

Warranty Manual



REECE HOMES

Built the way we live

979.635.4800

warranty@reece-homes.com

www.reece-homes.com

Warranty Request Procedure

If you believe there is a construction defect covered by your New Home Warranty, these are the steps that will take place.

Step 1 - Contact us

Contact us as soon as possible with the details of your concern, following the guidelines for how to submit a service warranty request to Reece Homes. This is to be communicated only in written form via email, letter, or through the Reece Homes website. Verbal or text message requests will not be processed. If your concern is an emergency, these should be reported immediately. Emergencies are most quickly responded to by first contacting the appropriate subcontractor. The Reece Homes goal is to promptly respond to all emergent and non-emergent service requests.

Step 2 - Allow us to investigate

Upon receipt of your service request, we will review the details and investigate the item or items of concern. This may involve sending a Reece Homes' team member or sub-contractor to your home to do an inspection, perform tests, and analyze the situation. We will need your cooperation should we need to meet at your home during normal working hours.

Step 3 - Reece Homes responds

After reviewing and analyzing the situation, we will notify you if there is a construction defect covered under your New Home Warranty. If it is a covered defect we will make repairs or at our option replace it as provided in the warranty.

Step 4 - Repair process begins

Work will begin on your home after the concern is accessed and determined that it is in fact warrantable. We will need access to your home during normal working hours to repair the defect. We may ask that you be at home when the work is performed as we prefer not to be in your home when you are not there. We will start and complete the work as soon as possible based on your schedule, our work schedule, and the contractors availability and the materials required to do the work. It is our goal to have all repairs completed within 30 days upon receipt of your warranty service request.

Thank you in advance for your cooperation and flexibility to complete the work efficiently.



How to Submit a Warranty Service Request

*Reece Homes is dedicated to those we serve and want your home owning experience to be a great one.
Please let us help address any issues that you may encounter.*

Normal Service Request: *(see below for emergency requests)*

Preferred Method:

1. Fill out the warranty service request online:
<http://www.reece-homes.com/warranty-service-request>
2. Go to website www.reece-homes.com and click on *Homeowners* at the top of the page, then click on **Warranty Service Request**, enter in pertinent fields, and submit.

Other Methods:

1. Email request to warranty@reece-homes.com
Include your name, address, phone number, email, warranty request description, and picture if applicable.
2. Mail request to Reece Homes *(please note: delays in receiving will occur when mailed)*
3900 State Hwy 6 S., #110, College Station, TX 77845

EMERGENCY Service Request: *(see next page for what constitutes an emergency)*

Follow These Steps:

1. We authorize you to directly contact the applicable subcontractor identified on the list provided to you by your superintendent.
2. Send secondary notification to warranty@reece-homes.com within 12 hours of initial notification to subcontractor for follow up.

PLEASE NOTE: *Verbal (phone or in person) and text message requests will not be accepted*



What is an Emergency?

As stated in your New Home Warranty, an emergency means a substantial risk of serious physical damage to the home or a substantial risk of serious bodily injury to its occupants if a Defect or Major Structural Defect is not immediately repaired.

Please read further in your New Home Warranty for more details and refer to this list below for DEFECTS that would be considered an EMERGENCY.

- Total loss of heating or air conditioning during extreme weather conditions.
- Total loss of electricity. (check with the utility company prior to reporting this to Reece Homes or an electrician)
- Plumbing leak that requires the entire water supply to be shut off or causes damage to the home or its contents
- Total loss of water (check with your water company to determine if your area has a general outage)
- Gas leak (safely leave your home, check with your gas provider prior to reporting, and follow emergency procedure from remote location)
- Electrical problem that is a fire hazard or a source of danger
- A total stoppage of the plumbing drain system (ex: the main sewer line is clogged making it impossible to utilize the plumbing system in your home)
- Any other problem that, without immediate correction and precautionary measures, creates a potential for bodily harm that cannot be reasonably avoided.

Emergency Service Contacts

Should an emergency service request arise please contact the appropriate sub- contractors and then follow up with Reece Homes by submitting a warranty service request in writing.

HVAC

Climate Doctors

979-775-6572

Electrical

Gilmore Electric

M-F, 8-5 979-822-8340

After Hours 979-446-7411

Plumbing

Tom Lyne Plumbing

M-F, 8-5 979-204-7671 or 979-229-9051

After Hours 979-324-1200 or 979-204-7671

Warranty Service Request Basics

Equip yourself to knowledgably request a warrantable defect.

- Please be conscious of what is considered a warrantable issue.
- Be familiar with your New Home Warranty. It details what is considered warrantable and gives guidelines in handling warrantable service requests.
- Warranty requests must be submitted in writing through email, the Reece Homes website, or by mail. Verbal and text message requests will not be accepted.
- Your service request will be assessed for eligibility of coverage.
- If a service request is completed at your home and the reported issue was determined to be caused by people, pets, pests, or lack of maintenance, the homeowner will be responsible for the service call charge.
- All warranty requests are handled on a first in/out basis. You will be contacted within 2 business days upon receipt of your request to notify you of our course of action. Please note that mailed in warranty items might incur delays due to mail service delays or holidays.
- Non emergent service requests will be handled Monday-Friday, 8:00 -5:00.
- Typically, we will inspect the problem so that we have a complete understanding of the request and then set an appointment to begin work.
- Warranty repairs will be scheduled for completion within 30 days upon receipt of your written request. Occasionally, due to circumstances beyond our control, this process may take longer due to delays in material acquisition, sub-contractor schedules and conflicts, weather, and holidays.

