



YOUR NEW SIGNATURE HOME
**WARRANTY
GUIDE**

COVERAGE • CARE • CLARITY

e-signaturehomes.com



TABLE OF CONTENTS

Warranty	8-13
Emergencies	9
Signature Warranty Coverage.....	10
Items Not Covered Under Your Signature Warranty After Closing	10
Warranty Service Requests	11
Once You Move In	12
Frequently Asked Warranty Questions	14
Fireplace.....	18
Dishwasher.....	20
The Oven	21
Sink Garbage Disposal	22
Main Water Manifold / Winterize.....	24
Water Heater.....	26
HVAC Unit	28
Garage Door	30
Windows.....	32
Irrigation System	36
Breaker Box.....	41
Landscaping 101.....	42
Gas Meter	44
Cleaning Guide	46



Congratulations on the purchase of your new home and thank you for choosing a Signature Homes community. It is important that you understand what the warranty covers as well as the routine maintenance, inspections and services that your home will require to remain in excellent condition. This guide is just a summary of our complete warranty program.

VIEW THE COMPLETE WARRANTY PROGRAM

SCAN



WARRANTY GUIDE

REMINDER

**PLEASE REGISTER ALL MECHANICAL
UNITS ON THE MANUFACTURER'S WEBSITES**

ITEMS TO CONSIDER INCLUDE, BUT NOT LIMITED TO:

HVAC UNITS (IF MORE THAN ONE, REGISTER EACH)

KITCHEN APPLIANCES (EACH INDIVIDUAL ONE)

WATER HEATER

GARAGE DOOR OPENERS

Remember to contact us 10-11 months after closing
to schedule your 11 month walk.

SCHEDULE ON OR BEFORE: _____

WARRANTY GUIDE

All Warranty Requests must be in writing to our Nashville Warranty department via email or through our website.

EMAIL: nashvillewarranty@e-signaturehomes.com

WEBSITE: www.e-signaturehomes.com

ACCESS TO WARRANTY: <https://e-signaturehomes.com/home-warranty/>

**PLEASE ALLOW 48 BUSINESS HOURS TO RESPOND TO
NON-EMERGENCY REQUESTS.**

HOURS OF OPERATION
M-F 8AM-5PM

EMERGENCIES ONLY

HOURS OF OPERATION

M-F AFTER 5PM + WEEKENDS

EMERGENCIES ARE CONSIDERED:

- **Total loss** of heat during winter months (October – May)
- No working AC in **entire home** (May – October)
- **Total loss** of electricity (check for community outage first)
- Total loss of water or plumbing leak that requires water to be shut off to your home
- Roof leak (cannot be repaired while raining - protect home from further damage)
- Gas leak (report to the gas company first if you suspect a gas leak!)

GAS COMPANY _____

PHONE # _____

After hours emergency number: **205.941.4551**
(AFTER 5PM AND WEEKENDS/HOLIDAYS)

- Please allow up to 24 hours for response.
- Emergencies are answered in order of received and based on severity
- Please mitigate any damage you can while waiting for assessment

WARRANTY GUIDE

SIGNATURE WARRANTY COVERAGE

1 YEAR

Signature Homes provides a 1 year Limited warranty which covers your home from defects in materials and workmanship.

2 YEAR

Signature Homes provides a 2 year warranty on all mechanical systems including Plumbing, HVAC, Electrical, Roofing and Appliances.

10 YEAR

Structural warranty provides that your home will be free from any major structural defects in the slab, foundation and framing of your home.

ITEMS NOT COVERED

under your Signature Warranty *after closing*

INCLUDED BUT NOT LIMITED TO THE FOLLOWING

FENCES & DECKS

Wood is a natural product and may warp or cup.

COSMETIC FLAWS

Scratches on windows, bathtubs, cabinets, sinks, countertops and flooring.

LANDSCAPING

Issues due to shaded areas, lack of watering or over watering.

No warranty on landscaping after closing

INCORRECTLY MAINTAINED ITEMS

WEATHER RELATED DAMAGES

Damages such as ice damage, freezing spigots, wind damage, “acts of god” damages. Contact your Homeowner’s Insurance for weather related damage.

PLUMBING CLOGS

Plumbing clogs on drain lines only covered in the first 90 days after close. If a plumber determines the drain line clog is related to homeowner waste/toilet paper, feminine products, etc. the homeowner will be responsible for the cost of service. Payable to the plumber at time of service

WARRANTY SERVICE REQUESTS

ONE TIME WARRANTY REPAIRS

In most cases, you will benefit by waiting for a date near the end of your 1 Year Comprehensive Warranty term to have these repairs made rather than at their first appearance.

- Caulking:** separations or cracks in interior trim
- Ceramic Tile:** grout cracks
- Backsplash (If applicable):** separation from countertop
- Drywall:** nail pops

HELP US TO SERVE YOU

We can provide service faster and more accurately if we have all the necessary information. Putting the request in writing and with any warranty request, please include:

- Your name, address and the phone number where you can be reached during business hours.
- A complete description of the problem, for example, “guest bath—cold water line leaks under sink,” rather than, “plumbing problem.”

*Please make sure we have your current phone numbers and email for contact.

Send any current/updated information to NashvilleWarranty@e-signaturehomes.com

*Please let us know if you sell your home by emailing NashvilleWarranty@e-signaturehomes.com

WARRANTY GUIDE

ONCE YOU MOVE IN

IN THE FIRST YEAR YOUR HOME WILL GO
THROUGH ADJUSTMENTS.

Due to seasonal differences in temperature and humidity, you may see a few changes in your home. We will repair these items 1 time during the 1 Year Comprehensive Warranty Term

THESE REPAIRS ARE ONE TIME AND ONE TRIP FOR THE ENTIRE HOME
THINGS YOU MAY SEE...



TRIM JOINTS EXPAND
& CONTRACT

WE WILL: Caulk, paint, and trim



NAIL POPS IN
SHEETROCK

WE WILL: Reset screw, apply joint compound, sand and paint



CRACKS IN GROUT

WE WILL: Reapply grout

THESE ISSUES DO NOT AFFECT THE STRUCTURE OF YOUR HOME!

WARRANTY GUIDE

FAQ'S



WHAT IF MY EXTERIOR CONCRETE CRACKS?

*FOR A PERIOD OF ONE YEAR AFTER CLOSE

As concrete cures (dries out) contraction can occur and cracks will appear. Although it is common for concrete to crack, we have taken every precaution to properly install your concrete and even have an outside inspection to make sure it's done properly. Signature will fill concrete cracks in the slab or garage when the crack is:

Concrete cracks in slab or garage:

- A) Greater than 3/16" inch width
- B) Greater than 3/16" inch vertical displacement

Concrete cracks in patio or driveway:

- A) Greater than 1/4" inch width
- B) Greater than 1/4" inch vertical displacement

These standards are in accordance with the Signature Homes Warranty and the National Association of Homebuilders Residential Construction Performance Guidelines and are not considered structural.



WHAT IF NAIL POPS APPEAR IN THE SHEETROCK WALLS OR CEILINGS?

Nail pops are a natural occurrence in sheetrock, usually due to reduced humidity in your home which causes the wood to shrink slightly. These could happen at any point after the construction of your home is complete. If this occurs, Signature will repair and repaint the spot 1 time during the 1 Year Comprehensive Warranty Term. This is part of the one time repairs. Perfect match may not be possible due to product variances and new/old finishes.

FAQ's



WHAT IF I HAVE AREAS IN MY YARD WHERE THE SOD IS THIN OR DYING OUT?

There may be areas in your yard that receive a limited amount of sunlight during certain times of the year. These areas may not receive enough sunlight to support sod growth, causing the sod to grow thin or die. Areas adjacent to fences can also receive a limited amount of sunlight. These shaded areas are considered homeowner maintenance and are unwarrantable issues. Under watering as well as over watering may affect the growth of your sod, as well as your landscaping.



WHAT IF GAPS OR HOLLOW SPOTS APPEAR IN LVP FLOORING?

LVP (Luxury Vinyl Plank) flooring may slightly contract and expand. We will correct per industry standards and manufacturer recommendations. Occasionally you may hear "hollow spots". This too is a normal occurrence for any wood product. If the hardwood planks move when standing upon them, this issue will also be corrected by using methods approved by manufacturers. Always use Shaw R2X Wood Floor Cleaner to clean hardwood floors. Using water to clean hardwood can void your flooring warranty.

WARRANTY GUIDE

FAQ's



WHAT IF I SEE STANDING WATER IN MY YARD DURING A RAIN STORM?

Water in your yard may come from various points – effluent from downspouts, water draining from your yard, or water draining from an adjacent yard. To prevent standing water or flooding, engineers have developed the swales that you see on some home sites. Your yard is graded so that any surface water should drain away from your house and drain completely off within 48 hours of the end of a rain event. Depending on the amount of rainfall, they may run deep and wide until the water has completely been drained off your property. This means that the swales are operating properly, accomplishing their intended purpose. Drainage swales and shaded areas may not completely dry up, but there should be no standing/pooling water after this time period of 48 hours. Drainage swales should always be kept free and clear to ensure proper drainage of surface water. Do not add plants, landscaping, mulch or fencing in swales. Fence must be 3ft from swale. *check with HOA regarding fence placement requirements. Any disturbance of swale may void landscape/draining warranty.

WHAT IF A TILE CRACKS IN MY HOME?

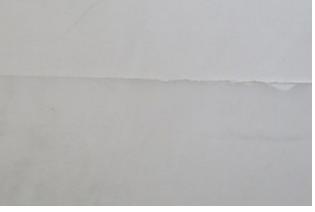


Sometimes tiles will crack. A cracked tile does not indicate a structural problem; it is simply an occurrence that may happen. Signature will repair cracks in tile or grout one time during the one year basic warranty period. Because there is some fading with time, sometimes the color of grout and tile may differ slightly. We will try our best to match the original colors, but most likely there will be some color variation. Many homeowners decide not to have the original grout or tile repaired because of this possibility.

WHAT IF MY BASEMENT BECOMES HUMID?

Basements without conditioned air will often have higher levels of humidity. The heating and air conditioning in your home are designed to remove humidity, and in an unfinished basement there is no conditioned air. The solution is to place a dehumidifier in the basement as needed. Signature does not warrant against humidity in basements.

WHY CAN YOU SEE SEAMS IN MY SHEETROCK?



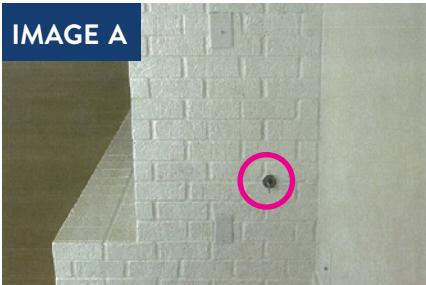
When finishing sheetrock, we are dealing with several textures, sheet rock, tape and the finish. Unfortunately, depending on lighting, seams may be more visible! All sheetrock seams will be of equal quality to our model standards. Imperfections in sheetrock seams that are visible from a distance of 6'-0 or greater during normal lighting conditions will be repaired. Imperfections that are visible only at certain times of the day (or in specific lighting conditions), are deemed to be acceptable.

WARRANTY
GUIDE



THE FIREPLACE

START UP



Make sure the gas valve located on the wall of the fireplace is in the open position.



Gas Valve



Turn the ON/OFF/PILOT knob on the right side to Pilot position. Once the knob is in the pilot position, push the knob forward. This will allow gas to flow to igniter.



Push ON/OFF/PILOT button forward.



With the knob pushed in, press the igniter located on the extreme left side until the pilot light is lit.



Press Igniter.

When pilot light is present you can adjust the flame height by rotating the knob located next to the ON/OFF/PILOT knob.

SHUT DOWN



The fireplace can be turned off by rotating the ON/OFF/PILOT knob to off position. This will extinguish the pilot light. You can also turn the gas valve to the off position to stop the flow of gas to the log unit.



Red valve is in line with gas line.

WARRANTY GUIDE

DISHWASHER

DISHWASHER WON'T START

IMAGE A



If the dishwasher is not operating, check the main electrical panel (usually located in the garage) to verify that the breaker is in the ON position.

[refer to dishwasher manual for instructions](#)

NOTE: Before starting the dishwasher run hot water at the kitchen sink until the water reaches a hot temperature. Doing this will allow for the dishwasher to start the cleaning cycle with hot water. Also, the use of a separate drying agent, such as Jet Dry will enhance the drying of your dishes.

A photograph of a father and son in a kitchen. The father, wearing a blue and white striped shirt, is smiling and looking at a baking sheet with cookies. The son, wearing an orange and white striped shirt, is standing next to him. They are both wearing aprons. The kitchen has a stainless steel oven and a kettle on the stove.

OVEN

SELF-CLEANING CYCLE

Refer to owner's manual/manufacture website for oven instructions

WARRANTY GUIDE

DISPOSAL

WON'T START

IMAGE A

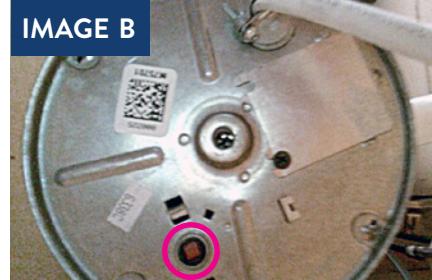


The ON/OFF switch for the garbage disposal is located on a wall mounted switch. (This switch is sometimes located under the sink.)

SEE IMAGE A

○ ON/OFF Switch

IMAGE B

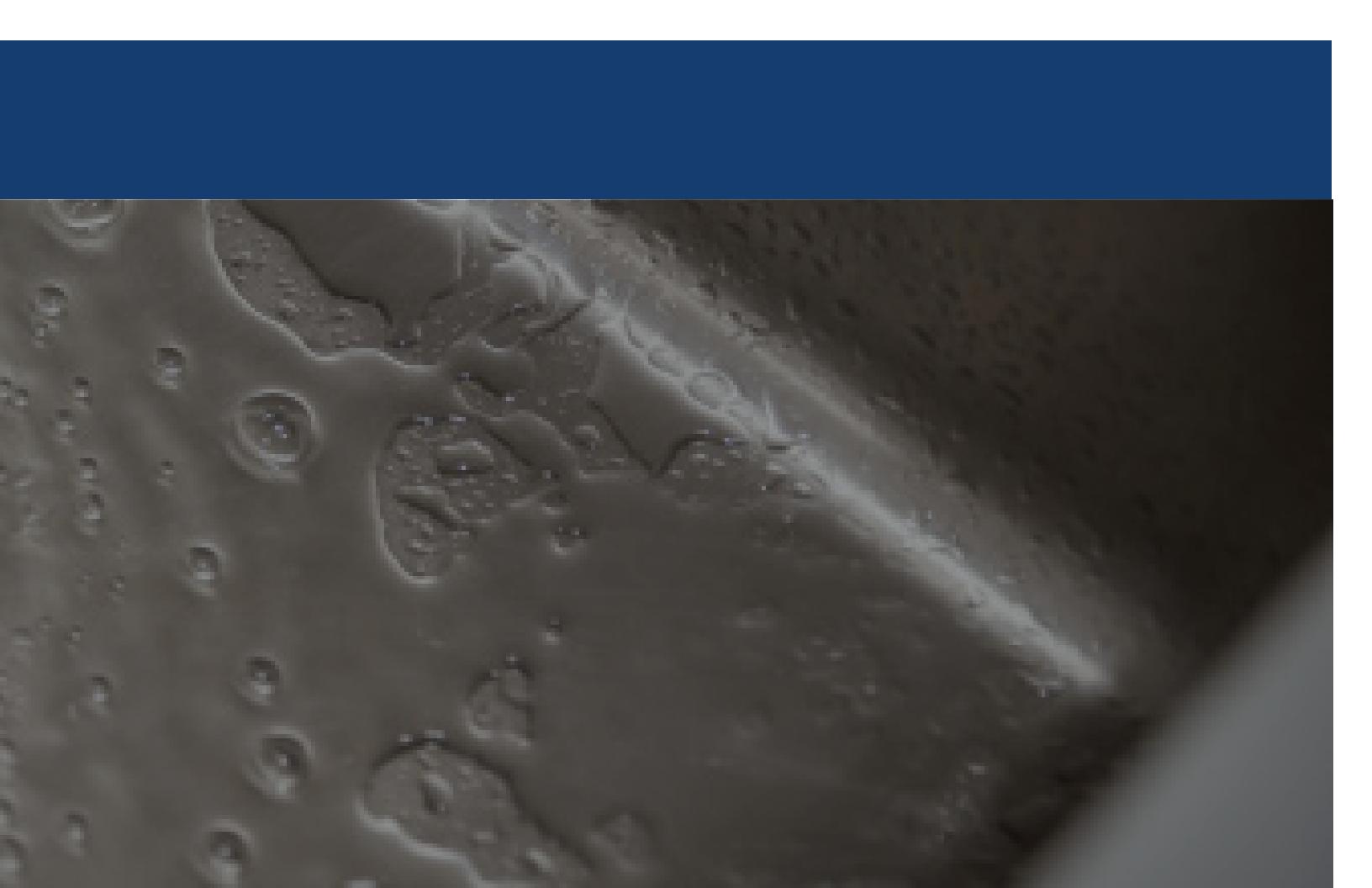


If the wall switch does not activate the disposal, check the main electrical panel to ensure the breaker has not been turned off.

If the breaker switch and wall switch do not activate the disposal, press the red reset button located on the bottom of the disposal unit.

SEE IMAGE B

○ Reset button



JAMMED



○ Key way location



○ Allen wrench

If the disposal is “jammed” turn the switch to ON/OFF switch OFF position. Use the Allen wrench tool and insert it into the key way located under the disposal unit and turn counter clockwise. This will usually dislodge the item jamming the disposal and free it up.

SEE IMAGES C & D

WARRANTY
GUIDE

WATER
MANIFOLD



LOCATION & OPEN/CLOSE VALVES

The main water manifold is usually located in the wall in the garage and has the control valves to shut off water flow to the entire house. It is recommended to winterize your hose bibs during freezing temperatures.(In case of an emergency or for conducting any plumbing repairs)

The valves are in the OPEN position when the valve lever is in line with the water lines. OFF position is indicated by valve lever being 90 degrees to water line.

- Valve is in OFF position.

**To winterize, this valve should be
in the OFF position.**



TOILET & SINK SHUTOFF VALVES

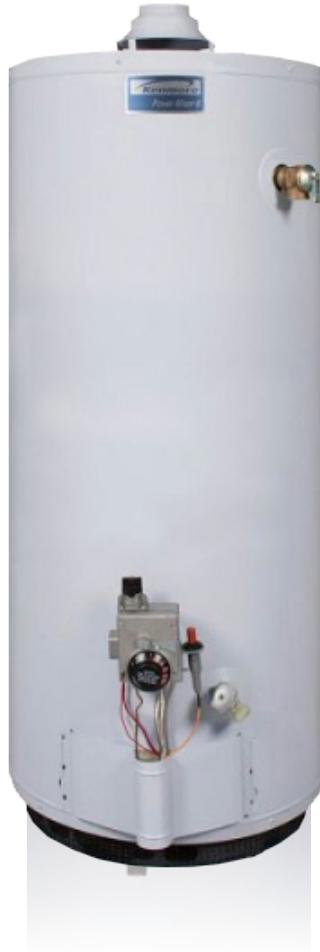
Each toilet has a shutoff on the water supply line located under the tank. The small valve can be rotated 90-degrees to stop the water flow to the tank. Hot and cold water shut offs for each sink are on the water lines under the sink.

SEE IMAGE B

- Hot/cold shutoff valves

WARRANTY
GUIDE

WATER HEATER



NO HOT WATER

Before calling for service, check to verify that the:

- 1** Pilot is lit (easy to follow directions are attached to the side of the water heater).
- 2** Temperature setting is not on vacation mode or too low.
- 3** On Gas Units—Make sure gas shut off valve is not in OPEN position.
- 4** On Electric Units—Check the main electrical panel box to ensure breakers for water heater are not tripped.
- 5** High winds may cause pilot light to go out

TANKLESS WATER HEATER INFORMATION

Access manufacturer's guide online.

*extreme cold can cause condensation drain line to freeze and shut off unit.

Keep line thawed in extreme weather

WARRANTY GUIDE



HVAC

NO HEAT

IMAGE A



IMAGE B



Before calling service, check to verify that the:

- 1 Thermostat is set to "HEAT" and the temperature is set above the shown actual room temperature on the display.
SEE IMAGE A
- 2 Circuit breaker on the main electrical panel is ON.
- 3 Switch on the side of the furnace or located on wall stud in ON. (Applies to gas only units)
SEE IMAGE B
- 4 Check that gas valve is in the "ON" position

NO AIR CONDITIONING

Before calling service, check to verify that the:

- 1 Thermostat is set to "COOL" and temperature is set below the shown actual room temperature on the display.
SEE IMAGE A
- 2 Air conditioner and furnace breakers on the main electrical panel are ON.
(If a breaker is tripped you must turn it on from the tripped position to the off position before you can turn it back on.)
- 3 Switch on the side of the furnace or located on wall stud in ON.
SEE IMAGE B

SMART THERMOSTAT



If a smart / Nest thermostat is added, our HVAC company **MUST** install it so it does not void the HVAC system warranty.

WARRANTY GUIDE

GARAGE DOOR

NOT WORKING: SENSOR ALIGNMENT

IMAGE A



○ Sensor Light Locations

Your garage door is equipped with two sensors at the bottom right and left hand corners for safety; these sensors detect objects while the garage door is in motion. Once an object has crossed the sensor beam while door is in motion the garage door will go back up to keep from closing on object.

The sensors have 2 LED light, one orange and one green, that should always be illuminated. If one or more LED lights are not illuminated the garage door will not function.

SEE IMAGE A

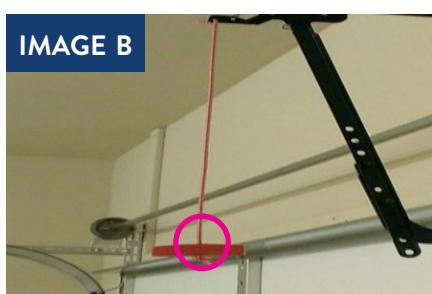
Move the sensors up or down until they are level with each other. You will know they are level by the sensor LED's illuminating with a steady bright appearance when alignment has been achieved.

FAILS TO WORK WITH TRANSMITTER

Change the batteries in transmitter and refer to the garage door manual for instructions.

EMERGENCY PULL CORD RELEASE

IMAGE B



○ Emergency Pull Cord

Your Garage door is equipped with an emergency pull cord in case of power outages. This allows you to operate the garage door manually. This pull cord is red in color and has a handle. The pull cord is located on the top rail system hanging down.

SEE IMAGE B

To operate the pull cord release: Grab the emergency pull cord and simply pull down. This will release the lock mechanism.

After power is restored simply use the wall control button or your transmitter and the garage door will automatically latch itself to the proper position.

WARRANTY
GUIDE

WINDOWS

CHECK EXTERIOR CAULKING

MANDATORY MAINTENANCE



- Check caulk joint between window and bricks around the entire periphery of window. There should be no gaps.

All window caulk joints on the exterior of the house should be examined once a year to ensure that there are no caulk breaks/gaps from the windows to the brick. A good caulk joint is necessary to provide a tight water and air seal to prevent water leaks on the inside of the house and to maximize heat and AC efficiency.

WARRANTY GUIDE

NON-WEEP HOLE WINDOWS



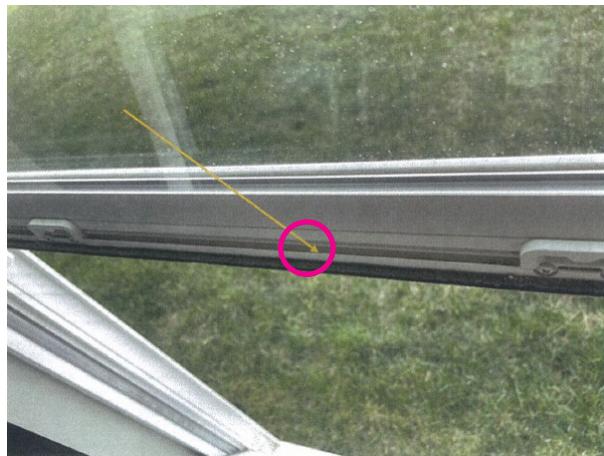
Check outside caulking around non-weep hole windows regular and keep window tracks clean to avoid leaks.

WINDOWS WITH WEEP HOLES

Sill tower cleaning for window with weep holes

Clean track at top of window to lock

If window is difficult or not closing all the way it is important to check this track on the bottom of the upper window and free any debris that may have accumulated in the track over time



When ensuring that weep holes are not filled in may be necessary to pull out the track of the window to clean.



WARRANTY GUIDE

IRRIGATION

CONTROL PANEL OVERVIEW



For Manuals and Operation Instructions please refer to the link below:

<http://www.rainbird.com/homeowner/support/timers/ESP-Me.htm>

VALVE BOX LOCATION

IMAGE D



The irrigation system is also equipped with a valve box which is usually located on the back or side of your garage. This box is circular and has a green cover. The valve box is there for maintenance to your system only. You will not have to utilize the contents of the valve box for any reason.



WARRANTY GUIDE

IRRIGATION SYSTEM MAINTENANCE

It is best to check the irrigation system in the spring after you cut on the system for the first time and again halfway through the season.

THE BASICS OF IRRIGATION MAINTENANCE ARE:

- 1 Inspect the controller and make sure it's plugged in and functioning**
- 2 Update the time and date**
- 3 Check the connection on all of the wires — make sure that rain, wind, or soil moisture sensors are connected**
- 4 Replace the back-up battery**
- 5 Change the schedule to reflect the current season and irrigation needs of the landscape**
- 6 Turn on each zone and look for system damage**
- 7 Winterize your system by shutting off valve in the ground, by your water meter**

BACK FLOW PREVENTER



LEAKING VALVES OR PIPES

Leaks can occur as a result of weather damage (freezing and thawing), damage from shovels and other sharp tools, vandalism, tree roots or normal aging of the system. Leaks from valves and pipes may be large and very obvious. Smaller leaks may not show up immediately and will require some detective work. Replace or repair damaged valves and pipes.

BROKEN OR MISSING HEADS

Damage can occur to sprinkler heads from lawn mowers, vandalism, improperly installed heads or normal wear and tear. Replace damaged or missing heads immediately. Installing heads on swing pipe allows the head to “float” in the soil and reduces the damage that can result from lawn mowers or other heavy objects.

CLOGGED NOZZLES

Clogged nozzles occur as a result of debris entering the irrigation system, a dirty water source or normal wear and tear. Flush system at the beginning of the irrigation season, install screens on sprinkler heads, replace clogged nozzles, and improve system filtration.

SEAL LEAKS

Over time, dirt and debris can wear out the wiper seal resulting in leaks around the top of the spray head. If the spray head consists of a single unit the entire head must be replaced. Some spray heads it is possible to screw off the top of the sprinkler head and replace.

SUNKEN HEADS

It is not uncommon for sprinkler heads to settle over time. Even when the soil is packed around them, the weight of lawn mowers and other heavy equipment on wet turf can cause the heads to settle. Grass clipping, soil, and other debris can build up around heads resulting in a head that doesn't clear the grass adequately and disrupts the spray pattern.

TILED HEADS

Lawn mowers and wet soil can cause newly installed sprinkler heads to tilt resulting in uneven coverage. Otherwise reposition the head and pack the soil around it carefully.

WARRANTY GUIDE

HOSE BIBS

Cover hose bibs in cold weather to prevent freezing





BREAKER BOX

ARC FAULT CIRCUIT BREAKERS



Duel function circuit breakers are located in your breaker box. These breakers are safety breakers allocated to certain areas in your home per city building codes. Duel function breakers are designed to be more sensitive to power surges and power overloads. If a duel function breaker trips, simply reset it by pushing to off position and then pushing the breaker lever inward to match the existing breakers. Tripping of these breakers does not mean there is an electrical issue as they are very sensitive to power surges, moisture, line overload/draw etc.

Breaker box on the exterior of the house might be located with the HVAC unit and outside plugs



WARRANTY
GUIDE



LANDSCAPING
101

LAWN & LANDSCAPING

This is a guide for your new lawn and landscaping. A proper turf and shrub program is needed for your yard to thrive. Your lawn and shrub beds will take several weeks to root in and the soil to firm up. People, children and pets must be kept off the newly sodded lawn until it firms up. **Water should be applied to keep the sod and plants from drying out.**

When the sod has reached a **height of 4"**, set the irrigation controller so the new lawn is watered for **two or three days a week** depending on heat and rainfall. The first time you cut your new lawn set your mower on the highest cutting level. Then mow again the next week at a different angle at the normal height of **2.5–3 inches**. Bag and remove your clippings. If you have a fence the clippings will get caught underneath and prevent your lawn from having proper drainage. Continue mowing on a weekly basis, making sure your lawn is dry the day that you cut it. Mowing a soft yard will leave ruts, causing an unsightly yard and prevent your yard from properly draining. During the year, leaves and debris may fall on the new lawn. Make sure you remove all debris. Debris that is left on the lawn will kill grass, leaving patches and potential pest problems.

CARE AFTER SOD ROOTS IN

When your sod has rooted in, meaning it does not come up when you tug on it, fertilize your lawn with a slow release fertilizer. Such as an **18-24-12** with a **50% slow release product**. This is often called starter fertilizer and will promote overall health and root growth. After that we recommend fertilizing **4 times** per year. Problems with weeds are likely in a newly sodded lawn. If weeds become a problem, treat the lawn with a post-emergent herbicide. We also recommend that you apply a **per-emergent** in January to prevent weeds in the spring and summer. Then apply again in September to prevent weeds from growing during the winter months. Pests can become a problem in your sodded lawn. Pests can be mold, fungi, insects or weeds and all must be treated differently. **Regular mowing, fertilizing and proper watering techniques should prevent most problems.**

AERATION

We also recommend an aeration program to be done in spring and fall. This breaks up the compaction of the soil caused by the building process and temperatures over 75 degrees. By aerating the soil and then fertilizing with a turf builder, you will have a green and established lawn much faster than not aerating. Aeration allows water to drain better and allows oxygen to the root structure of the turf allowing it to be thicker and healthier. This will also save you money by not having to water as often. When the ground is compacted **two-thirds (2/3)** of the water you apply just ends up **in your neighbor's yard or in the street**. However when it is broken up the water goes in the ground and not just over the top of it. This will also help your lawn drain better and not retain moisture causing soggy soil and algae.

SHRUB BEDS

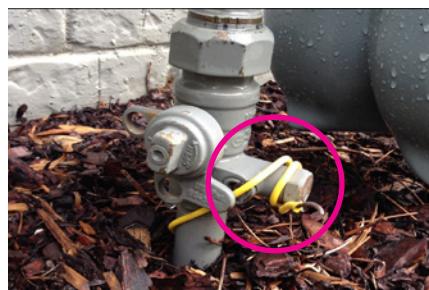
Shrub and flower beds add beauty to your home by helping to blend the vertical lines of the structure with the horizontal lines of the ground. Plantings should be designed to help create this blending effect without distracting from the natural beauty of the structure. Your shrub and flower beds need **fertilizing 2 times a year** and may also need a pest management program. Insects, diseases and fungi can invade your plants and will need proper care to maintaining their health and beauty.

WARRANTY
GUIDE

GAS METER

TRACER WIRE ON GAS METER

The yellow tracer wire needs to remain in place.
This wire is used by the gas company to locate
underground pipes.



○ Tracer Wire

WARRANTY
GUIDE

CLEANING
GUIDE

			WHAT TO USE	WHAT NOT TO USE
LVP/ HARDWOOD/LAMINATE FLOORING	Shaw R2X Wood Floor Cleaner		Ammonia cleaners, oil soaps, wet mop, vinegar and water	
TILE FLOORING AND SHOWER	Mr. Clean *dilute in water before use www.mrclean.com		Steel wool (S.O.S patch), scouring powders (Ajax), or other abrasives that can scratch the finish, oil or ammonia based	
TILE GROUT	Mr. Clean *dilute in water before use www.mrclean.com		Steel wool (S.O.S patch), scouring powders (Ajax), or other abrasives that can scratch the finish, oil or ammonia based cleaners	
CARPET	Spot Shot		Nothing but specific cleaners for carpets. Do not use carpet powders.	
GRANITE	Pledge Specialty Surfaces Furniture Spray		Bleach or ammonia based cleaners	
STAINLESS STEEL APPLIANCES	Pledge Specialty Surfaces Furniture Spray		Bleach, Steel wool (S.O.S. Pad)	
STAINLESS STEEL SINK	Bar Keepers Friend		Bleach, Steel wool (S.O.S. Pad)	
COOK TOP	Cerama Bryte www.ceramabryte.com		Abrasive cleaners (Ajax or Comet), steel wool, bleach	
GARBAGE DISPOSAL	Borax www.20muleteamlaundry.com		Bleach or drain cleaners	
MIRRORS	Windex—Multi Surface www.windex.com		Detergents, ammonia based products, scrapers, abrasive cleaning solutions or materials	
WINDOWS	Windex—Multi Surface www.windex.com		Detergents, ammonia based products, scrapers, abrasive cleaning solutions or materials	
BATHTUB	Clorox Clean-Up www.clorox.com		Abrasive Cleaners (Ajax or Comet)	
BATHROOM SINK	Bar Keepers Friend www.barkeepersfriend.com		Abrasive Cleaners (Ajax)	
TOILET	Lysol Power Toilet Bowl Cleaner www.lysol.com		Abrasive Cleaners (Ajax)	
CABINETS	Bona Cabinet Cleaner www.mybonahome.com		Ammonia based products, harsh chemicals, abrasive cleaning products, steel wool, sponges, dish cloths, bleach, silicone based products, wax polishing products	
BUILT-IN-SHELVES	Pledge Specialty Surfaces Furniture Spray www.pledge.com		Anything with strong chemicals	
CEILING FAN	Swiffer 360 degree Duster www.swiffer.com		Anything with strong chemicals	
LIGHT FIXTURES	Pledge Multi Surface Everyday Cleaner www.pledge.com		Abrasive cleaners (Ajax)	
BRICK	Borax and hot water www.20muleteamlaundry.com		Steel Wool	
CONCRETE	eXIMO Waterless Concrete Cleaner www.mycaf.com		Steel Wool	

WARRANTY GUIDE

COURTESY FOLLOW UP VISIT / WARRANTY ORIENTATION

We offer a Courtesy Follow-Up Visit with a Signature Homes Warranty Representative to our new homeowners as an opportunity to ask any questions that you may have about maintaining your home. If you would like to schedule this Courtesy Visit, please email NashvilleWarranty@e-signaturehomes.com

If you have questions about your home prior to this visit, please make note of them so we can get them addressed. Please ensure that the person at home for the warranty visit is over the age of 18 and is familiar with any concerns or questions you have.



COURTESY FOLLOW UP

	CATEGORY	INSTRUCTION
<input type="checkbox"/>	Coverage	<i>Review warranty coverage.</i>
<input type="checkbox"/>	Claims	<i>Review warranty claim submission and 1 time repairs.</i>
<input type="checkbox"/>	Claims	<i>Review emergency claims and submission procedures.</i>
<input type="checkbox"/>	Maintenance	<i>Review maintenance requirements and suggestions.</i>
<input type="checkbox"/>	1st year	<i>Discuss what to expect in your first year.</i>

INTERIOR	CATEGORY	INSTRUCTION
<input type="checkbox"/>	HVAC	<i>Discuss air filters.</i>
<input type="checkbox"/>	Doors	<i>Check all doors for proper function.</i>
<input type="checkbox"/>	Electrical	<i>Test and discuss Ground/Arc fault outlets inside home and in garage.</i>
<input type="checkbox"/>	Flooring	<i>Discuss cleaning method and go over instructions.</i>
<input type="checkbox"/>	Tile	<i>Discuss cleaning grout.</i>
<input type="checkbox"/>	Plumbing	<i>Inspect drains.</i>
<input type="checkbox"/>	Plumbing	<i>Clean faucet aerators if necessary.</i>
<input type="checkbox"/>	Plumbing	<i>Review shut off valves and winterizing.</i>
<input type="checkbox"/>	Fireplace	<i>Discuss how to light.</i>
<input type="checkbox"/>	Dishwasher	<i>Discuss operation.</i>
<input type="checkbox"/>	Oven	<i>Discuss Self Cleaning feature.</i>
<input type="checkbox"/>	Water Heater	<i>Discuss adjusting temperature.</i>

EXTERIOR	CATEGORY	INSTRUCTION
<input type="checkbox"/>	Windows	<i>Discuss caulking / paint maintenance.</i>
<input type="checkbox"/>	Door	<i>Discuss caulking / paint.</i>
<input type="checkbox"/>	Irrigation	<i>Discuss Maintenance and operations.</i>

WARRANTY GUIDE

ITEMS TO CHECK AT THE 11 MONTH APPOINTMENT

Builder Product Registration Form

Submitting this Product Registration Form will complete 2 items for the homeowner:

- 1) Updates the warranty start date to match the home occupancy date or closing date,
- 2) Application of the three-year warranty when an upgraded appliance package has been purchased.

Please include a copy of the **Certificate of Occupancy (COO)*** with this Product Registration form to:

SamsungBuilderB2B@sea.samsung.com

** A copy of the COO is required as verification to update the unit(s) warranty start date. If Home Occupancy date is left blank, and a copy of the COO is not submitted at the time of Unit Registration, the Date of Manufacture will be applied.*

Homeowner Information

First Name	Middle Initial (if applicable)	Last Name	
Street Address	City	State	Zip Code
Phone Number (10-digits)	E-Mail Address		
Home Occupancy Date / Closing Date*	Place of Purchase		

Product Information

EX: Washer	EX: WA48J7700AW/A2	EX: 0E6G5AXG400001T
Product Type	Model Number	Serial Number (15 digits)
Product Type	Model Number	Serial Number (15 digits)
Product Type	Model Number	Serial Number (15 digits)
Product Type	Model Number	Serial Number (15 digits)
Product Type	Model Number	Serial Number (15 digits)
Product Type	Model Number	Serial Number (15 digits)
Product Type	Model Number	Serial Number (15 digits)
Product Type	Model Number	Serial Number (15 digits)
Product Type	Model Number	Serial Number (15 digits)
Product Type	Model Number	Serial Number (15 digits)
Product Type	Model Number	Serial Number (15 digits)
Product Type	Model Number	Serial Number (15 digits)
Product Type	Model Number	Serial Number (15 digits)
Product Type	Model Number	Serial Number (15 digits)

**If Home Occupancy date is left blank, Date of Manufacture will be applied*

Signature
HOMES

E-SIGNATUREHOMES.COM

