

Warranty Service Guidelines

Like many quality products, your new home requires a breaking-in period, particularly during the first few months of occupancy. Normal service items, as outlined in this Homeowner's Manual, are likely to occur during this time. Please take notice of the Warranty Service Guidelines that are clearly stated in this section so that no misunderstanding develops during this breaking-in period.

All Service Requests Must Be in Writing

In order to properly track and respond to homeowner service requests, we must receive such requests in writing at the following address: The Hofmann Company, Customer Service Department, 1980 Huntington Court, Fairfield, CA 94533. For your convenience, requests may be sent via facsimile to (707) 437-3601. Please note that we do not handle the processing or scheduling of service requests at the sales office. Verbal requests cannot be processed except in the event of an emergency. You will find a blank Service Request Form in the back of the Homeowner's Manual. You may want to make copies of this form for future requests.

Emergency Situations

An emergency is any situation that may endanger lives, health or property unless corrected immediately. Examples are water leaks that require the main water service to be shut off, total loss of electrical service, total stoppage of the sewer system (within 30 days of move-in) and complete loss of heat. In the event of an emergency, please contact the appropriate subcontractor listed on the Emergency Telephone Numbers list in the back of your Homeowner's Manual, or contact our Customer Service Department during business hours at (707) 437-4681.

Manufacturer's Warranties

For items covered by a manufacturer or supplier warranty, we ask that you contact that company directly for more immediate service. You will find various manufacturer's warranties for appliances and other finish items in the back of your Homeowner's Manual. If the manufacturer or supplier fails to fulfill its obligations, we'll do our best to work with you to obtain satisfaction.

Items Noted Within 30 Days of Escrow Closing

As you settle into your new home, you may notice a few warrantable items that might have been missed at the homeowner orientation or that appeared afterwards. For your convenience, we recommend that you list all items discovered within the first 30 days after close of escrow on one Service Request Form and send the form to us at the end of the 30-day period.

Items Noted Within One Year of Escrow Closing

While most warranty issues will be noticed within 30 days after move-in, warrantable items may appear after 30 days and prior to the expiration of the one-year warranty period. Unless such items are considered an emergency, we request that you note the items on a second Service Request Form and send the form to us 11 months after the close of escrow (just prior to your one-year anniversary date). This policy has been designed to minimize inconvenience to you and to allow our subcontractors and staff to address your needs in an efficient manner without multiple service trips.

Service Processing Procedures

You can help us to serve you better by providing complete information on your service request form, including:

- Name, address, and phone numbers where you can be reached during business hours, as well as an evening phone number.
- A complete description of the problem, for example, "guest bath—cold water line leaks under sink," rather than "plumbing problem."

When we receive a warranty service request, we may contact you for an inspection appointment. Warranty inspection appointments are available Monday through Friday, 8 a.m. to 5 p.m. We inspect the items listed in your written request to confirm warranty coverage and determine appropriate action. Generally reported items fall into one of three categories:

- Trade contractor item
- In-house item
- Home maintenance item

If a trade contractor or an in-house employee is required to complete repairs, we issue a warranty work order and the repair technician contacts you to schedule the work. Warranty work appointments are available Monday through Friday, 8 a.m. to 5 p.m. We intend to complete warranty work orders within 30 days of the inspection unless you are unavailable for access. If a back-ordered part or similar circumstance causes a delay, we will let you know.

If the item is home maintenance, we will review the maintenance steps with you and offer whatever informational assistance we can. The Hofmann Company does not provide routine home maintenance.

Permission to Enter During Regular Business Hours

We must have the homeowner's permission to enter the property during our regular business hours, which are Monday through Friday 8 a.m. to 5 p.m. (excluding holidays) in order to perform any agreed-upon work. For convenience, you may provide a key to our Customer Service staff for access when no one is at home (we will also need your written authorization to enter the property in your absence, and any animals or alarms must be secured). As an alternative, you may want to inform us of certain times when someone will be home to provide us access during our regular business hours. In either event, we must have reasonable access to the property during the hours stated above or we cannot be responsible for completing the requested work. Evening and/or weekend appointments are not available.

Completion of Warranty Service Items

The Hofmann Company strives to complete warranty service items within 30 days of the inspection date, unless you are unavailable for access during regular business hours. We will inform you of any delays caused by back-ordered materials.

Regular Homeowner Maintenance

Regular maintenance is the best way to keep your home in top shape. While The Hofmann Company will make every attempt to resolve warranty issues, homeowners have a responsibility in this area also. For your convenience, we have prepared a section entitled Caring for Your Home which is included in this Homeowner's Manual. By following the tips contained therein, you can rest assured that you are performing the precautionary care necessary to extend the life of your home investment.