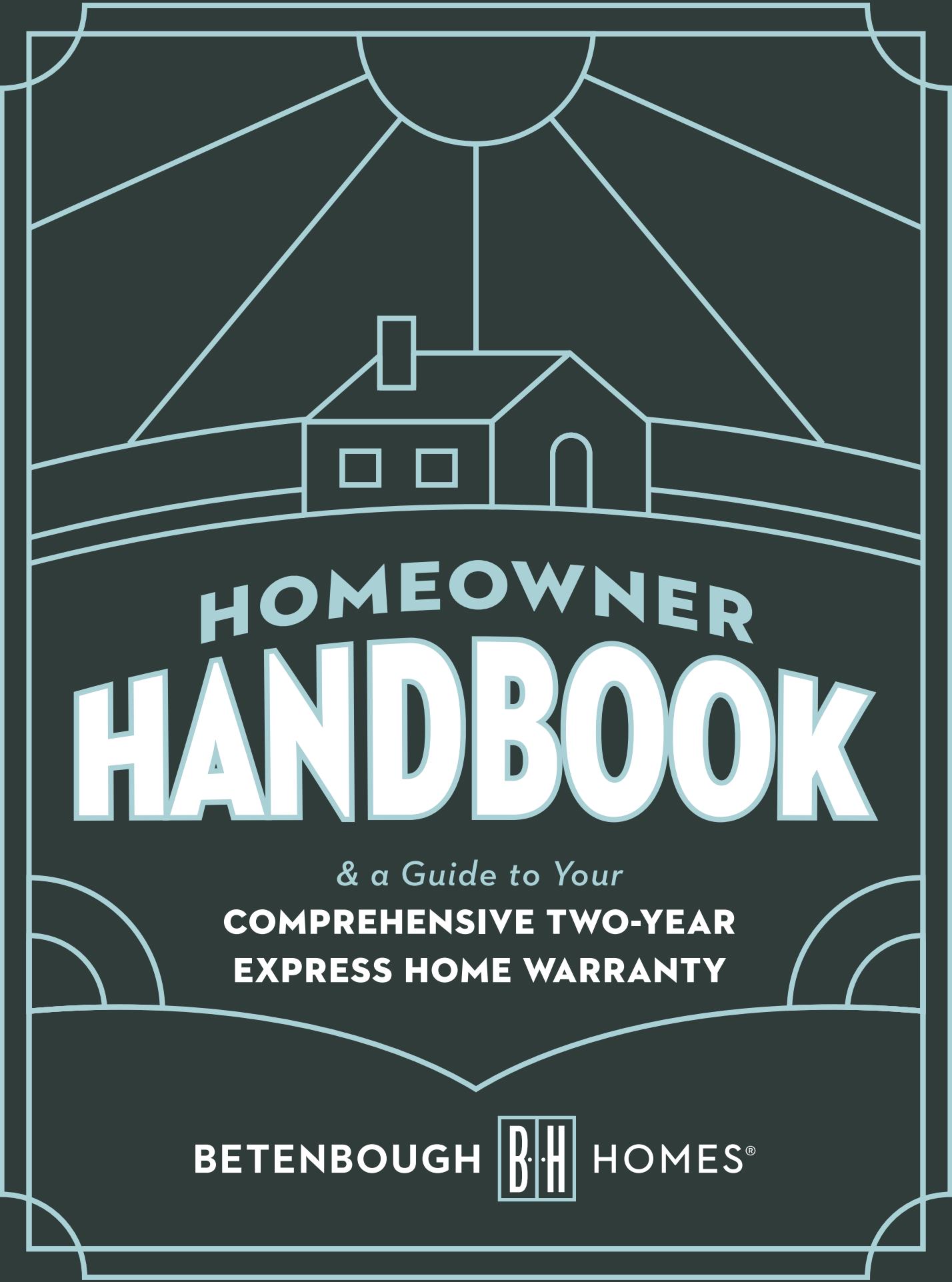




# HOMEOWNER HANDBOOK

*& a Guide to Your*  
**COMPREHENSIVE TWO-YEAR  
EXPRESS HOME WARRANTY**

BETENBOUGH  HOMES®



**BETENBOUGH**  
**HOMES®**



## YOUR COMPREHENSIVE 2-YEAR EXPRESS HOME WARRANTY

First, thank you for trusting us to build your home! Our team and trade partners have worked hard to provide you with a home that exceeds your expectations, but we also acknowledge that despite our very best efforts, we are all human and there may be defects you uncover after you move into your new home. At Betenbough Homes, we are committed to being there for you beyond the closing, and if you do uncover any issues after you've moved in, we promise to do our part to make it right.

While 99% of home builders across the nation only offer a 1-year limited warranty for workmanship, we are so confident in the quality of our home that we are backing it with a comprehensive 2-year express warranty. No need to buy a third-party warranty to cover the second year! This covers everything we installed in the home, excluding defects from neglect, improper maintenance, or abuse. We hope this gives you peace of mind and shows our level of belief in the quality of construction and products that are in your home. We've also invested in a local, in-house warranty team that provides amazing service beyond the closing.

Our co-founder, Ron Betenbough, taught me, "A good agreement is always better than a bad disagreement." Through years of hard-earned wisdom, Ron learned it is far better for two parties to establish clear expectations upfront, rather than wait until an issue arises to try to work out the details. Instead of relying on implied warranties, which are not well-defined and open to wide interpretation, we have opted for an express warranty. This clearly defines construction performance guidelines for a range of potential issues, along with what is considered a deficiency and what our responsibility is when it comes to repairs. Our motivation was not to try to limit what we, as the builder, would be required to repair after close, but to establish a good agreement upfront about what you can expect from your new home and from us. That is why we're not using standards or tolerances that we made up, but those defined by the National Association of Home Builders (NAHB) which explicitly describe what you should expect from a high-performance home.

Our goal is that your investment in one of our homes will be one of the best decisions you have ever made. We don't only want you to believe that when you move in, but still believe that the entire time you call it home! We are proud to offer more home for less money, and we truly believe your new home is one of the best-built homes in the marketplace. But, if any issue should arise after you move in, know we are there for you!

Sincerely,

A handwritten signature in black ink, appearing to read "Cal Zant", with a stylized flourish at the end.

**CAL ZANT**

*President, Betenbough Homes*

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# WELCOME HOME!

At Betenbough Homes, we believe a home is more than just walls and a roof — it's a place of rest, joy, and meaningful moments. Our local warranty team is committed to supporting you with any warranty-related needs and equipping you to care for your new home with confidence.

## CONTACTS

### ■ **Amarillo Warranty**

806.223.4774

amarillowarranty@betenbough.com

*Beacon Pointe, Heritage Hills, Hillside Terrace,  
The Meadows, Saturn Terrace, Homestead,  
Bushland Estates, Tradewind Square*

### ■ **Midland Warranty**

432.400.4686

midlandwarranty@betenbough.com

*Lonestar Trails, Mockingbird Ridge, Pecan Grove*

### ■ **Odessa Warranty**

432.888.7728

odessawarranty@betenbough.com

*Windmill Crossing, The Haven at Mission,  
Sagebrush Springs, Ratliff Ridge,  
The Village at Ratliff Ridge, Hillmont Estates*

### ■ **Northwest Lubbock Warranty**

806.705.7878

lubbocknorthwestwarranty@betenbough.com

*Cypress Ranch, Burgamy Park, Willow Bend Villas,  
Matador Pointe, Havenbrook*

### ■ **South Lubbock Warranty**

806.758.7816

lbksouthwarranty@betenbough.com

*Bell Farms, Viridian, Abbey Glen, June Estates, Homestead*

### ■ **West Lubbock Warranty**

806.758.7759

warrantyteam\_lw@betenbough.com

*Harvest, Escondido Crossing, Upland Crossing,  
Upland West, Westmont, Crescent Ranch*



**SCAN HERE to  
SUBMIT A WARRANTY REQUEST**

# WARRANTY PROCEDURES & EMERGENCY REPAIRS

## 30-DAY ORIENTATION

About two weeks after you move in, we'll give you a call to schedule a 30-day warranty appointment. We recommend taking advantage of this visit to get acquainted with your warranty team and processes!

During their visit, your local Betenbough Homes warranty team will:

- Address any items you've noticed
- Answer and address any questions you have about your home or warranty
- Review basic home maintenance

Many homeowners find it incredibly helpful as they settle into their new space!

## 11-MONTH APPOINTMENT

As you approach the one-year mark, we'll reach out again to schedule an 11-month appointment. This check-in allows us a chance to walk through the home with you to inspect and address any issues before your first year of warranty coverage ends. We'll also go over seasonal maintenance tips to help you care for your home long-term.

## NEED HELP SOONER?

Whether it's two weeks in or two years in, your local warranty team is here when you need them. You can call your local office any time during business hours to schedule an appointment or talk through a concern. We're always happy to help—no matter how small the question may feel.

## EMERGENCY REPAIRS AFTER HOURS OR ON HOLIDAYS

A warranty emergency is a condition that, if not immediately addressed, is dangerous or may cause serious damage to the home or its occupants. If you experience a warranty emergency outside of normal business hours, please call your local warranty team immediately. Our answering service will alert the on-call technician to ensure your request is handled as quickly as possible.

**In the event of a gas leak or total loss of power, please notify your gas or power company first to ensure safety.**

If you are unable to contact Betenbough Homes Warranty quickly, you must then:

1. Take any action reasonably necessary to limit additional damage
2. Make minimal repairs necessary to avoid the emergency until authorization has been approved
3. Report the emergency to Betenbough Homes Warranty the next business day



## EMERGENCY SITUATIONS INCLUDE:

- Total loss of heating or air conditioning
- Plumbing leak causing damage to home
- Sewage backing up into home
- Total loss of electricity to home
- Garage door will not close
- Roof leak
- Gas leak or gas odor present

## IMPORTANT:

Homeowners or other occupants are required to notify Betenbough Homes Warranty immediately to report an emergency. Do not attempt to repair a defect before Betenbough Homes Warranty is able to inspect it. Attempting to repair the defect or contacting another contractor without prior authorization voids any obligation Betenbough Homes might otherwise have to perform the repair or reimburse you for outside contracted services.

## WHAT TO EXPECT AFTER YOU SUBMIT A REQUEST

Whether you reach out by phone, email, or online, our local warranty team will get in touch with you as soon as possible to schedule an appointment. Appointments are available Monday through Friday, between 8 a.m. and 4 p.m.

Depending on the nature of your request, we may need to inspect the issue first to determine whether it's covered under your warranty or considered part of regular homeowner maintenance. If it's a warrantied item, one of our trained technicians—or a trusted Betenbough trade partner—will complete the repair as soon as possible.

For helpful maintenance tips and guidance, see pages 12-21 of this guide.





# WARRANTY & COVERAGE

We stand behind the quality of your home and want you to feel confident about what's covered. Below is a summary of the warranty coverage you receive as a Betenbough homeowner.

## MATERIAL & WORKMANSHIP

All materials and workmanship in your home are covered under our **comprehensive 2-year warranty**, starting from your closing date.

## MECHANICAL SYSTEMS

Your **heating, air conditioning, electrical, and plumbing systems** are also covered for two full years from the date of closing.

## MANUFACTURER WARRANTY

Many of the products in your home—such as appliances, fixtures, and systems—come with their own manufacturer warranties.

## STRUCTURAL WARRANTY

Structural components of your home—such as the foundation, load-bearing walls, and roof framing—are protected for **ten years** through Betenbough Homes, providing long-term protection for the structure of your home. Additional details about this coverage can be found on page 7.

## WHAT'S NOT COVERED BY YOUR WARRANTY

Our warranty team is always available to review and inspect and evaluate any items you're concerned about, even if they may not be covered under the warranty. This ensures you get a clear explanation and professional guidance on next steps.

While your warranty covers many aspects of your home, there are a few important exclusions to be aware of. These items typically fall outside of builder responsibility and are considered homeowner maintenance or out-of-warranty situations:

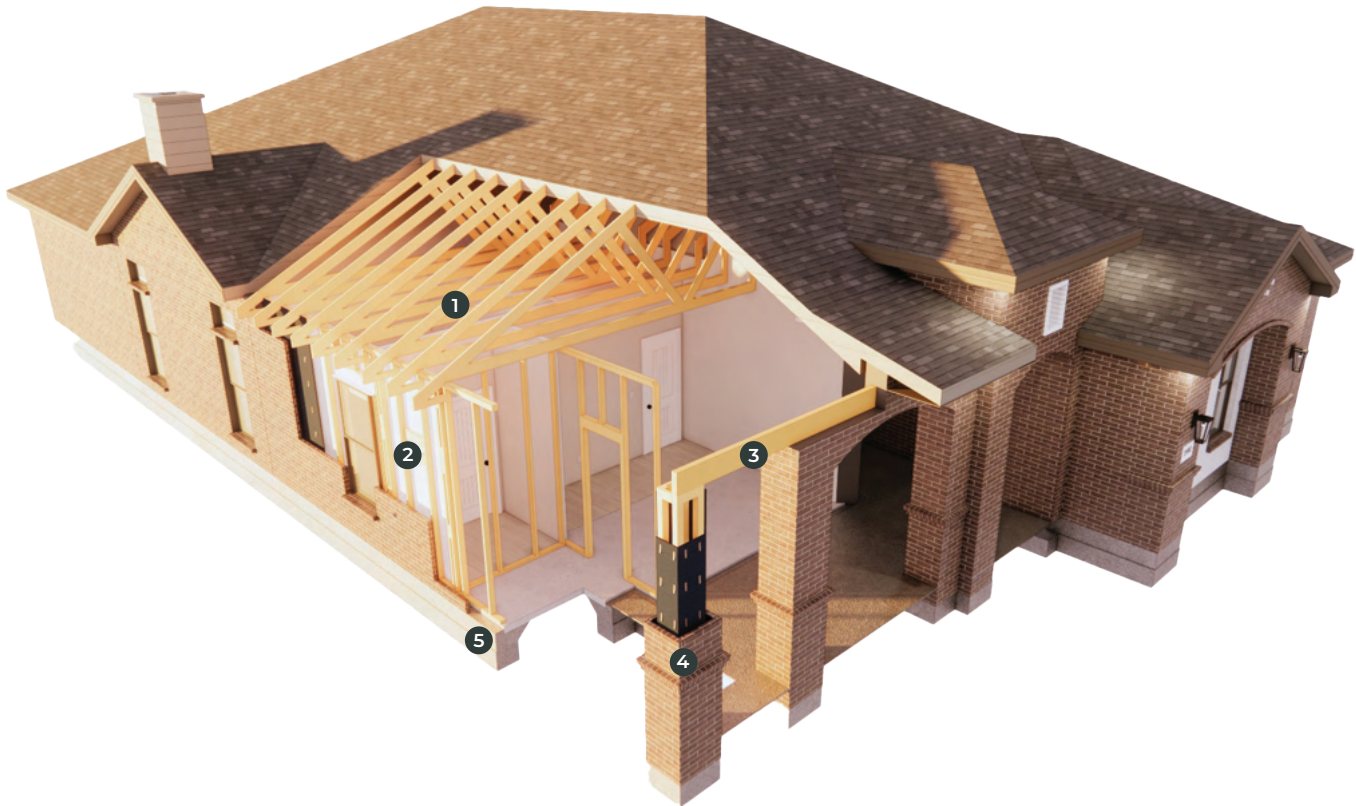
- **Damage caused by neglect or lack of maintenance**  
*(e.g., clogged HVAC filters, pet damage, or neglected landscaping)*
- **Improper use or accidental damage**  
*(e.g., dragging heavy furniture across flooring, misuse of appliances, overloading circuits)*
- **Normal wear and tear**  
*(e.g., minor drywall cracks, caulk separation, paint touch-ups, and high-trafficked areas of carpet and flooring)*
- **Acts of nature or weather-related damage**  
*(e.g., hail, high winds, lightning, or freezing weather damage—handled by homeowner's insurance)*
- **Alterations or repairs made by the homeowner or outside contractors**  
*(unless previously approved by Betenbough Homes)*

# 10-YEAR STRUCTURAL WARRANTY

Even in the best-built homes, unexpected issues can occasionally arise. That's why your home includes a structural warranty—to protect you against defects in major structural components and give you lasting peace of mind.

The image below illustrates which components of your new home that are covered under to 10-year structural warranty.

- ① ROOF FRAMING
- ② LOAD-BEARING WALLS
- ③ BEAMS
- ④ COLUMNS
- ⑤ FOUNDATION



## STRUCTURAL CLAIM PROCESS

If you believe your home may have a structural concern, **your first step is to contact your local Betenbough Homes Warranty Team.** Our team is here to listen, assess the situation, and help determine whether the concern may involve a structural defect or a more minor cosmetic issue.

If a structural warranty inspection is needed, the Betenbough Homes Warranty Team will guide you through the next steps and coordinate any required evaluation by a third-party structural engineer.

Please note that structural warranty requests must be initiated within the applicable warranty period. Requests submitted after the expiration of the 10-year structural warranty may not be eligible for coverage.

# EXTENDED MANUFACTURER WARRANTIES

*(Extends only to parts, not labor)*

## VINYL SIDING & SOFFIT

**LIFETIME**

Warranty registered on behalf of homeowner. Covers defects such as cracking, chipping, excessive warping.

## PAINTED METAL (ALUMINUM) FASCIA

**LIFETIME**

Warranty registered on behalf of homeowner.

## SHINGLES

**THIRTY YEARS**

Must be registered by the homeowner within first 45 days of closing. Our warranty team will assist you with the information needed to register this product.

## WINDOWS

**VARIES BY COMPONENT**

### VINYL FRAMES & SASHES

**LIFETIME**

Covers corrosion, chipping, cracking, peeling, blistering.

### LAMINATED FRAMES

**TEN YEARS**

Covers same as vinyl, plus major UV discoloration.

### INSULATED GLASS UNIT (IGU)

**TWENTY YEARS**

Covers seal failure causing interior condensation.

### HARDWARE

**TEN YEARS**

Locks, handles, balancers – normal use only.

## FIREPLACE (FIREBOX ONLY)

**TEN YEARS**

## GOODMAN HEATING AND AIR SYSTEM

**TEN YEARS**

Warranty registered on behalf of homeowner. Coverage extends to parts only. Call your local Betenbough Homes warranty team for assistance.

## GARAGE DOOR & MOTOR

**VARIES BY MANUFACTURER**

Warranty registered on behalf of homeowner. Call your warranty team for assistance.

## WATER HEATER

**SIX YEARS**

Warranty registered on behalf of homeowner. Call your warranty team for assistance.

## ECOBEE THERMOSTAT & HVAC INFORMATION

### ECOBEE THERMOSTAT

Your home is equipped with an Ecobee smart thermostat, which allows you to control your heating and cooling system from the wall unit, your smartphone, or other smart devices. When you move in, you'll need to set up your account, connect to Wi-Fi, and program your preferred schedule. The Ecobee also works with room sensors to help balance temperatures throughout the home. Additional sensors can be purchased online or at most hardware stores.

For step-by-step instructions—including pairing sensors, creating schedules, adjusting fan run time, and using energy-saving features—scan the QR code [HERE](#).



## HEATING, VENTILATION, AND AIR CONDITIONING (HVAC)

### AIR FILTER MAINTENANCE

Regularly changing your home's air filters is one of the most important steps you can take to protect your heating and cooling system. A clean filter keeps airflow strong, maintains good indoor air quality, and helps prevent dust and dirt from building up inside the system.

- **4" filters:** Replace every 3-4 months
- **1" filters:** Replace every month

In West Texas, dust and wind can clog filters quickly, so check and change them more often. A dirty filter can cause big problems—like dust and debris build up which can lead to air flow issues and eventually full system failure.

- Avoid blocking air return vents, since that strains your system.
- Don't use thick or ultra-tight filters (like some hypoallergenic ones), because they restrict airflow and make your HVAC work harder than it should. We recommend air filters with no more than an 8 MERV rating.
- For extra peace of mind, schedule a professional HVAC checkup in both winter and spring to keep your system running efficiently.

### CONDENSATION DRAIN:

Your heating and cooling system creates condensation (water) as it runs. This water flows into a small drain line that carries it safely into the sewer. If the drain gets clogged, water can back up into your home, causing leaks or water damage.

To avoid problems, make sure the condensation drain stays clear of dirt, algae, or debris. A clear drain keeps water flowing out as it should and helps prevent costly repairs.

# LANDSCAPING

## GRADE & DRAINAGE

Your yard was graded at closing to ensure water flows away from your home and toward designated drainage areas. It is the homeowners' responsibility to maintain the grade to protect your foundation and prevent drainage issues.

- **Keep it as originally graded.** Adding or removing soil, adding a storage shed, extending sidewalks or driveways, or altering drainage slopes can cause water to pool or flow toward your home. These changes may void coverage for related issues under your home warranty.
- **Reestablish low spots.** If soil settles over time, fill and level it to match the original slope.
- **Consult before changes.** Always check with a Betenbough Homes warranty team member or a qualified professional before altering your grade, sidewalks, or driveway.

Keep drainage ditches and swales clear of leaves, debris, plants, or anything else that could block water flow.

## XERISCAPE (ROCK) MAINTENANCE

Xeriscape landscaping is low-maintenance, not no-maintenance. A weed barrier is installed beneath the rock to slow weed growth, but weeds can still appear. **Stay on top of weeds** by checking the area regularly—removing them when small is much easier and prevents spreading. Spray emerging weeds with a weed killer safe for your type of plants, or pull larger ones out by the root. Consistent attention will keep your xeriscape clean and maintain curb appeal.

## ARTIFICIAL TURF CARE

Artificial turf is low-maintenance but still needs regular attention to look its best. Remove leaves and debris with a broom, blower, or plastic rake (avoid metal rakes). Rinse with water every few weeks—more often in dusty West Texas conditions. Clean pet waste right away and rinse the area, using a turf-safe cleaner if needed. Brush the fibers occasionally to keep them standing tall, and pull any weeds that pop up along edges or seams.

## BERMUDA SOD CARE

Bermuda grass is tough and drought-tolerant once established, but it needs careful watering while it roots. Watering times below are based on pop-up misters (shorter times) or gear-driven rotors (longer times). Always follow your city's watering restrictions.

Contact your local warranty team for an in-depth landscaping guide for your home.

*Need tips on watering? Scan the QR code for more.*



# NEWLY INSTALLED DORMANT SOD

## FALL/WINTER

Frequency: Water once per day for the first 2–3 weeks after installation. This helps the sod stay moist and prevents it from drying out before it has a chance to begin rooting.

Duration: 5–6 minutes on pop-up misters or 12–18 minutes on rotor heads per cycle.

After 2–3 weeks: Scale back to watering every 2–3 days, depending on rainfall and temperature.

Ongoing through winter: Water once every week during dry spells. Even dormant grass needs some water to keep roots alive and ready for spring growth.

Cold weather tip: Avoid watering if the temperature is below freezing, since it can create ice on your lawn, driveway, and sidewalks.

## SPRING & EARLY SUMMER

- Water twice daily for 5–6 minutes (misters) or 14–18 minutes (rotors).
- Roots in about 2–4 weeks, then reduce watering.

## MID-LATE SUMMER

- Water three times daily for 5–6 minutes (misters) or 14–18 minutes (rotors).
- Roots in about 1–3 weeks, then reduce watering.

# ESTABLISHED BERMUDA

## APRIL-OCTOBER

- Water 10–12 minutes (misters) or 18 minutes (rotors), following your city's schedule.
- Best results when watering between 9 PM and 7 AM.

## NOVEMBER-MARCH

- Water once a week during dry spells to promote earlier growth and to prevent stress.

## WEED CARE

Weeds are a normal part of any yard, and caring for them is the homeowner's responsibility. Regularly pulling or treating weeds will help your grass or xeriscape stay healthy, strong, and looking great.

- New sod can still grow weeds—remove them early by hand.
- Avoid chemical weed killers until after the first full summer.

# HOMEOWNER MAINTENANCE GUIDE



## GRANITE COUNTERTOPS

To keep your granite countertops looking their best, follow these simple care tips:

- **Avoid abrasive cleaners or scrubbers.**

These can scratch or dull the surface.

- **Never stand, sit, or kneel on your countertops.**

Granite is strong, but it can crack under concentrated weight.

- **Always use a trivet or hot pad.**

Placing hot pans directly on the surface can cause cracking or discoloration—especially on darker granite.

- **Clean up spills promptly.**

Don't let liquids sit overnight. Granite is a natural stone and is porous which makes it especially prone to oil stains, so be cautious with cooking oils and frying pans.

**Tip:** Sealing your granite regularly (every 6–12 months) adds an extra layer of protection against staining.

- **Use mild soap and warm water for daily cleaning.**

For oil or acidic spills (like lemon juice or vinegar), blot them immediately and clean gently.

## QUARTZ COUNTERTOPS

Quartz countertops are durable and low-maintenance—no sealing required—but be sure to use a cutting board, avoid placing hot pans or harsh chemicals directly on the surface, and wipe spills quickly to prevent staining or damage. Also, protect from prolonged direct sunlight to avoid fading.

## TILE AND GROUT CAULKING

- **Grout:** Reseal grout lines once a year in high-moisture areas to protect against staining and water penetration. Repair or replace damaged grout immediately to prevent water from seeping behind tiles.
- **Caulk:** It's normal for grout caulking to develop small cracks over time, but reapplying it is a regular part of proper home maintenance to keep moisture out and protect the surrounding surfaces.

Replace caulk every 1–3 years, or sooner if you see signs of mold, separation, or brittleness. Always use waterproof silicone caulk in kitchens and bathrooms.

- **Deep Cleaning:** Use a pH-neutral grout cleaner for stubborn buildup, and rinse thoroughly. Avoid bleach or harsh chemicals that can degrade grout and caulk.

*Scan the QR Code for a granite/countertops tutorial video!*





## DISHWASHER

### • Cleaning

Your dishwasher has seals around the door rim to prevent leaks during operation. Wipe these seals regularly with a damp cloth to prevent grime buildup.

For deep cleaning, refer to your LG owner's manual for specific instructions on how to remove and clean the spray arm.

### • Check the Drain

Regularly inspect the inside drain at the bottom of the dishwasher to make sure it isn't clogged with food particles or debris. A clogged drain can cause the dishwasher to display error codes, give off unpleasant odors, or shorten its lifespan.

### • Load Dishes Properly

Scrape off excess food before loading.

### • Use a Rinse Aid

Products like **Jet-Dry®** or other rinse aids can help immensely by reducing water spots and filming. Simply fill the rinse-aid dispenser (usually located on the dishwasher door) and refill as needed.

*Scan the QR Code for a disposal tutorial video!*



## RANGE/OVEN

### • Cleaning the Surface & Burners

Wipe spills promptly with a soft cloth and warm, soapy water to avoid staining or buildup.

Avoid harsh abrasives or steel wool that can scratch the finish.

For gas stoves, remove and clean burner grates and caps regularly; ensure burners are dry and seated properly before use.

For glass cooktops, use a cooktop cleaner and scraper designed for ceramic glass to remove residue.

### • Oven Care

Use the self-cleaning function only as instructed in the LG manual. Do not use oven cleaners inside a self-cleaning oven.

Wipe the oven interior with warm water and mild soap between deep cleans.

Regularly check and clean the door gasket to maintain a proper seal.

## MICROWAVE

### • Charcoal Filter

Your microwave is equipped with a charcoal filter that helps remove smoke and odors when cooking. This filter does not last forever — it should be **replaced every 6-12 months**, depending on how often you cook. Replacement filters can be ordered online or purchased at most home improvement stores.

## FLOORING - LUXURY VINYL PLANK

To keep your vinyl plank flooring looking beautiful and performing well for years to come, here are a few important care tips:

- **Avoid dragging heavy items.** Never drag or slide heavy objects like appliances across your flooring—this can scratch, tear, or damage the surface. Damage from moving furniture or appliances is not covered under warranty. Always lift or use furniture sliders.
- **Use pH-neutral cleaning products.** Harsh or abrasive cleaners can wear down the finish of your floor. Stick to pH-neutral cleaners designed for LVP to protect the surface.
- **Limit water exposure.** Use a damp—not wet—mop when cleaning. Avoid oversaturating the floor with water or liquid, as this can seep into joints and cause swelling or separation over time.
- **Protect from sunlight.** Direct sun exposure may cause fading or excessive expansion. We recommend using blinds, curtains, or UV-protective window film to minimize long-term sun damage.
- **Avoid harmful products.** Do not use mop-and-shine products, steam mops, or anything containing bleach, ammonia, or strong chemicals. These can dull or damage your floor's finish.
- **Expect slight movement.** It is normal for LVP flooring to slightly expand and contract as your home heats and cools. This is part of its natural response to temperature changes.
- **Maintaining temperature.** To protect your flooring, keep your home's temperature between 65°F and 85°F year-round, avoiding drops below 65 in winter or rises above 85 in summer. It is also key to ensure indoor humidity stays between 30-50%.

## ELECTRICAL OUTLETS AND BREAKERS

### GFCI (GROUND FAULT CIRCUIT INTERRUPTER) BREAKERS

Your home is protected by **GFCI dual-function breakers** rather than GFCI outlets. These breakers help prevent both electrical shock and arc faults in key areas like bathrooms, kitchens, garages, and exterior circuits.

We recommend testing them monthly:

1. Open your breaker panel and locate any breakers labeled "TEST."
2. Press the **TEST** button — the breaker should trip (flip to OFF or TRIPPED).
3. Reset the breaker by switching it fully to the OFF position, then back ON.

If a breaker doesn't trip or won't reset, contact your local warranty team.

Breakers that fail under normal use are covered by your **2-year warranty**.



## PLUGS & LIGHT SWITCHES

- Standard plugs and switches are durable but can wear over time. If one stops working, check the breaker panel before requesting service.
- Switches may feel warm to the touch during use—this is typically normal.
- Avoid overloading outlets with high-powered devices like space heaters, which can shorten the lifespan of the outlet.

## ADDITIONAL BREAKER OR ELECTRICAL OPTIONS FOR YOUR HOME

As your needs evolve, you may find it helpful to add a dedicated breaker for items like a garage deep freezer, high-powered workshop tools, or other equipment that requires extra electrical capacity.

This is a great opportunity to personalize your home’s electrical setup for convenience and safety. If you’re considering any additions, we recommend hiring a **licensed electrician** to ensure everything is up to code and properly installed.

Your home’s electrical panel is designed to allow for these kinds of future upgrades—so you’re set up for whatever comes next!

If you’re considering adding or changing any electrical features, give your local Betenbough Homes warranty team a quick call first. We’ll help review the changes with you so you can move forward confidently, knowing your warranty coverage stays protected.

Scan the QR Code for a breaker box tutorial video!



## FIREPLACE & CHIMNEY MAINTENANCE

Whether your home includes a gas or wood-burning fireplace insert, regular maintenance is key to ensuring safe and efficient operation. Over time, chimneys can collect soot, debris, which can block airflow and create fire hazards. We recommend having your fireplace and chimney professionally inspected and cleaned at least once a year.

- **Gas Fireplace Inserts**  
Have a professional inspect the venting system and pilot light annually.  
Ensure the gas line and ignition system are functioning correctly.  
Keep the glass clean with products approved by the manufacturer.  
Never block the air intake or exhaust vents.

- **Wood-Burning Fireplace Inserts**  
Refrain from using mesquite wood by burning only seasoned hardwood to minimize smoke and soot buildup  
Regularly remove ash buildup from the firebox.  
Have the chimney flue and firebox professionally cleaned each year to remove soot and residue from burning wood, which can build up over time and pose a fire risk.  
Use a proper fireplace screen or door to keep embers contained.

Scan the QR code  
for a



Fireplace  
maintenance  
tutorial video

## DRYER VENT AND PLUG

To ensure your dryer operates safely and efficiently, regular maintenance and awareness of updated safety standards are key.

### Dryer Vent Maintenance

- **Clean the exhaust vent inside the wall every 6 months.** Lint buildup is one of the most common causes of dryer-related fires. To clean your dryer vent, disconnect the dryer and use a vacuum or dryer vent cleaning brush to remove lint from the vent hose and wall connection. Make sure the outside vent flap opens freely and is clear of buildup.
- Avoid pushing the dryer too far back, which may pinch or disconnect the vent hose.

### Dryer Plug & Electrical Connection

- Your home is equipped with a **4-prong dryer outlet**, which includes a dedicated ground for improved safety, in line with modern electrical code.
- New homes also feature enhanced electrical safety breakers that are more sensitive to potential faults.



Due to updated electrical code requirements, your dryer is connected to a dual-function breaker (GFCI/AFCI), which is designed to protect against shock and wiring hazards. These breakers are more sensitive by design, and certain dryers—especially older models—may trip the breaker more easily, even if they seem to be working properly.

If your dryer trips frequently:

- Double-check that your cord is securely connected and that the outlet shows no signs of wear.
- Contact your Betenbough Warranty Team for assistance.

*Dryer Troubleshooting  
Tips here!*



## HARDWARE

Items like towel racks, toilet paper holders, hooks, toilet seats, plumbing fixtures, and doorknobs may loosen slightly over time with regular use. We recommend checking and tightening these pieces regularly as part of your routine home maintenance to keep everything secure and functioning properly.

## CAULK & PAINT MAINTENANCE

As your home adjusts to seasonal changes in humidity and temperature, it's normal for small cracks to form in trim, joints, and sheetrock—especially during the first few years. This is a natural part of your home settling.

For interior areas, use white, paintable latex caulk or wood putty to fill minor cracks, then touch up with matching paint as needed. **Redeem the voucher found on the last page for a free gallon of your home's paint!**

Around exterior windows and exterior brick expansion joints, inspect and maintain silicone caulking regularly. This flexible sealant helps prevent moisture intrusion and protects your home's exterior from the elements.

## SMOKE DETECTORS

Your home is equipped with **hard-wired smoke detectors**, which means if one alarm sounds, they all will. For added safety, smoke detectors are located in every bedroom, with combination smoke and carbon monoxide detectors installed in hallways near sleeping areas and close to gas components.

Although the units are hard-wired, they also use a **9-volt backup battery**. If you hear a regular chirping sound, it usually means the battery needs to be replaced.

### Maintenance Tips:

- **Test monthly** by pressing and holding the “test” button until the alarm sounds.
- **Replace 9-volt batteries** as soon as you hear a chirp, or at least once a year.

## EXTERIOR DOORS AND WEATHERSTRIPPING

Regularly inspect all exterior doors to ensure they’re sealed and functioning properly:

- Make sure weatherstripping around the door is secure and provides a tight seal to keep out drafts and moisture.
- Use an aerosol lubricant or silicone spray such as Blaster Silicone Lubricant on squeaky hinges and sticking locks. We don't recommend WD-40; the silicone spray will leave a dry, clear film that won't attract dust.
- Check the space between the door jamb and threshold to confirm a snug fit.
- Inspect the bottom seal of the door for rips, tears, or excessive wear.
- Look at the threshold screws—tighten them if they're raised to avoid damaging the door seal.

Keeping your doors properly maintained will improve energy efficiency, extend the life of the components, and help keep your home comfortable year-round.

*Scan the QR Code for a threshold adjustment tutorial video!*



## WATER HEATER ROUTINE MAINTENANCE

West Texas is known for its hard water, which can be tough on plumbing components over time. To help your water heater perform efficiently and extend its lifespan, we recommend the following annual maintenance:

- Drain and flush your water heater at least once a year to remove sediment buildup inside the tank. Sediment can reduce heating efficiency and lead to early wear on the system.
- After refilling, make sure the temperature and pressure relief (T&P) valve has properly resealed. If you notice any dripping, it could be a sign the valve needs attention.

- If your water heater goes out, it may just be the pilot light. To relight it, follow the instructions printed on the unit — usually this involves turning the gas control knob to Pilot, holding it down, and pressing the igniter until the flame lights. Always be sure the area is well-ventilated and **never attempt to relight if you smell gas. In this case, leave your home and call your gas company right away.**

*Scan the QR Code for a water heater tutorial video!*



## FENCE

To protect your fence and extend its life, we recommend applying a quality wood stain sealer once a year or as needed. Staining seals the wood, helping guard against moisture, sunlight, and harsh West Texas elements. Regular maintenance like this keeps your fence looking great and prevents premature aging or damage.

**Fence Ownership Tip:** In most cases, if the fence posts are facing inward toward your yard, the fence is typically owned by your neighbor. If the finished side of the fence faces inward toward your yard, it is generally your fence to maintain. Knowing which side is yours will help you plan for staining, repairs, and verifying coverage with your homeowner's insurance.

## ROOF

Your home is equipped with Malarkey shingles, a high-quality roofing product designed for durability and impact resistance. These shingles come with a manufacturer warranty that must be registered within 45 days of closing. Our team will assist you with this registration process, but we encourage you to keep a record of your confirmation for future reference.



To help protect your investment:

- Inspect your roof annually for loose shingles, missing vents, or signs of wear—especially after high winds or storms.
- Check shingle adhesion and make sure flashing and points of entry such as exhaust vents, chimneys, and PVC plumbing vent stacks remain properly sealed.
- After any hailstorm or severe weather, we recommend having a professional roofing contractor inspect your roof for possible damage.

**Any storm-related damage should be reported through your homeowner's insurance, as it is not covered under your builder warranty.**

Bonus Tip: Malarkey shingles may qualify you for a home insurance discount. Be sure to check with your insurance provider to see if you're eligible.



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# REGISTER YOUR HOME'S SHINGLES FOR WARRANTY

CONTRACTOR: **BETENBOUGH HOMES**

## ADDITIONAL INFORMATION NEEDED:

*Please fill out the owner's section with your information.*

- Install Date: \_\_\_\_\_
- Smart Start: Do **NOT** Check
- Type of Shingles Installed: Highlander
- Underlayment: Artic Seal 2 sq
- Shingle Color: \_\_\_\_\_
- Hip and Ridge: 12" Ridge Flex
- Squares Installed: \_\_\_\_\_
- Choice of Warranty Options: Malarkey
- Enhanced Wind Warranties: Do **NOT** Check



*Scan here to complete your registration*





# BRICK VENEER

Brick is a durable and low-maintenance exterior material, but it still benefits from occasional inspection and care:

- Check the silicone caulking in pre-cut expansion joints (the vertical gaps in the brick)—these joints allow your home to safely expand and contract with temperature changes. If the sealant is cracked, pulling away, or missing, reapply a high-quality exterior-grade silicone caulk.
- Inspect mortar joints for signs of cracking or deterioration. Small cracks are common due to settling and weather, but larger or deep cracks should be addressed to prevent moisture entry.
- Avoid pressure washing your brick at high intensity, as it can damage mortar or loosen bricks.
- White, powdery residue on brick? That’s called efflorescence, and it’s caused by water drawing natural salts to the surface of the brick. It’s harmless but can be cleaned gently with a soft brush and a mixture of water and vinegar.
- Weep Holes in brick: If your home has a brick exterior, you may notice small openings at the bottom row of bricks — these are called weep holes. When it rains, a small amount of moisture can get behind the brick wall. Weep holes give that moisture a way to safely drain out, helping prevent it from getting trapped inside the wall system.

Maintenance Tip: Keep these holes clear of dirt, mulch, caulk, or paint so water can flow freely. Do not block or fill them, as this can trap moisture and lead to damage over time.

# OVERHEAD GARAGE DOOR

We recommend reprogramming your garage door keypad when you move in for added security and peace of mind.

To keep your garage door operating smoothly:

- Inspect the door, tracks, and opener regularly for signs of wear or misalignment.
- Check cables, spring, rollers, and hinges for visible wear or looseness.
- Lubricate all moving parts—including hinges and rollers—with a silicone-based spray. This reduces noise and helps extend the lifespan of your door. We recommend a silicone-based lubricant like Blaster Garage Lubricant.
- Keep the sensors at the bottom of each door track clean and free of dust or obstructions. If blocked or dirty, the garage door may not close properly.
- **Important:** Do **not** lubricate the above chain or threaded rod (called a screw drive). These mechanisms are designed to run dry or with specific grease provided by the manufacturer.

Garage door (Guardian brand)





Manual open tutorial

## WINDOWS

Keep your windows functioning properly by regularly checking the weep holes—small openings at the bottom of the frame that allow water to drain outside. Make sure they're free of dirt or debris so water can escape easily. Clean any buildup in the window tracks, then apply a light coat of siliconized lubricant or furniture polish to help them operate smoothly.

Check the silicone seal around the outside of your windows regularly. Over time, silicone can crack, shrink, or wear down. If you notice gaps or deterioration, it should be re-sealed to keep your home sealed.

*Scan the QR Code for a window cleaning tutorial video!*



## WINTERIZING OUTDOOR FAUCETS

- Remove hoses, splitters, and other attachments before freezing weather.
- Protect faucets with a store-bought insulated cover.
- Make sure your home stays heated to at least 65°F during freezing weather. On especially cold nights, let faucets drip slightly and open vanity or cabinet doors to allow warm air to circulate around plumbing.

## PEST CONTROL

Even though your home is brand new, pests like ants, spiders, crickets, and other insects can still find ways inside — especially in areas like West Texas where pests are common.

### What to Know:

- **Regular Maintenance:** It's a good idea to schedule routine pest control treatments (quarterly is typical). This helps prevent pests before they become a problem.
- **Weep Holes & Entry Points:** Small openings, like weep holes in brick or gaps around doors and windows, should never be sealed shut but do need regular pest treatment.
- **Landscaping:** Keep grass trimmed, weeds pulled, and flower beds treated.
- **Homeowner Responsibility:** Pest control is considered part of normal home maintenance and is not covered under warranty.



**SCAN HERE to  
VIEW ALL MAINTENANCE VIDEOS**



