



## Warranty Introduction

### **45-Day Warranty Service**

- Approximately 15-20 days after you close on your home you will receive an email to remind you about your upcoming 45-Day Warranty Service.
- Please reply to this email with your list of warrantable items, as referenced in your Homeowner Handbook, by the respond-by date in the reminder email.
- Your 45-day service list will be assigned to a Quality Manager who will contact you directly to schedule a walk-through.

### **EXAMPLES of 45-day warrantable repairs:**

- Door and window adjustments if needed.
- Electrical, plumbing, or HVAC concerns.
- Please note: Warrantable sheetrock concerns will be addressed at your 11-month warranty service

### **Between Your 45-Day and 11-Month Warranty appointments (Emergencies)**

- Your emergency contact sticker is located inside the cabinet door under your kitchen sink.
- In the unlikely event that you experience an emergency, we ask that you first contact the appropriate sub-contractor from your contact sticker then email us at: [warranty@tratonhomes.com](mailto:warranty@tratonhomes.com).
- A Quality Manager will contact you to check the status of your emergency.

### **11-Month Warranty Service**

- Your builder's warranty will expire 1 year from the date of your closing.
- Approximately 60 days prior to the 1-year expiration date of your warranty you will receive an email to remind you about your upcoming 11-Month Warranty Service.
- Please reply to this email with your list of warrantable items, as referenced in your Homeowner Handbook, by the respond date in the email.
- Your 11-Month service list will be assigned to a Quality Manager who will contact you directly to schedule a walk-through.
- Your 11-month Warranty Service includes one sheetrock and paint touch-up for any workmanship or settlement issues. *(Please make sure to blue tape the warrantable touch-up areas before our contractors come to repair)*

### **EXAMPLES of 11-Month warrantable repairs:**

- Drywall and paint touch-ups due to settlement or workmanship.
- Door and window adjustments.
- Please note: Appliances warranties are covered by the manufacturers, not Traton Homes. Refer to your manufacturer's warranty for contact procedures and details.
- Scratches, dings and dents, concrete flatwork, landscaping, and decks are not covered by warranty after closing.