



## *Warranty Service*

The purpose of this section is to provide you with an overview of the procedures for obtaining service under your new home warranty. If you have any questions regarding standards or procedures, contact your warranty department.

To comply with the terms of your warranty as well as for reasons of accuracy, all non-emergency items for which you request service should be reported in writing. "Request for Service" forms are provided for your convenience. As described below, you may also write a letter at any time, in care of the Warranty Department.

### *Service Checkpoints*

#### A. Eleventh-Month

Near the end of the tenth month of your two-year warranty coverage, Ideal Suburban Homes will mail a survey and "Request for service" document to your residence. This will be your opportunity to check your home for items to be submitted for warranty action. This is a service provided as a convenience to homeowners; failure to receive this notice for any reason will not constitute an extension of the warranty period.

#### B. Major Appliance Warranties

The manufacturers of kitchen appliances have provided you with maintenance procedure manuals. You have also received manuals for your heating and air conditioning units. Appliance warranties are generally for one year from the date of closing. Refer to the literature provided by the manufacturer for complete information. We recommend you take the time to read the manuals and return the completed warranty cards to the manufacturers so your warranty coverage can be initiated.

### *Service Processing Procedures*

A. You can help us serve you better by including complete information.

1. Name, address, phone numbers where you can be reached during business hours
2. Community name and lot number for your home
3. A complete description of the problem. For example, "Guest bath-cold water line leaks under the sink," NOT "plumbing problem in bathroom."

B. Upon receipt of any "Service Request", the Warranty Department will evaluate the problem and assign it to the appropriate person to contact you directly to resolve the matter.

1. Appointments are available Monday through Friday, during normal business hours.
2. Completion of the service items can be expected within fifteen (15) working days of the date your service request was received unless you are notified of a change.