



# Proactive, Expert Service

*Safeguarding our builders & their homeowners is paramount.*

## FULLFILLING YOUR NEEDS

ACES was founded by builders who sought out a solution that would provide a fair set of warranty and performance standards for both Homeowner and Builder.



## What We Stand For

## THE ACES FOUNDATION

Emphasis on providing what Builders need is in the ACES DNA. Our Annual Builder Round Table allows us to partner with you to gather your insights and incorporate changes that align with what you're currently seeing in the field. Industry trends and legislative changes are on our radar, as ACES is designed to make you more competitive while keeping your business protected.



## EXTENDING YOUR BUSINESS

Just like the homes you build, your company is unique. There's no one-size-fits-all approach. By working with ACES, you're gaining a partner with a product that will save you time, money, and enhance your reputation while giving you more capacity to focus on building.



Live, TX-based Support Team

## American Construction and Education Services, Inc.

### Happy Customers

Neutral 3rd Party Representation

Quick Resolutions

Happy Homeowners

### Easy Enrollment

Same day closings

Grandfather closings up to one year

Convenient enrollment options

### Happy Builders

Prevent expensive lawsuits

Staff orientation and training

Personalized marketing options



# Homeowner Information Sheet

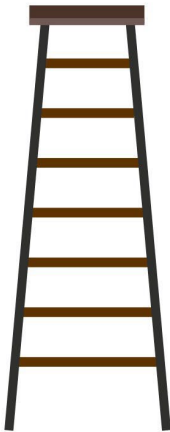


*Congratulations on your new home!*

ACES Builders' Warranty is the third party administrator of your builder's 10 year warranty on your new home. ACES has provided warranty service since 1994 for thousands of homeowners and builders. As a neutral third party, we believe in fairness and integrity above all. Our goal in any warranty situation is to facilitate the communication and collaboration required for a positive outcome. We make the warranty process courteous, transparent, and fair.


## WARRANTY PERIOD TIMELINE

Please take a few moments to review your warranty booklet for specific performance standards and homeowner maintenance items.



**YEAR 01** .....  
**GENERAL WORKMANSHIP**  
Your builder warrants the general workmanship on your home during the first year. Items such as finishes, tile, cabinets, etc. should perform to the applicable warranty standards during this time frame.



  
.....  
**YEAR 02**  
**SYSTEMS**  
Plumbing, electrical, and HVAC delivery systems are expected to perform to the specified performance standards for two years.

**YEAR 10** .....  
**STRUCTURAL**  
Major structural and foundation defects are included for 10 years from the date of closing.



### Who is the ACES Builder?

- ★ ACES Builders agree to secure inspections throughout the construction of each home for foundation (prior to placement of the concrete), framing - including electrical, plumbing, and HVAC - as well as a final inspection (including drainage).
- ★ We encourage all ACES builders to participate in continuing education on subjects pertinent to the homebuilding profession.



### More About ACES

ACES is recognized in the industry for outstanding service in Texas. We received a 2016 Distinction Award from the BBB for our dedication to outstanding customer service.

We provide a toolbox of documents to help you understand your warranty and maintain your new home. ACES team members offer a wealth of knowledge and are happy to answer any questions you may have.

ACES is a local Texas company and our staff is easily accessible. You can reach us by phone, email, and through our convenient online form to inform us of any warranty concerns.



## Winner of the 2022 BBB Pinnacle Award!





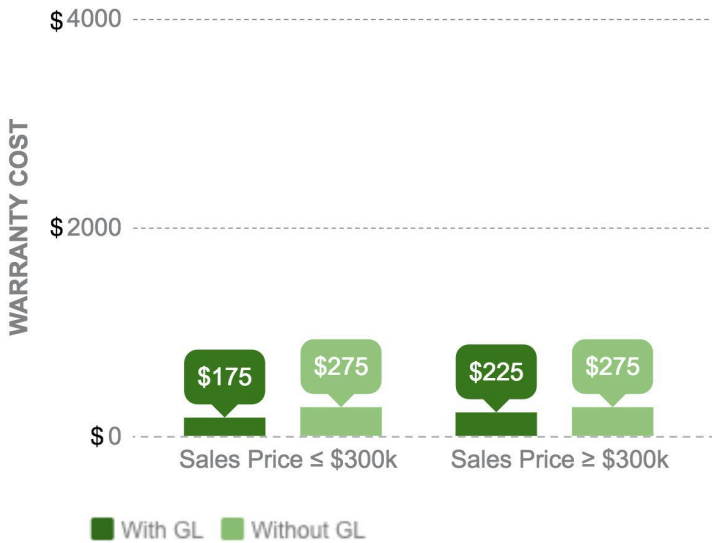
# Cost Savings Analysis



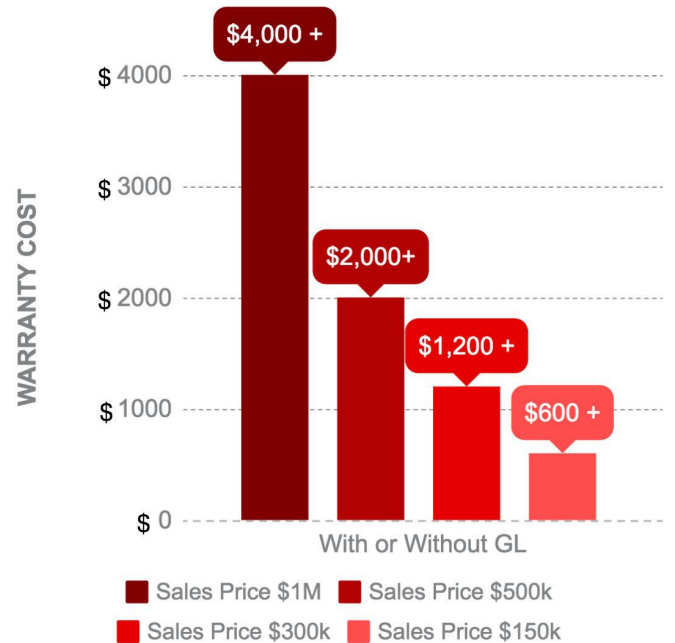
## ACES is Your First Line of Defense

ACES has been successfully reducing builders' overhead and legal fees since 1994. Our only business is to professionally handle warranty service for builders of all sizes across the state of Texas. By having ACES administrate your warranty service, you can dedicate your limited time and resources to doing what you do best - building houses!

ACES Builders' Warranty  
Flat Fee Pricing



Typical Insured Warranty



## PROVIDING EXCEPTIONAL VALUE

ACES Builders' Warranty can reduce your overhead in the following areas:



We strive to provide your business with the best value in the warranty industry. Our attorneys update the warranty according to recent changes in state law



# Proven Resolution Process

*Safeguarding our Builders and their Homeowners is paramount.*

ACES Builders' Warranty offers a time tested, successful process for resolving warranty issues as quickly as possible. At closing, the homeowner and builder contractually agree to use the ACES Administrative Intervention as an alternative to time consuming and costly lawsuits. We facilitate problem solving and restore communication by stepping in as a neutral third party and reducing tension between the homeowner and builder. This enables our builders to address any warrantable items before they escalate. At ACES, we see warranty requests as an opportunity to preserve and strengthen the builder-homeowner relationship.



## step #1

Homeowner reports issue to Builder.

Builder inspects issue.

Builder repairs covered items, OR refutes non-warrantable items.



## step #2

Either party may initiate the ACES Resolution Process for any unresolved issues.

ACES reviews unresolved issues against applicable Performance Standards.

Neutral 3rd Party Inspection scheduled for potentially covered items.



Inspector determines responsibility and cites specific Performance Standards.

Builder repairs any covered items within 60 days.

If dispute remains unresolved, claim goes to Mediation and then Binding Arbitration.

***We believe Honor, Integrity and Fairness builds the foundation for superior collaboration and resolution for each individual home.***





# ACES Builders Toolbox

*An Extension of Your Business*

At ACES, we offer our builders an abundance of tools and information that will help your homeowners understand how the ACES warranty works, while also showing buyers that your company values the warranty as an important component of each home.

## Don't Reinvent the Wheel



When your homeowners have all warranty information in one place, they are more likely to use manufacturer warranties and to perform the homeowner maintenance required by the ACES warranty. This helps prevent frivolous warranty requests later down the road, saving your valuable time. Please review the options below and notify us of your preferences for delivery of the Toolbox materials.

## TOOLBOX OPTIONS

TIER NUMBER ONE  
**ELECTRONIC**  
**\$0**

Receive our Builder's Toolbox electronically at no additional cost. We are happy to provide the link to our online Toolbox via e-mail.

Our Toolbox is always evolving to meet the needs of ACES Builders and your Homeowners.



TIER NUMBER TWO  
**USB KEY DRIVE**  
**\$25**

For your homeowner's convenience and ease of access to all of their warranty documents, we offer a pre-loaded ACES USB flash drive.

This \$25 add-on includes all the Homeowner Tools from the ACES Toolbox, plus the warranty book.



TIER NUMBER THREE  
**BINDER + USB**  
**\$75**

Electronic delivery, USB Key Drive, and a customized black leather binder come in this all-inclusive package. Hard copies of all warranty documents will be printed, including signature pages not included in the electronic package.

We are thrilled to have this add-on option available for you - see what's included below!



### WHAT'S INSIDE THE BINDER?

- ★ Congratulations letter with information on manufacturer warranties
- ★ Signature page for receipt of ACES Warranty Book
- ★ Final punch list sheet for final walk-throughs
- ★ Homeowner Information Sheet with a brief summary of ACES
- ★ Homeowner Maintenance Guide with Signature Page
- ★ Proven Resolution Process Information Sheet
- ★ Full Sample ACES Warranty Book

\* You may also include emergency phone numbers, manufacturer warranties, and any other documents you wish to provide to your homeowners at closing.



Contact ACES  
www.acesbuilderswarranty.com

★★★★★ SUMMARY ★★★★★

We believe Honor, Integrity, and Fairness build the foundation for superior collaboration and resolution for each individual home.

- ✓ ACES has proudly served the Best Texas Builders & Remodelers since 1994.
- ✓ Dedicate your time to building while we act as an extension of your business.
- ✓ Avoid lengthy, costly legal escalations with the 3-Step ACES Intervention Process.
- ✓ Because you value fast, easy service, we provide flat fees and rush enrollment options.
- ✓ Free marketing support and training for your staff & Title Company are provided by ACES.
- ✓ Stay current with industry leading standards & provide your input at our Builder Round Tables.



TESTIMONIALS

ACES neutral 3rd party representation results in satisfied builders and homeowners.

BUILDER REVIEWS



"Great service. Friendly. Easy to use. Very informative. Fast response to any issue at hand. Great with customers as well. Always professional in every manner." ACES Builder Since 2013



"Extremely professional, neutral, intermediary that effectively manages clients expectations and best practices for both builders and homeowners. We use them exclusively for all our homes." ACES Builder Since 2011



"Been using ACES since they first started the Company. They are very efficient and are great to work with. I'd recommend them to anyone building new homes." ACES Builder Since 1994

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The ACES warranty was invented by builders for builders to generate an excellent experience for all involved, naturally resulting in generous referrals and references. Because we work proactively, we are uniquely capable of providing the solutions needed to preserve the builder's longevity and avoid costly and time consuming escalations.



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