



HOME OWNER GUIDE

Service Procedures

Marz Homes is committed to the quality of your new home. That is why we offer a comprehensive after-sales service program should a situation arise where a warrantable item is in need of repair. The enjoyment of your new home is of utmost importance to us. Aside from emergency situations, there are two opportunities within the first year of home ownership for you to report deficiencies covered by warranty for service.

25-Day Warranty Form

- Record any deficiencies covered by warranty that have arisen
- Include any items that may not have been corrected from the PDI

11-Month Warranty Form

- Record any deficiencies covered under warranty that have appeared during your first year of ownership

Note: These forms are available on our website at www.marzhomes.com and can be submitted to our service staff directly online and or can be mailed, faxed or hand-delivered to our office by the dates specified.

Once items have been reported to us in writing, our service staff will confirm the warrantable items and make arrangements for service as soon as possible. Please ensure that our office always has current contact numbers on file so that we can reach you for any necessary appointments.

The Marz Homes warranty will continue to cover water penetration and the electrical, plumbing and heating equipment for your home until the end of your second year of ownership. You can use the **2-Year Warranty Form** to request service for those items if required.

To determine whether or not an item is covered under warranty please see the **Marz Homes Service Guide** in the Client Care section of our website.

11-Month Warranty Coverage (General Warranty)

- Defects in material and workmanship
- Constructed in accordance with the Ontario Building Code
- Free from major structural defects

2-Year Warranty Coverage (Water Leakage/Mechanical Units)

- Water penetration in the building envelope
- Defects in materials, including windows, doors and caulking, or defects in work that result in water penetration through the building envelope
- Defects in work or materials in the electrical, plumbing and heating delivery and distribution systems
- Defects in work or materials which result in the detachment, displacement or deterioration of exterior cladding (i.e. brickwork, aluminum or vinyl siding)
- Free from major structural defects

7-Year Warranty Coverage (Major Structural Defects)

- Defect in work or materials that results in the failure of a load-bearing part of the home's structure or materially and adversely affects its load-bearing function
- Defect in work or materials that materially and adversely affects the use of the building as a home

For more information on service for your new home or to submit a warranty service request form please fill out the online service request forms found in the Client Care section of our website, www.marzhomes.com or e-mail: clientcare@marzhomes.com.