

## **SECTION 6**

### **Residential Warranty Corporation 10 Year, Limited Structural Warranty**

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#### **Year One**

**Foundations** basement, crawl space, slab on grade.

**Framing** ceiling, floor, roof, wall.

**Exterior** structurally attached wood decks, doors, roofing, site work, structurally attached stoops, porches or patios, wall covering, windows.

**Interior** doors, walls, ceilings, surfaces, finishes and trim, floor covering, sub-flooring.

**Mechanical** electrical, heating & cooling, plumbing

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#### **Year Two**

**Mechanical** electrical, heating and cooling, plumbing.

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#### **Year Three through Ten**

**Major Structural Defects** Damage or defects to load-bearing segments of the home which cause failure to the major structural components and affects the function to the degree that the home becomes unsafe for occupancy. All conditions that constitute major structural defect must be met to apply.

**Examples of load bearing components of the home deemed to have major structural defect potential are:**

- roof flooring members (rafters and trusses)
- floor framing members (joists and trusses)
- bearing walls
- columns
- lintels (other than lintels supporting veneers)
- girders
- load-bearing beams
- foundation systems and footings

**Examples of non-load bearing elements deemed NOT to have major structural defect potential:**

- non-load bearing partitions and walls
- wall tile or paper, etc.
- plaster, laths, or drywall
- flooring and sub flooring material
- brick, stucco, stone or veneer
- any type of exterior siding
- roof shingles, sheathing and tar paper
- heating, cooling, ventilating, plumbing, electrical and mechanical
- appliances, fixtures or items or equipment



The Official Web Site

## **SECTION 6.1**

### **Warranty**

#### **Warranty Program Information Warranty Service Coordinator**

**(610) 437-1111 ext. 223**

**Email - [customercare@omegahomes.com](mailto:customercare@omegahomes.com)**

Prior to closing on a new Omega Home, our Quality Assurance Team will conduct an extensive inspection of your home. This inspection will insure that your home has met or exceeded the Omega Home's quality standards. Before closing on your home, your sales representative will schedule an Orientation/Inspection appointment with you. During the orientation, an Omega representative will walk you through your new home and explain the different functions and maintenance items you need to be aware of.

#### **Warranty Customer Care**

Omega Homes provides superior customer service throughout your warranty period. As part of our exceptional customer service program, we encourage you to call on the Warranty/Service team with any service issues. All warranty/service matters are documented in our computer system. For the most efficient and expeditious handling of your service questions, call our Warranty/Service Coordinator, at 610-437-1111, ext. 223. A computerized request for service will be generated, and a service technician will be dispatched to your home. The service coordinator is also available to answer questions about your home's maintenance or specific warranties.

#### **Resolving Requests**

The Warranty/Service team is responsible for resolving items noted for repair, correction, or adjustment within the limits of the warranty standards and time frames. Many items can be corrected immediately or within fourteen (14) business days of your request. On occasions the services of one of our trade partners may be required, parts and/or materials may need to be ordered, which may delay the completion of the request. You can expect completion of these items within twenty one (21) business days unless other scheduling is arranged with you.

#### **60 Day Inspection**

In an ongoing effort to provide the highest quality Customer Care to our homeowners, Omega Homes will extend to you the opportunity to report any warranty or service concerns you may

have. You will be notified by mail on or about sixty (60) days after your settlement date. As you document your concerns, please refer to **Section 6** of your homeowner's manual. This section will explain what items will be covered under your **10 year limited warranty**.

***Please make sure you hold any service related questions or concerns (unless emergency related) until this time.***

If there are any Service Requests written as a result of this letter, the Customer Care Department will be calling you within a few days of receiving your list to go over the items and schedule a day for the repairs to be completed. Usually all items can be completed in one day, but there may be certain items that would require more than one visit.

### **Year End Inspection**

As you near the end of your first year of residency, you will receive a letter on or about the eleventh (11) month from your settlement date. At this time you may notify us of any warranty or service concerns you may have. As you document your concerns, please refer to **Section 6** of your homeowner's manual. This section will explain what items will be covered under your **10 year limited warranty**. We will also be happy to discuss any maintenance questions you may have at that time. Again, keep notations of items on a service request form. This is also the best time for you to request the "one-time" repairs we offer on several components such as drywall.

### **Emergency Service**

***Emergency service is available in the event that a heating, plumbing or electrical malfunction occurs which makes the home unlivable, unsafe or is likely to cause further damage.*** Please limit calls to these conditions. If your request turns out to be routine service, the contractor will bill you.

***You will find a list an Emergency Numbers in this chapter.***

### **Storm damage or other natural disaster**

If you should incur damage as a result of a storm or from a natural disaster, contact your homeowner's insurance immediately. Contain the damage as much as possible without endangering yourself and if possible photograph the damage.

***Service Hours are: Monday through Friday from 8:00 A.M. to 4:00 P.M.***

If you are unavailable at these hours, please arrange for a family member, friend, or a neighbor (over 18yrs) to be at your home for your service appointments.

