



## **WELCOME HOME**

### **Warranty Guide and Overview**

Congratulations on the purchase of your new home from Smith Family Homes (SFH)! When you purchased your home, you actually purchased hundreds of items and the work of 35 to 50 independent trade contractors. We construct your home with carefully selected materials and the effort of experienced craftsmen and laborers under the supervision of our field personnel. Although this group works from detailed plans and specifications, because a home is one of the last hand-built products left in the world, each one is unique and over time, each behaves differently.

At the time of closing, we enrolled your home in the 2-10 Home Buyers Warranty program (2-10 HBW) which includes 1-Year Workmanship, 2-Year Systems and 10-Year Structural coverage. Please take time to review the enclosed manuals regarding your home warranty. You will also find your 30-Day and 11-Month Warranty Request forms; you may use these to maintain your warranty request lists for future submission. Kindly remember that 2-10 HBW does not cover owner damages.

Please ensure you complete Homeowner Central registration to access your online portal so that this is ready to use when it is time to submit your warrantable items at 30-day and 11-month. Use the 30-day and 11-month form provided in this packet to keep a list of items as you come across them until it is time to submit them.

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**Below is a short summary of our standard warranty process during the 1st year of coverage:**

#### **30-Day Warranty Service**

This warranty service is to address items that may be found in or on the home during the 30-Days after closing. Please refer to your 2-10 Warranty Booklet to determine which items are warrantable. The homeowner should submit a 30-day list using the Homeowner Central Portal online. Instructions for registering with and using the online portal are included with this closing packet. **We highly encourage you to submit requests and submit them at one time. The portal will save your list until you are ready to submit all your items.**

- After a 30-day list is submitted, our SFH Warranty Team will verify all items on the list are warrantable items. A SFH Warranty Representative may request additional information from the homeowner at this time regarding the items listed. Once received, an SFH warranty team member will make contact directly with the homeowner to schedule a "workday". The timeline for these items varies depending on that relevant trade's schedule and other factors. The work day will need to be scheduled during normal business hours which may require the homeowner to take time off of work. Once the SFH team member has confirmed a day that the homeowner will be available for the work day, the SFH warranty team member will schedule all relevant trades for the scheduled work day. After all trades have finished their approved items during the work day, an SFH team member will meet the homeowner at their home to verify and have the homeowner sign off that the warrantable items have been completed.
- In the event you find additional items after your scheduled 30-Day visit, simply add them to your 11-Month Service.

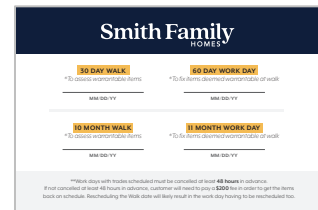
- Some items will be addressed one time only. These are items that need to go through a full year of weather cycles, heating, cooling and settling before being addressed. Examples of these items are drywall, flooring, and trim work. We recommend deferring these items until the 11-month warranty service unless the items are severe.

## 11-Month Warranty Service

This warranty service follows the same process as the 30-day warranty service. The main difference is that the 11-Month is when we bring in drywallers and painters to correct any warrantable items. Warrantable items for this service should be submitted to the Homeowner Central Portal no later than 11-Months after closing.

## Missed Appointments

If you must miss an appointment, we appreciate being alerted as soon as you realize your schedule has changed. We can put work orders on "hold" for 10 to 30-Days and re-activate them when your schedule offers a better opportunity to arrange access to the home. In the event that you miss an appointment and do not notify us, and our trade contractor shows up and cannot perform the repairs, there are times that they will charge us a service fee for the missed appointment. In these events, we may need to pass along that service charge to you.

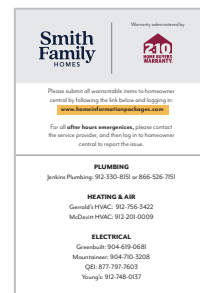


## Emergency Warranty Service

If you experience an emergency (HVAC, water leak, etc.) service situation:

Call the emergency trade numbers found on your electrical panel. Once the appropriate trade has been contacted, submit the issue using the Homeowner Central Portal so that SFH has a record of your claim.

Failure to submit your emergency claim in the portal can result in delays in your scheduling and follow-ups. Timely record keeping helps us keep our building partners accountable and in providing you with the best customer care possible.



## Submit requests online using the Homeowner Central Portal

You will receive a registration email after your closing; please click the link provided and complete registration to access your online portal to submit warranty requests. It is imperative to submit all claims (including emergency services) in your Homeowner Central Portal. To ensure accurate record keeping, all communication between our warranty team and you, the homebuyer, should be kept within the portal.

**Before submitting a warranty claim, please familiarize yourself with the following sections from your 2-10 Home Buyers Warranty booklet:**

- 2-10 Warranty Booklet section III. C. Access to your home for inspection and making repairs.
- 2-10 Warranty Booklet section VII will explain your maintenance responsibilities under this express limited warranty.

- 2-10 Warranty Booklet section VIII Exclusions.
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### **Important information and reminders for the 1<sup>st</sup> year of warranty coverage**

- If an emergency call is determined to be non-warrantable, the homeowner will be responsible for any service fees and/or labor costs.
  - Plumbing example - clogged sewer line caused by too much toilet tissue or child's toy
  - Electrical example – breakers tripped because circuit overloaded
  - HVAC example – dirty air filters or clogged condensation line
- Your appliance user manuals and warranty cards are in your kitchen drawer.
- Warranty cards contain with a link to register your appliances.
- You will find maintenance/care guides in this package and in the New Home Maintenance Manual.
- You have GFI protection on your receptacles in the kitchen, bathrooms, whirlpool tub, garage, laundry room, outside and wet bar. This protection can be in the form of a breaker in your electrical panel in your garage or a GFI receptacle at the beginning of the electrical run. If you have an outlet or outlets that stop working, please check to see if the GFI breaker or GFI outlet has been tripped and needs resetting.
- Arc Fault Breakers are located in your electrical panel. They protect several of your room outlets and lights. If any lights or outlets stop working, please check your electrical panel for any tripped breakers. These breakers, when tripped, usually have to be pushed fully to the off position before they will reset.
- Your smoke detectors are hard-wired to the electrical system and also have battery backup.
- If your smoke detector starts beeping it typically means it needs a new battery.
- You have filters in your air return(s) that will need to be changed every 30-Days.
- Remember to mail in any registration cards you receive with manufacturer materials. Being in the manufacturer's system assures that in the event of a recall the company can contact you and arrange to provide the needed correction.
- It is the responsibility of the homeowner to read the manufacturer's documentation and warranty information that came with the products installed in their home.
- Warranty coverage does not cover owner damages.
- If you sell your home during the warranty period, advise SFH and the 2-10 Homebuyers Warranty Corporation of the new owner's name and the date of closing.

With so many details and people involved, a planned system is essential. Our system includes numerous types of service. If you are ever in doubt as to which applies to your situation, contact our warranty office for assistance.



Dear Homeowner,

We want your home ownership experience to be a great one, which is why your home comes with a Homeowner Care Platform that will allow you to better understand, maintain and enjoy your investment.

*The platform includes an interactive homeowner portal, which can be accessed using your login credentials. **You will receive a registration email; please click the link provided and complete registration to access your online portal.***

Once registered you can:

- **Reference key information anywhere, anytime from any device.**
- **Know how to operate your home's systems.**
- **Maintain a High Resale Value.**
- **Get Maximum Coverage from Your New Home Warranty.**



## Your Homeowner Experience will Include:

An interactive cloud-based web portal,  
instantly accessible from anywhere, at any  
time and from any device



Investor-friendly solution with full  
transferability to future owners & tenants



Recommended warranty-based  
monthly maintenance alerts



Detailed, unit-specific warranty  
information and milestone alerts



A one-click service  
request function



 Homeowner **Central**  
by CONASYS

[www.constellationhb.com](http://www.constellationhb.com)