



## MEET YOUR CUSTOMER CARE MANAGER



My name is KrisAnn Behrens, I am the Customer Care Manager at Southern Springs. I am here to help facilitate the warranty process. I have been with Pulte since 2017 and have been a part of Del Webb Sales Team since the community opened. I am originally from New York but love my life in Tennessee. I am committed to providing excellent customer service throughout your warranty process on your new home. If you have any questions about your home or service items, please use the information on the bottom of this sheet to contact me. I look forward to working with you at Southern Springs.

[www.delwebb.com/service-request](http://www.delwebb.com/service-request)

615-550-2045



## How to Make a Warranty Service Request

**Via our website:** Go to [www.delwebb.com](http://www.delwebb.com), Click "Service" Icon / Fill in "Request a Home Repair" / Click Submit

**Via phone:** Customer Care Coordinators are available Monday-Friday between the hours of 7:30am and 4:30pm to assist you at **615-550-2045**.

**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 4:30pm to 7:30am Monday-Friday or on weekends, your request will be managed by our emergency response team at **800-850-2804**. Calls for emergency service should be limited to the following:

- Complete loss of electrical power
- Complete loss of heating or cooling
- Complete stoppage of sewer system
- A plumbing leak requiring the main service to be shut off
- Water intrusion that may cause damage to your home

### **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.
- Interior Plumbing 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.