



## Parissa Gharavi

My name is Parissa Gharavi. I am one of the Customer Care Managers here at PulteGroup and the individual responsible for ensuring the lasting enjoyment of your new Pulte home. I began working with Pulte in July of 2021 after working at a custom home builder on the construction side. Having lived in middle Tennessee most of my life, my free time consists of dog rescue volunteering, traveling, and spending as much time outside as possible hiking, camping, and horseback riding.

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 [www.delwebb.com](http://www.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](mailto: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.

### **Two Year Mechanical and Concrete coverage**

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

### **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.

### **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.