

Maintenance & Limited Warranty Standards

Introduction

MAINTENANCE AND LIMITED WARRANTY STANDARDS FOR YOUR HOME

Your home has been constructed with quality materials and the labor of experienced craftsmen. Prior to our using any material, it must meet our specifications for quality and durability. All work is done under our supervision to attain the best possible results.

A home is one of the last hand-built products left in the world. Although quality materials and workmanship have been used in your home, this does not mean that it will be free from care and maintenance. A home, like an automobile, requires care and attention from day one. General homeowner maintenance is essential to providing a quality home for a lifetime.

We are very proud of the product we build and the neighborhoods we build in. We strive to create long-lasting value. This cannot be achieved unless you properly maintain your home and all of its components.

Periodic maintenance is necessary because of a number of factors, such as normal wear and tear, climatic condition, the inherent characteristics of various materials used in your home (such as wood) and normal service required by the mechanical systems. Over time, natural variations in temperature and humidity also impact your home.

Many times a minor adjustment or repair done immediately by you saves a more serious, time-consuming and sometimes costly repair later. Note also that negligence of routine maintenance can void applicable limited warranty coverage on all or part of your home.

Review the literature provided by the manufacturers of consumer products included with your home. Although much of the information may be familiar to you, some points may be significantly different from homes you have had in the past.

Activate specific manufacturer warranties by completing and mailing the registration cards included with their materials. In some cases, manufacturer warranties may extend beyond the first year; it is in your best interest to be aware of such coverage.

By caring for your new home attentively, you ensure your enjoyment of it for years to come. The attention provided by each homeowner contributes significantly to the overall desirability of the community.



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Limited Warranty Standards

LIMITED WARRANTY STANDARDS

While we strive to build a home free of defects, we are realistic enough to know that we may make mistakes. When we do, we will correct them.

In support of this valuable commitment, Highland Homes provides you with a limited warranty. In addition to the information contained in the limited warranty itself, Highland Homes has included supplemental details about one-year material and workmanship standards. The purpose of this is to let you know what our quality standard is for common concerns that typically come up in a new home. For each item, our standards are described and what we will do to remedy items that do not meet our standards.

If you have any questions regarding standards or procedures, contact our warranty service office at 281-517-9800, and ask for warranty service.

Year 1: All functional items (e.g., A door is designed to open, close and lock. If, for any reason, a door does not accomplish these functions, the door would be warrantable as a functional item).

Years 1-2: Electrical system and plumbing system.

Years 1-5: HVAC system warranted.

The definition of system does not include fixtures or appliances. The homeowner should refer to the manufacturer's warranty in these cases.

Years 1-10: Structural defects are warranted by Highland Homes and Residential Warranty Corporation, which is an insurance policy included in the price of your home.

For your own protection, to comply with the terms of your warranty as well as for reasons of accuracy, non-emergency items for which you request service must be reported to the main office by fax or over the website. We do not accept reports for routine warranty items over the phone.

Maintenance & Limited Warranty Standards Warranty Reporting Procedures

WARRANTY REPORTING PROCEDURES

We would like to take this opportunity to introduce you to Highland Homes' warranty service procedures. In order to efficiently and effectively provide quality warranty service, we ask that you do the following:

1. Mail, fax or e-mail all warranty service requests to the following address. We do not accept non-emergency warranty service requests over the telephone. To assure timely response and proper record keeping, on-site sales and construction personnel will not accept service requests in your community.

Highland Homes
Attn: Warranty Service
10930 West Sam Houston Parkway North
Suite 100
Houston, Texas 77064
Fax: 281-517-9888

E-mail through the website:
www.highlandhomes.com

2. List only one item per line on your warranty request form. Please include your name, address, closing date, and home and work telephone numbers (see attached warranty service form).
3. Emergencies involving plumbing, heating, air conditioning and/or electrical items should be called in directly to the mechanical contractor listed in your homeowner introduction packet. All mechanical contractors have 24 hours/day, seven days/week service. **Notify Highland Homes at 281-517-9800 (ask for Warranty Department) on the first business day after contacting a contractor.**

4. For non-emergency items, a representative from Highland Homes will contact you within 48 hours after receipt of a service request to schedule an appointment to review your call and arrange for any necessary work. Service appointments are scheduled Monday through Friday from 8:00 a.m. to 3:00 p.m.



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Emergency Service

EMERGENCY SERVICE

Emergency is defined, according to the limited warranty standards, as the following:

- Total loss of heat when the outside temperature is below 45 degrees.
- Total loss of air conditioning when the temperature is over 85 degrees.

Total loss of electricity. (Check with utility company prior to reporting this circumstance to Highland Homes or electrician.)

- Plumbing leak that requires the entire water supply be shut off. All toilets in the house are stopped up. If there is some water and at least one working toilet, your service call can be handled during regular business hours.

Total loss of water. (Again, check with your water department to be certain the problem is not a general outage in the area.)

Gas leak. (Contact your utility company or plumber if leak is at the furnace or water heater supply lines.)

During business hours, call the Highland Homes warranty service office. After hours, weekends or holidays, call the necessary subcontractor directly. Their phone numbers are listed on the emergency phone numbers sheet you receive at your homeowner orientation. Please notify Highland Homes Warranty Service at 281-517-9800 (ask for Warranty Department) on the first business day after contacting a subcontractor.