Home Warranty Coverage Guide

General coverage guide | Redline Solutions

Homes and properties constructed by Redline Solutions

Coverage overview. Your project's signed warranty and manufacturer terms govern.

Redline Solutions provides the following 1–2–10 limited warranty directly for covered work on eligible home and attached garage work included in your signed Construction Agreement. The pool, spa and water feature are covered separately under your separate pool warranty.

1 Coverage and commencement

All home warranty periods begin at handover,. Handover means Redline's delivery of the completed home to the Owners following the final walkthrough and completion of punch-list work. The periods run concurrently from that date; repair of an item does not restart the original period except as required by law.

One year — Workmanship and materials

For 12 months after handover, Redline will correct covered defects in its workmanship and installed construction materials. This includes included finish carpentry, doors, drywall, paint, tile and flooring installation, siding, roofing, flashing, caulking and similar components, where a defect fails the performance standard below.

Two years — System installation

For 24 months after handover, Redline will correct covered installation defects in the home's plumbing, electrical and HVAC distribution systems. Equipment product failures are governed by manufacturer warranties; a product warranty does not remove Redline's responsibility for a covered installation defect.

Ten years — Major structural defects

For ten years after handover, Redline directly covers qualifying major structural defects in foundation load-bearing components, structural framing, load-bearing walls, beams, girders, columns and roof framing included in its work. A qualifying major structural defect is a defect in Redline's design or construction causing actual physical damage to a load-bearing component that compromises its intended load-bearing function. Engineering evaluation may be necessary. Cosmetic conditions alone do not qualify.

2 Performance maintenance and exclusions

Performance standard

Covered work must comply with the approved plans, engineering, applicable building requirements and product installation instructions, and be performed in a good and workmanlike manner. Evaluation considers intended function and construction tolerances applicable to the component. A visual irregularity is not automatically a defect. Redline will assess reported conditions against these requirements, using qualified trade or engineering evaluation where appropriate.

Concrete and soil conditions

Concrete can crack. A crack alone does not establish a structural defect; its cause, effect on structural function and applicable construction tolerances must be evaluated. Ground movement, storms, flooding, freezing and other acts of God can affect foundations and pool shells. Damage caused by these events or improper maintenance is excluded to the extent it is not attributable to a covered defect in Redline's work. These exclusions do not excuse a covered construction defect.

Maintain proper irrigation, consistent soil moisture and positive drainage around the foundation and pool, following the project engineer's site-specific care instructions. Avoid excessive drying, saturation and ponding. Repair irrigation and plumbing leaks promptly and do not change grading, drainage or landscaping in a manner that compromises these areas. Maintain sealants and joints as instructed. Record maintenance and retain applicable care instructions.

Other homeowner responsibilities

Maintain roofing, flashing, sealants, exterior finishes, drainage, HVAC filters and equipment, plumbing and mechanical systems in accordance with written care instructions. Address water intrusion promptly. Provide reasonable access for inspection and correction and avoid alterations that damage Redline's completed work.

Exclusions

Excluded conditions include normal wear and deterioration; normal drying, shrinkage or settlement within applicable construction tolerances; damage caused by misuse, neglect, inadequate maintenance, pests, owner alterations or unrelated third-party work; and casualty damage not caused by a covered construction defect. Failure to report or mitigate excludes resulting additional damage to the extent caused by that failure. Exclusions apply to the cause of the damage and do not excuse defective Redline workmanship.

Owner-provided scope

Materials and installation expressly identified as owner-provided in your signed Construction Agreement are excluded from Redline's warranty. Manufacturer warranties and warranties from the Owners' installers may apply to those items. Redline remains responsible for its own covered work.

Manufactured products

Appliances, HVAC equipment, fixtures and other manufactured products are subject to their specific manufacturer warranties. Contact Redline for item-specific coverage details and assistance arranging service. Manufacturer terms govern eligibility, registration, parts, labor and start dates. Product documentation will be provided at handover or as available; no uniform manufacturer term is promised for all home products.

3 Warranty service

Submitting a request

Submit home and pool warranty requests through the warranty/service request form at www.redlinesolutionsgc.com. Include the Owners' names, project address, contact information, affected item, date first observed, description, photographs or video, and any equipment model and serial numbers. Redline will review the submission, identify the applicable warranty and coordinate inspection or manufacturer assistance as appropriate.

Inspection and correction

Report a suspected covered defect promptly after discovery during the applicable coverage period. Redline will acknowledge requests within the project's communication terms: 24 hours during the workweek and 48 hours on weekends, excluding observed U.S. federal holidays. Acknowledgment is not a promise to complete the repair within that period. Inspection and correction will be coordinated with urgency, site access, material availability and trade scheduling in mind.

If covered, Redline will arrange a reasonable repair or replacement of the affected work at its expense. Repairs must restore the applicable performance standard; exact matching of aged or discontinued finishes may not be possible. Obtain written coordination before non-emergency corrective work by others, except as permitted by law. Necessary emergency mitigation is addressed below.

Urgent conditions

For an active leak, electrical hazard or other urgent condition, take reasonable steps to protect people and prevent further damage, and call Redline at (903) 879-5951. Contact emergency services when needed. Safely shut off affected utilities or equipment when appropriate. Document the condition and necessary emergency work, and submit the website request as soon as practicable. Emergency mitigation does not require waiting for a routine warranty review.

Legal notices and contract coordination

This guide summarizes coverage available for eligible projects; it is not a substitute for your signed warranty. It does not waive nonwaivable statutory rights, replace any notice required by law, or shorten a legal limitation period. A website submission does not replace certified-mail notice when required by Texas law. Coverage disputes and formal notices are governed by the Agreement and applicable law.

Warranty assistance: (903) 879-5951 | www.redlinesolutionsgc.com