



Warranty Service Procedures and Expectations

Congratulations again on the purchase of your new Mitchell Home!

As you are aware, much consideration and effort went into building your new home. As you settle into your new home during the first year, you may find items that need further adjustment. In addition, you may have questions about your Warranties, home maintenance, proper operation of appliances, HVAC, or other home systems. **Many of these items are included in your 2-10 Warranty booklet and orange homeowner maintenance booklet.** Our Warranty Customer Service Team will be available to assist you in these areas if needed.

In our continuing effort to provide quality customer service, we have outlined warranty procedures for different types of services listed below. All Warranty Service Requests will be evaluated by our Warranty Technicians to determine if the item is a warrantable item. **A warrantable item is determined by the Performance Standards located in your 2-10 Warranty Booklet and National Builder Guidelines.** An item may be excluded when submitted but we do send our warranty tech out when applicable to evaluate the situation and see if it is a warrantable issue based on 2-10 and National builder guidelines.

2-10 Frontline Warranty Service provides the following and their contact information is below:

- Warranty Service Requests - this includes the 1-year workman ship warranty offered by Mitchell homes through 2-10.
- Reporting concerns **at 3 months and 11 months** to initiate appointments.
- Emergencies should be reported but also contact proper trade directly.
- 10-year structural warranty directly through 2-10
- Extended warranties are offered by 2-10 but will not be serviced through Mitchell Homes after 1 year.

Warranty Service Request through 2-10 Frontline Warranty

Monday Through Friday 9:00 am to 5:00 pm for questions

Phone: 800-811-8787

You must use the online portal at

<https://www.2-10.com/sign-in-new-home/>

to submit your requests!

Please see homeowner portal tutorial in your warranty folder if you have troubleshooting questions.

If you receive an error from the portal please call 1-800-488-8844

To submit warranty service requests online, go to **<https://www.2-10.com/sign-in-new-home>** and select 'Sign In'. If you are a first-time user, choose 'Register/Create Account', under 'Homeowner' choose 'Not yet registered'. Once you have signed in, click "Service Requests" to submit your warranty requests. After each item hit "Save request Item" when all items have been entered you must hit "Finished: Submit all items for review" You will then receive an email and so will Mitchell homes with the items reported. Mitchell homes should contact you within 7-14 days from the time the email was received to schedule your warrantable requests that were submitted.

If it is urgent, please use the sticker in your emergency panel to contact the appropriate HVAC, Electrician, or plumber and report to 2-10 portal.



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Summary of Warranty Service Information

Here is a quick reference sheet for your warranty service procedures:

Emergency Service

While emergency situations are rare, when they occur prompt response is essential. Our trade contractors will provide an emergency response to certain situations 24 hours a day. Please follow these steps when dealing with an emergency:

1. Evaluate the Situation

An emergency service situation is defined by an occurrence of one or more of the following conditions:

- Total loss of heat when the outside temperature is below 50 degrees Fahrenheit
- Total loss of electricity
- Total loss of water
- Plumbing leak that requires the entire water supply to be shutoff
- Gas leak

Note that if a service (gas, electricity, water) is out in an entire area, unfortunately your trade contractor will be unable to help with such outages. Attention from the local utility company is needed

If you are experiencing one of these conditions, please continue to the next step and troubleshoot the problem.

1. Contact Appropriate Contractor or Utility Company

If your review of the troubleshooting tips fails to solve the problem, **please call the appropriate trade contractor**. Their phone numbers are listed on the emergency phone number sticker inside your electrical panel box. This will provide you with direct communication of your situation to the appropriate trade contractor and provide the promptest response.

Trade Contractors provide emergency services, and you can find their contact information inside your electrical panel box: HVAC, Plumbing and Electrical

2. Follow-Up with 2-10 Frontline Warranty Customer Service

Please report to **2-10.com/sign-in-new-home** portal to document your emergency so that we can follow-up and ensure that you are receiving the best service possible. This will alert Mitchell Homes of your emergency.

If you are **not** experiencing one of the conditions identified above, please refer to warranty procedures and report at 3 months or 11 months with other items needing to be addressed.



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Storm Damage or Other Natural Disaster

Contact your homeowner's insurance agent immediately. Homeowners insurance is not the same as the workmanship warranty provided by 2-10. We recommend containing the damage as much as possible without endangering yourself or others. In extreme situations, photograph the damage. Please let us know of any situations that you feel we should know about.

Mechanical Service

The mechanical contractors include HVAC, Plumbing, and Electric. Each mechanical contractor will have a trained service technician within their respective trade to investigate and repair any mechanical service request within warranty standards. **Refer to the 2-10 warranty book on what is included for the 2-year system warranty.**

In an emergency situation you will directly set up a service appointment with the appropriate mechanical contractor and report to 2-10. **If non emergent, please wait until 3 or 11 months to report.** Keep in mind having an outside contractor perform work on the mechanical systems other than the original installer during the warranty period **will void your warranty. Feel free to contact the appropriate trade to ask before performing any changes that may affect their workmanship coverage.**

Appliance Service

Contact the manufacturer directly with the model and serial number, your home closing date, and a description of the problem.

- **Register appliances online at <https://www.whirlpool.com/owners.html>**
- **Whirlpool Warranty for 1st Year please call: 1-800-253-1301**
- **All warranty service is provided exclusively by an authorized Whirlpool Service Provider.**

Appliance service is provided directly by the manufacturer. If you are experiencing a problem with one of your Whirlpool appliances, please contact Whirlpool directly to schedule a service appointment. **For prompt service, please ensure you have the appliance's Model # and Serial # and the closing date on your home – this information should be on the Appliance Service pages in the manual.** By contacting Whirlpool directly, this will allow you to schedule an appointment for immediate service. **Remember to register your appliances.** Being in the manufacturer's system also assures that in the event of a product recall, the company can contact you and arrange to provide the needed correction.

The manufacturer of your appliances employs trained technicians who are qualified to service the appliances. In fact, because the internal mechanics of appliances can vary from brand to brand, many appliance manufacturers will void their warranty if someone other than one of their certified technicians works on the appliance. The manufacturers' customer service phone numbers are listed in the use and care materials for each appliance and found in your warranty closing folder and on this paper.

Your standard warranties on your Whirlpool appliances are for **1 year**; refer to the literature provided by the manufacturer for complete information. Extended warranties are available through Ferguson or 2-10. Information can be found in your warranty closing folder.



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Time Sensitive, but non-Emergency Service Requests

Time sensitive, but non-emergency requests, to include air conditioning issues, roof leaks, window leaks, etc. will be addressed by our warranty team as soon as possible. These items would better be described as causing damage to your home. These shall be reported to 2-10 portal as soon as noticed. Any Warranty Service Requests after your Pre-settlement orientation that are not emergency or causing damage to your home are to be reported at 3 months and 11 months if not emergency or causing damage to your home.

Air Conditioning

Understandably, if your air conditioner is not working, you will want it fixed as soon as possible. Please contact your HVAC contractor directly to get your air conditioner serviced. In a typical scenario, many other homeowners across our region will discover they too need service on their air conditioners on the same hot day that you do. The trades who address these needs generally respond to calls on a first come, first served basis. If your request for service comes during this time, you may wait several days for a technician to arrive. For this reason, we recommend that you test run your air conditioner in early spring. For HVAC guidelines and performance expectations, refer to the Performance Standards.

Roof Leak

While we strongly agree with homeowners that a roof leak is indeed an emergency, the reality is that repairs cannot safely or effectively be performed while the roof is wet. During business hours, contact 2-10 Frontline Warranty with the information, take appropriate steps to mitigate any damage, and we will follow up when conditions make repairs possible.

Emergency Preparedness

In addition to the emergency situations covered here, be prepared for other kinds of emergencies. Post phone numbers for the fire department, police, paramedics, and poison control near phones in your home. Practice home evacuations, and have a kit prepared for quick evacuations. FEMA's website <http://www.ready.gov/> has official tips and steps for such situations. Have companies in mind in the event you need a locksmith, water extraction, glass breakage repair, or sewer router service. If you are new to the area, neighbors or your homeowner's association may be able to recommend good service providers.

Reporting Warranty at 3 Months:

This is the best time to report items to the 2-10 portal that have not been completed from the Pre-Settlement list done by your superintendent and items that you have found that need to be addressed since moving in. Warranty standards apply to all items reported and are up for consideration until inspected by our in-house warranty technician. After your items are received from 2-10 and reported to Mitchell Homes you are to expect a call from your warranty coordinator within 7-14 business days. They will work with you to pick the best day to complete warrantable work, deemed by the Performance Standards. If the item is a warrantable item, the warranty technician will correct the issue or assign the appropriately trade partner for a later date that will be scheduled with you by our warranty coordinator.



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Our goal is to promptly respond to all warranty-related requests, so if you do not receive an acknowledgement within 7-14 business days, please follow up to make sure your message was not misdirected or not fully submitted. If these procedures are not followed by the Homeowner, Mitchell Homes will not be responsible for any additional costs or any work that was performed that was not authorized or initiated by the Mitchell Homes Service Department. **Communicating directly (or via phone/email/text) with a Mitchell Homes employee and/or trade contractor does not constitute a Mitchell Homes customer service request. Please note this provision does not extend the warranty coverage period.**

Reporting at 11 Months:

This is the best time to report concerns that have come up since the 3-month appointment. This should primarily include settlement concerns such as door adjustments, drywall cracks and nail pops. Please report all items of concern. Each nail pop location should not be reported, please refer to “what you can do to help” line below.

One-Time Drywall point-up Service

As your home starts to acclimate, cure, and settle there will likely be drywall cracks, loose drywall tape, nail pops, or loose corner beads that occur due to normal expansion and contraction with heating and cooling cycles. If this occurs during your first year from settlement, we offer a *One-Time Drywall and Paint Touch-Up Service*.

- **Scheduling**
 - To schedule your *One-Time Drywall and Paint Touch-Up Service*, report to 2-10.com/sign-in-new-home portal, Frontline Warranty at 11 months.
- **Recommended time frame**
 - Although we recognize that drywall cracks may occur early within your first year of ownership, we do recommend that you wait until 11 months to schedule this service since the home is still acclimating and drywall cracks or pops may occur again. We want to make sure your home has the opportunity to go through all 4 seasons and get the majority of settlement out of the way.
- **What you can do to help**
 - Once you schedule your *One-Time Drywall and Paint Touch-Up Service*, we recommend using painters' tape to point out obvious drywall blemishes caused by the settlement, to help the drywall service become as efficient and effective as possible. Although the drywall team are professionals in their field, they may not be able to catch every drywall concern, so it is extremely important that you help identify the areas you would like repaired. As this is a **ONE-TIME** appointment.



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Completion of service

- Once the drywall service is completed, you will be asked to sign off on the **Service Order indicating that you received your One-Time Drywall and Paint Touch-Up Service** and the service has been completed. **This service is only valid for the first year from settlement, so please make sure to contact 2-10 Frontline Warranty during that time frame. Caulking is considered regular homeowner maintenance and will not be performed by the builder.**
- **For custom painting applied by homeowner post-settlement, this one-time paint touch-up does not apply.** We will address nail pops and drywall concerns but will not repaint the custom painted wall.

Pushing a warranty request past the warranty expiration date will no longer be a required request. We can not guarantee that a subcontractor will still preform work requested.

For all appointments:

When we receive the warranty service request from 2-10, you will receive a copy from them also. We will contact you for an appointment. Appointments will be scheduled Monday through Friday, with arrival time between 8:00 AM to 10:00 AM. That day we will inspect the items from your requested list to confirm warranty service coverage and determine appropriate action. Our in-house warranty tech will complete as many items that day as possible. Anything found that needs to go to the original subcontractor he will then take pictures and report back to the warranty office what items are warrantable that need to be addressed. Generally, reported items fall into one of three categories:

- **Mitchell Homes item**
- **Trade contractor item**
- **Home maintenance item**

If a trade contractor is required to perform repairs, we issue a service order describing the situation to be addressed that was provided by you. We will schedule a second appointment and invite the appropriate trades to join to complete the work with our warranty technician.

If the item is home maintenance, we will review the maintenance steps with you and offer any informational assistance we can.

Appointment Hours:

Many homeowners ask whether evening and weekend appointment times are available. Mitchell Homes understands the desire for appointments outside normal business hours. We recognize the trend to services being available "24/7" in many businesses. However, in investigating how such appointments could be arranged, we discovered many factors that make extended service hours impractical.

- A significant portion of repairs require daylight for proper execution. This applies to drywall, paint, and exterior work of almost any type.
- We also found that most of the trade contractors who help us build your home, many of whom operate as small companies, were unable to work all week and also be available for extended hours. Therefore, the few repairs that could be performed in off- hours failed to eliminate the need for repair appointments during normal hours.
- Administrative staff and supervisors would need to be available to answer questions.



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- Having some personnel work extended hours meant being short staffed during normal business hours.
- Our customer service hours will be as follows:
Office staff: **Monday through Friday, 8:00 am until 5:00 pm**
Service appointments: **Monday through Friday, 8:00 am until 3:00 pm**

Access to Your Home

Mitchell Homes will conduct inspections or work on reported items located inside your home only when an adult is available to accompany our representative. Both Mitchell Homes employees and those of our trade contractors will likewise perform repairs only when an adult is available to admit them to your home. **An adult is a person 18 years or older who has your authorization to admit service personnel and sign the completed service orders.** We do not accept keys nor will we permit our trade contractors to accept your key and work in your home without an adult present. While we recognize that this may occasionally be inconvenient and cause service delays, we believe your peace of mind and security should be our first concern.

Exterior Items

Exterior items can usually be inspected and repaired without a homeowner being present, provided access is available. However, we shall be contacted prior to any visit to let you know someone will be on your property. If you prefer to meet with us and discuss the item(s) in question, we encourage that.

Pets

Mitchell Homes respects the pets that many homeowners count as members of their households. To prevent the possibility of an animal getting injured or lost, or giving in to its natural curiosity about tools and materials used for repairs, **we ask that you restrict all animals to a comfortable location during any customer service visit.** This policy is also for the protection of our employees and trade personnel. We have instructed our employees and trades personnel to reschedule the appointment if pets have access to the work area.

Your Belongings

In all work that we perform for our homeowners, we are concerned that their personal belongings be protected. When warranty service work is needed in your home, we ask that you remove vulnerable items, items that might make performing the repair difficult or be damaged during the repair. Mitchell Homes and our trade personnel would rather reschedule the appointment than risk damaging your belongings.

Surfaces

We expect all personnel who work in your home to arrive with appropriate materials to cover the work area, protecting it from damage and catching the dust or scraps from the work being performed. When drywall work is preformed, we will do our best to contain the dust, but not all dust will be able to be contained as it does float in the air and will continue to settle. Similarly, all personnel should clean up the work area, removing whatever excess materials they brought in. Repair personnel will routinely check the work area for any existing damage to surfaces. They will document any scratches, chips, or other cosmetic damage prior to beginning repairs to avoid any confusion about how and when such damage occurred.



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After the Repair Appointment

At the conclusion of the appointment, the warranty technician will report back to the office. The warranty coordinator will be back in touch with you to schedule your remaining work. That appointment will be scheduled at least two weeks out. This allows us ample time to notify the appropriate trades and arrange for remaining repairs to occur on the same day. Although on occasion, work must occur in sequence and more than one work date might be needed, this system works well in most situations.

Missed Appointments

Good communication is important for successful completion of customer service items. We strive to keep homeowners informed and to protect them from inconvenience. One of our challenges in this regard is when unexpected events sometimes result in missed appointments. If a Mitchell Homes employee or a trade person will be late, he or she should contact you as soon as the delay is recognized, offering you a choice of a later time the same day or a completely different appointment. If you must miss an appointment, we appreciate being alerted as soon as you realize your schedule has changed. **An appointment that was not cancelled and is a no show is subject to a travel charge from the appropriate trade. Pushing a warranty request past the warranty expiration date will no longer be a required request.**

Completion Time

Regular review of outstanding warranty service orders is part of our office routine. Checking with trades and homeowners alike, we strive to identify the cause for delays and get all warranty service work completed within an appropriate and reasonable amount of time. We intend to complete service orders within a reasonable amount of time from the original appointment unless you are unavailable for access or if completing the service order requires ordering material that is not available in that time frame. If a back-ordered part or similar circumstance causes a delay, we will let you know. Likewise, when weather conditions prevent the timely completion of exterior items, we track those items and follow up to ensure that they are addressed when conditions are right.

Signatures on Service Orders

Signing a service order acknowledges that a technician worked in your home on the date shown on the items listed. **It does not negate any of your rights under the warranty nor does it release us from any confirmed warranty obligation. If you prefer not to sign the service order, the technician will note that, sign the service order, and return it to us for our records.** If you are dissatisfied with any service we provide, you can note that on the service order or contact 2-10 Frontline Warranty customer service office with your feedback. We will review your concerns and determine whether our requirements have been met.



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By signing below, customer acknowledges that the items above have been received and customer will review in full. The customer understands the warranty process as well as customer maintenance items and future responsibilities. All items that need addressing after Pre-settlement list must be reported to 2-10 warranty. 2-10 is paid for by Mitchell homes to provide you coverage for 1year workmanship, 2-year limited systems and 10 year structural. Customer understands this warranty is active starting the date of closing.

X

Customer (Signature)

X

Customer (Print)

X

Mitchell Homes Representative (Signature)