency only if the lines to the whole house are affected and no sewer is flowing or is backing up into the home through a drain. Sewer lines are tested at several stages during the construction process so they should work properly.
  - i. BIC will cover clogged water lines inside your home for 72 hours after closing date if they are found to be caused by faulty installation or construction debris.
  - ii. If the sewer lines are found to be blocked by toys or other household items, the homeowner can be held responsible.
  - iii. NOTICE: A single clogged toilet or drain does not constitute an emergency when there are other lines available. Clogs and stoppages beyond the exterior wall are not covered by the builder or the limited warranty. Routine homeowner maintenance and proper use is required.
  - iv. For assistance please call BIC Homes warranty department at:
    - 1. **915-855-8236. Please allow several rings as your call is being forwarded to a BIC representative.**
- f. **Leaking Roof:** BIC Homes' roof installation is typically guaranteed for 2 years for workmanship and materials. In the case of high-speed winds, forces of nature or an act of God, refer the claim to your home insurance company. If the roof leak can cause major damage or injury it is considered an emergency,
  - i. For assistance please call BIC Homes warranty department at:
    - 1. **915-855-8236. Please allow several rings as your call is being forwarded to a BIC representative.**

**WARRANTY REQUESTS:** Any maintenance issue not covered above is not an emergency and should be considered a warranty request. BIC Homes' warranty coverage is provided by Home of Texas. For information on qualifying warranty requests, please download the Home of Texas warranty booklet posted online at [www.bichomeselpaso.com](http://www.bichomeselpaso.com) in the Homeowners section and also refer to the Warranty Policy & Guidelines document you signed when closing your home. A copy of this document is also included in your Homeowner's Maintenance Manual. If you believe the problem with your home falls within the one-year or two-year coverage as explained in those documents, **please submit your warranty request via the**



warranty request form available under the Homeowners tab at [www.bichomeselpaso.com](http://www.bichomeselpaso.com). All warranty requests must be submitted in writing, (no warranty requests will be received by phone) including 30-day lists. For 30-day lists, please access the BIC Homes web site at the homeowners tab, scroll down and fill out the form for warranties & 30 days list. Please allow 30 to 60 days for us to schedule your warranty request service.

If your 1-2 year warranty is expired, then your home warranty coverage is limited to major structural defects not caused by a force of nature or an act of God for year 3-10. If you believe your home has such an issue, contact Home of Texas at 5300 Derry Street, Harrisburg, PA 17111 or (717) 561-4880 regarding possible warranty coverage for repairing the damages. For warranty #, refer to the Home of Texas Application for Warranty Form included in your home closing documents provided by the title company.

**NOTICE:** Any fees for repairs or maintenance incurred outside these conditions listed above are your responsibility.

A large, semi-transparent watermark of the BIC HOMES logo is centered on the page. It consists of the words 'BIC' and 'HOMES' in a bold, sans-serif font, with 'BIC' on the top line and 'HOMES' on the bottom line, all enclosed within a stylized house outline.



## Tile and Grout Maintenance

Homeowner(s): \_\_\_\_\_

New Home Address: \_\_\_\_\_

Ceramic tile and grout are easy to maintain and if properly maintained will be impervious to water. The seams, grout, joints, and sealers are not waterproof and require proper maintenance to prevent water seepage and damage to materials adjacent to and underneath the tile. Due to curing, cracks can appear in grout lines wherever tile is installed, between tile and where joints with other surfaces exist including in but not limited to bathrooms and floors. Cracks may appear in the grout joints between the tile and tub, in the shower stall corners and on the floor tile. These cracks are normal and are caused by the home settling, temperature changes and the degree of moisture present in every room, especially in the bathrooms. Separation between the tub and adjacent tile installed is typically caused by the weight of the tub filled with water.

Please refer to section 8 of this manual (Seasonal Maintenance Recommendations) for recommendations for Homeowners maintenance. Like most things that we purchase over our lifetime, owners are required to provide regular maintenance in order to maintain our belongings in proper working order and maintain the limited warranty. Re-grouting and re-caulking are among those items that call for the Homeowner's to provide seasonal maintenance in order to protect their home and not void their Homeowners Warranty.

Homeowner: \_\_\_\_\_ Date: \_\_\_\_\_

Homeowner: \_\_\_\_\_ Date: \_\_\_\_\_



## Homeowners Manual Receipt

Today's Date: \_\_\_\_\_

New Home Address: \_\_\_\_\_

Homeowners Name: \_\_\_\_\_

Homeowners Name: \_\_\_\_\_

Congratulations on your new home. We are proud to include you in our BIC Home Family. We hope your new home brings you many years of enjoyment and peace.

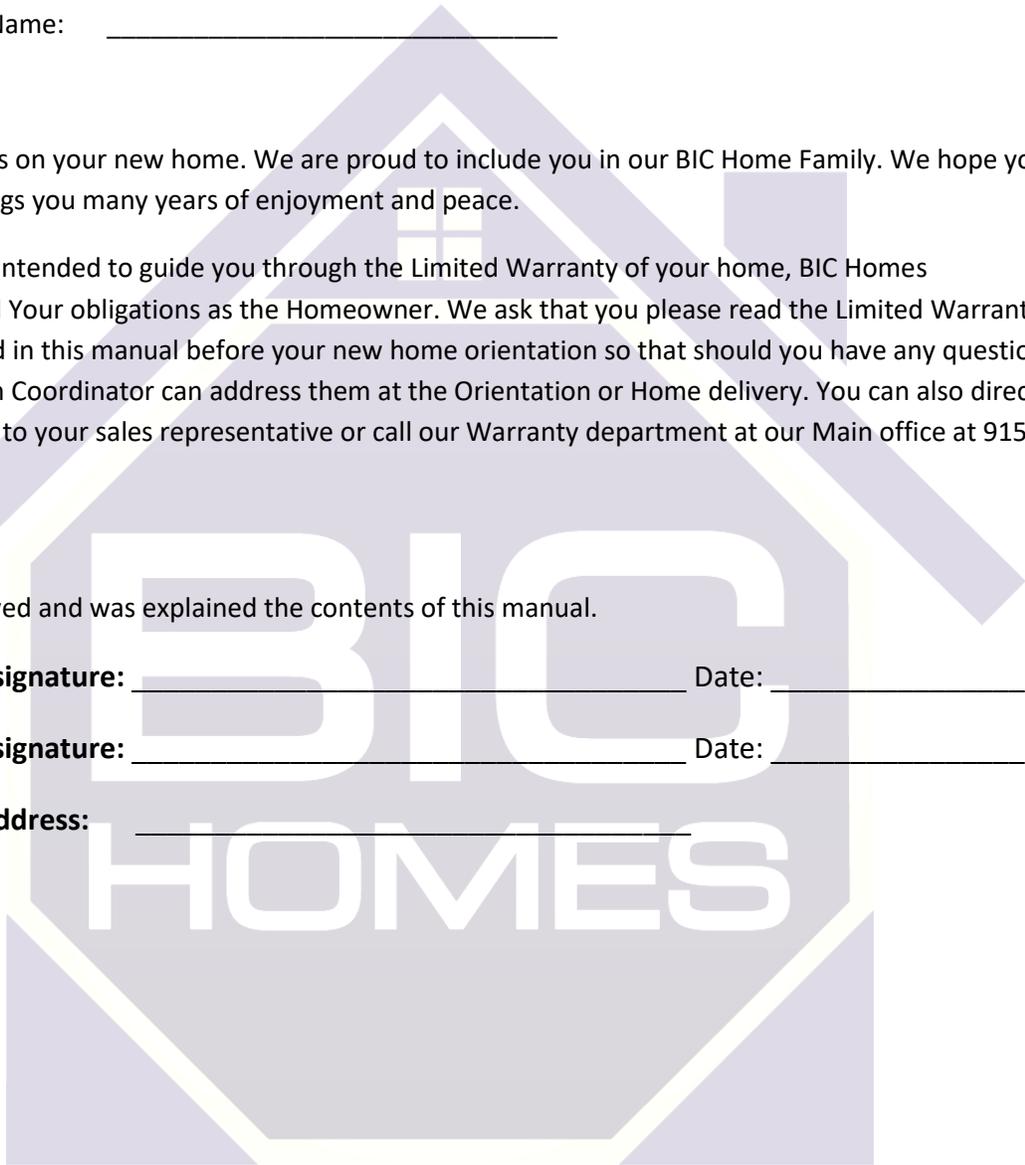
This manual is intended to guide you through the Limited Warranty of your home, BIC Homes obligations and Your obligations as the Homeowner. We ask that you please read the Limited Warranty Booklet located in this manual before your new home orientation so that should you have any questions our Orientation Coordinator can address them at the Orientation or Home delivery. You can also direct your questions to your sales representative or call our Warranty department at our Main office at 915-855-8526.

I certify I received and was explained the contents of this manual.

Homeowner signature: \_\_\_\_\_ Date: \_\_\_\_\_

Homeowner signature: \_\_\_\_\_ Date: \_\_\_\_\_

New Home Address: \_\_\_\_\_





## WARRANTY PROTECTION STATEMENT

Agreement:

ADDRESS: \_\_\_\_\_

When you submit your warranty request by following the procedures, we will attend your property to complete items approved for warranty. In some cases furniture or personal items may be blocking or obstructing areas needed to be repaired. We ask you to have all items removed or furniture moved from section needed to be repaired. BIC Homes does not authorize employees to help home owners move any personal item at the property "furniture, television, art frames, appliances etc" If any Contractor from BIC Homes decides to help you move thing around, it is there responsibility if any damage is cause. BIC Homes will releases all responsibility to the person or company that decided to touch articles or items at your property. Once again by reading this document you agree BIC Homes is not responsible for contractors damages and therefore you release the seller and builder from all responsibilities for any damages caused by them

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

BIC HOMES El Paso TX  
SINCERELY,