



The Framework to Project Success

Section 8.1 – Warranties

Three Key Things to Know About Builder Warranties

- **Scope and Coverage Should be in your Contract**
 - You should establish the terms of your warranty in your contract.
 - Warranties often cover different parts of the home for different lengths of time.
 - Finish elements typically have shorter coverage, usually 1 year or less.
- **Types of Problems Covered vs Excluded**
 - Builder warranties usually cover defective materials and workmanship.
 - They usually exclude homeowner neglect, natural wear and tear, or disasters like floods, hail, or earthquakes.
 - Ask your builder if you have particular questions about covered vs excluded.
- **The Process for Filing Claims and Repairs**
 - Who do you need to contact and how?
 - What is the expected timeline for responses and repairs?
 - Know when your warranty expires and set a reminder for yourself one month before to do an inventory of your home for potential claims and repairs.

What to Request from your Builder at Move-In

- **Warranty Documents**
 - Ask for a detailed copy of the warranty terms. This should include coverage timeframes, details, and limitations.
 - Make sure this includes a description of the claim process and contact info.
- **Maintenance and Warranty Manuals**
 - Each of your appliances should come with an instruction and warranty manual. These list the make and model of each piece of equipment and include contact information for the manufacturer.
 - You should also get this information for other equipment such as boilers, furnaces, and fireplaces.

- Also get the contact information of the major subcontractors that worked on your project. Specifically the electrician, plumber, and HVAC companies.
 - If there is an emergency, like a water leak, you should contact the relevant trade directly.
- **Records of Inspections and Approvals**
 - Its good to have copies of the final inspections and HOA approvals in case problems arise in the future.

What to Know about Warranties with Manufacturers

- **Individual Product Warranties**
 - Appliances, fireplaces, windows and other products often come with separate warranties directly with the manufacturer.
 - They can cover repairs and replacements due to defective products and can outlast the builder's warranty.
- **Registration Requirements**
 - Manufacturers often require homeowners to register their products after installation to activate the warranty coverage.
 - Complete the registration and save the paperwork.
- **Transferability**
 - If you are going to sell your home during the warranty period, know if your warranty is transferable to the next owner.
 - This often is applicable to the manufacturer warranties only.

In the next section, we have our new home owner cheat sheet.
