

Welcome Home Warranty Summary



Limited Warranty Agreement

• 1-Year Warranty

During the first year of this Agreement, and subject to the terms and conditions listed herein, the Builder warrants your home against **faulty workmanship and materials, defects in appliances, fixtures and equipment, defects in wiring, piping, and duct work in the electrical plumbing, heating, cooling, ventilating and mechanical systems, and Major Structural Defects.** (See *Definitions Section II-D*) due to non-compliance with the Warranty Standards.

NOTICE: You must report any defects in countertops, appliances, cabinets, hardware, all flooring (carpet and LVP), window screens, and fixtures within 14 days of closing. Any concerns raised after this period will be governed by our Limited Warranty Agreement.

• 2-Year Warranty

During the second year of this Agreement, and subject to the terms and conditions listed herein, the Builder warrants that your **home's cooling, heating and ventilating, electrical and plumbing systems (exclusive of appliances, fixtures and equipment-coverage is one year of manufacturer's warranty whichever is less) will be free of defects due to non-compliance with the Warranty Standards set forth in Section V of this document.** The builder further warrants that your home will have no Major Structural Defects in that period. (See *Definitions Section II-D*)

• 10-Year Warranty

In years three through ten of this Agreement, the Builder warrants that **your home will be free of any Major Structural Defects as and only as that term is defined in Section II-D of this document.**

Please review the definition since all structural defects are not covered, only Major Structural Defects as defined.

To qualify as a Major Structural Defect there must be:

- a. Actual physical damage.
- b. Damage to one of the eight identified load-bearing portions of the home.
- c. And only such damage caused by failure of such load-bearing portions that affect the load-bearing functions.
- d. To the extent that the home becomes unsafe or otherwise unlivable.

All four portions of the definition must be met to be considered a Major Structural Defect under the terms of the Limited Warranty Agreement.

How To Submit A Warranty Service Ticket

Upon discovery of a fault or defect within the first or second year that you believe is covered by this Agreement, **please submit a warranty request directly through the Builder's warranty service account at www.McCallHomes.com/Warranty-Request.**

If you have trouble logging in, please call or email Warranty@McCallDevelopment.com.

To ensure every warranty issue is addressed promptly and accurately, a separate warranty ticket must be submitted for each item. This process helps us track and complete all necessary work on your home efficiently.

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Emergency Warranty Items

Definition: Issues that pose an immediate threat to safety, property, or the structural integrity of the building.

In these types of situations, call emergency services immediately. Response time: Immediate attention and resolution.

1. **Gas Leaks:** MDU: (800) 638-3278.
2. **Electrical Failures or Hazards:** Northwestern Energy: (888) 467-2999.
3. **Water Leaks Causing Immediate Damage:** (406) 208-3234.
4. **Structural Damage Compromising Safety:** REMOVE YOURSELF FROM THE PREMISES IMMEDIATELY AND CALL THE WARRANTY OFFICE: (406) 651-5354. PRESS 4.
5. **Hot Water Heater or HVAC System Failures:** Call the number on the emergency sticker located on the hot water heater.



Non-Urgent Warranty Items

Definition: Routine maintenance or repairs that do not pose an immediate threat or inconvenience.

Response Time: These requests will be added to our ticket queue and addressed in the order they're received.

1. Cosmetic issues
2. Minor adjustments to doors, windows, or fixtures
3. Non-urgent electrical or plumbing repairs



Sprinkler Initial Start-Up and Sprinkler Winterization

As part of your first year, we're pleased to offer **one complimentary sprinkler start-up and one winterization** to help you settle in. To schedule these services, please refer to the contact number on your sprinkler control box.

After the first year, ongoing sprinkler maintenance and associated costs will be the homeowner's responsibility. If your HOA covers water in your dues, they will manage these services on your behalf.

**You can view your full Limited Warranty Agreement by visiting your
Warranty Homeowner Portal.**