



KrisAnn Behrens

My name is KrisAnn Behrens, I am the Customer Care Manager here at PulteGroup and the individual responsible for ensuring the lasting enjoyment of your new Pulte home. I began working with Pulte in March of 2017. Our family moved to Tennessee in 2007 from New York. My husband Michael and myself have 3 children, Shianne, Mikayla and M.J. In our spare time we love to boat at Percy Priest Lake and cheer on UT Vols.

I am committed to providing you with an excellent experience as a new Pulte homeowner. If you have any questions about your new home or a service item, please use the information on the back of this sheet to contact us. I am looking forward to assisting you with any of your concerns or questions.



HOW TO MAKE A WARRANTY REQUEST

Via our website: Go to delwebb.com, Click on the Wrench Service Icon / Fill Out Service Request and Click Submit

Via phone: Customer Care Coordinators are available Monday-Friday between the hours of 8am and 5pm to assist you at **615-550-2045 Dial 2**.

Via email: Send your request and pictures if you wish to NASsvc@pulte.com. You will get an email verifying your submission and Customer Service will respond in 1-2 business days.

After Hours Emergency: If an emergency arises between the hours of 5pm to 8am Monday-Friday or on weekends, your request will be managed by our emergency response team at **615-550-2045 Dial 3** or **Say Emergency**. Calls for emergency service should be limited to the following:

- Complete loss of electricity or loss of electricity to ½ of home
- Complete loss of heat or no heat present on one entire level of the home
- Complete loss of cooling when temp. exceeds 90 degrees
- Complete stoppage of sewer system
- A plumbing leak requiring the main service to be shut off

Inconveniences that are not considered an emergency

- No Hot Water
- Smoke/Gas/Carbon Monoxide alarms going off but no fire or issue causing them to go off
- Partial plumbing blockage

WARRANTY OVERVIEW

PulteGroup is dedicated to bringing you the highest quality in every aspect of the homebuilding and homeowner experience. To help ensure that you are completely satisfied with your new home, we made every effort to provide you with comprehensive warranty coverage. Here is a general outline of your home's warranty periods.

One Year Overall Construction Coverage

- Materials
- Workmanship
- One time repairs include, but are not limited to; grout cracks, drywall cracks and nail pops, stucco cracks 1/8" or larger, floor squeaks, and door adjustments.

Five year Leak coverage

- Window or skylight leaks.
- Roof or flashing leaks.
- Leaks as a result of wear and tear items, acts of god (extreme weather) or routine maintenance are not covered by the Warranty.

Two Year Mechanical and Concrete coverage

- Concrete Flatwork
- Gutters and downspouts
- Roofing
- Plumbing, Electrical, HVAC and other mechanical systems workability

Ten year Structural coverage

- Load bearing walls
- Beams
- Trusses
- Concrete foundations
- Footings

Kitchen, laundry, and bar appliances that fail to function per the manufacturer's specifications will be addressed by the manufacturer under the manufacturer's warranty. Please refer to your Home Warranty for all specifications and tolerances associated with your home's warranty periods.