

The warranty process begins the day the home closes and all documents are signed. This is an important date because many aspects of the new home warranty are calculated from this date such as 30-day and 11-month service list submittal as well as the 2-10 Home Buyers Warranty length of coverage.

1. The new home is enrolled in the 2-10 Home Buyers Warranty program at the time of closing, which includes 1-Year Workmanship, 2-Year Systems and 10-Year Structural coverage. The buyer is given a warranty information letter with a list of contractors they may contact in the event of plumbing, electrical or HVAC emergencies.
2. The 2-10 Home Buyers Warranty information is sent to the buyer within seven (7) days of closing. This includes login information to the homebuyer's BulderTrend account which contains their digital homeowner's warranty manual, 30-day/11-month warranty item list templates, and other important warranty information.
3. Approximately 30-60 days after closing, new homeowners may submit their 30-day service list to 2-10 Home Buyers Warranty if there are any issues with their new home. This list must be submitted no later than 60 days after closing or it will not be allowed. The list may only be submitted once so it is best to submit it at or around 30 days after closing to make sure the list is complete.
4. Homeowners will receive acknowledgment from 2-10 Home Buyers Warranty that their service list has been received within 48 hours of submittal, and all items on the list will be reviewed for coverage.
5. All covered items on the 30-day service list are sent to the appropriate McKee Homes Builder in the neighborhood where the home is located. The McKee Homes Builder will work with the service contractors and homeowners to schedule all covered work.
6. Approximately 11-12 months after closing, homeowners may submit their 11-month service list to 2-10 Home Buyers Warranty if there are any problems or issues with their new home. This list must be submitted no later than 12 months after closing or it will not be allowed. The list may only be submitted once so it is best to submit it at or around 11 months after closing to make sure the list is complete.
7. Homeowners will receive acknowledgment from 2-10 Home Buyers Warranty that their service list has been received within 48 hours of submittal, and all items on the list will be reviewed for coverage.
8. All covered items on the 11-month service list are sent to the appropriate McKee Homes Builder for the neighborhood where the home is located and they will work with the service contractors and homeowners to schedule all covered work.

The homebuyer may contact the contractors listed in the Warranty information letter they received at closing anytime for any emergency repairs needed.

See next page for a general description of what items are covered under each section of the 2-10 Home Buyers Warranty.

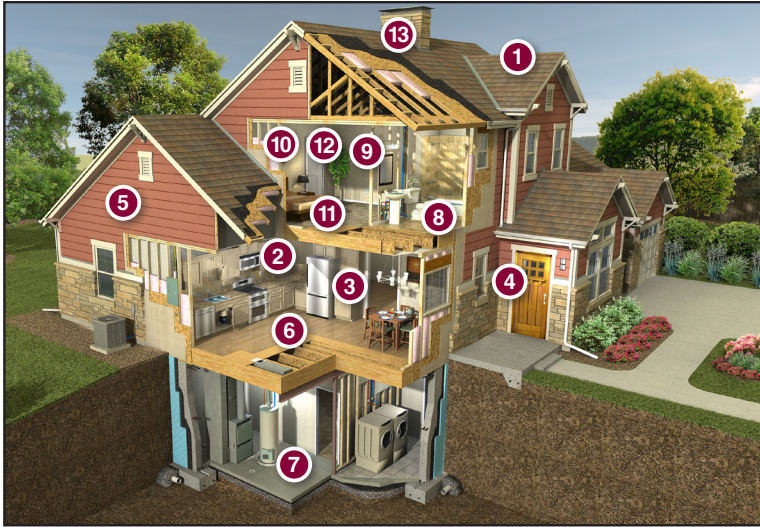
For a complete list of items covered under each section of the 2-10 Home Buyers Warranty, please consult your manual.

For 2-10 Home Buyers Warranty contact information, please visit our [Homeowners](#) web page.



Home Buyers Warranty®

# DEFINING THE 2-10 HBW WARRANTY



## 1 YEAR WORKMANSHIP WARRANTY

The 1-year Workmanship Warranty provides surety coverage from the day of closing. It provides clearly defined construction standards for defects in materials and workmanship for a full year if the builder defaults on his obligation.

### What is covered:\*

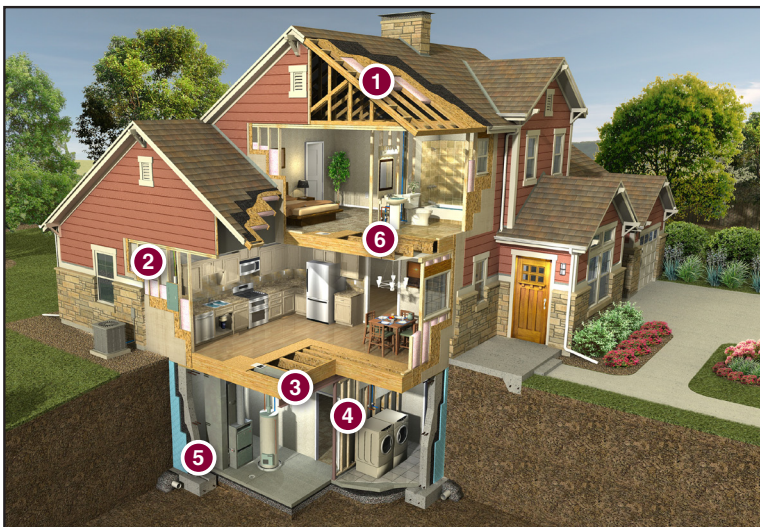
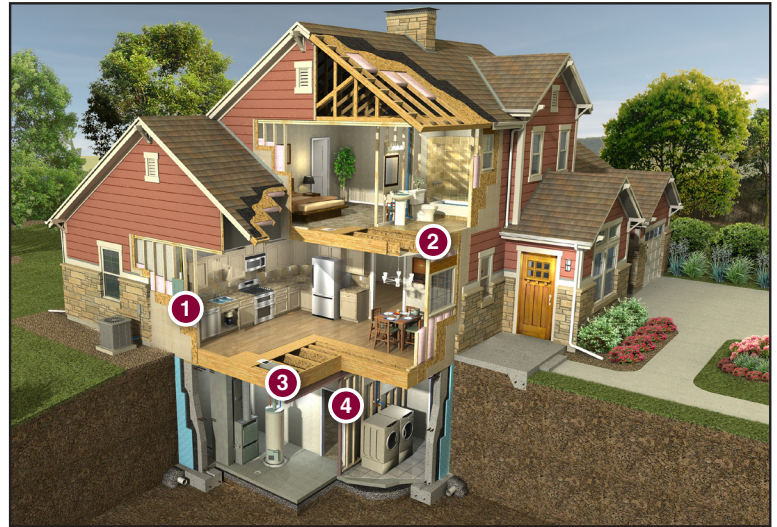
- |                   |                  |              |
|-------------------|------------------|--------------|
| 1 Roof Covering   | 6 Hardwood Floor | 11 Carpet    |
| 2 Cabinets        | 7 Basement Floor | 12 Paint     |
| 3 Countertops     | 8 Ceramic Tile   | 13 Fireplace |
| 4 Door Panels     | 9 Drywall        |              |
| 5 Exterior Siding | 10 Interior Trim |              |

## 2 YEAR SYSTEMS WARRANTY

The 2-year Systems Warranty provides surety coverage from the day of closing. It provides clearly defined construction standards for defects in the distribution of electrical, plumbing and mechanical systems for a full two years if the builder defaults on his obligation.

### What is covered:\*

- 1 Supply Piping
- 2 Waste Piping
- 3 Ductwork
- 4 Electrical Wiring



## WARRANTY INSURER'S RESPONSIBILITY 10 YEAR STRUCTURAL WARRANTY

The 10-year insurance-backed Structural Warranty provides 10 full years of structural defect coverage from the day of closing. It protects designated load bearing elements of the home caused by failure that affects their load bearing function to the extent that the home becomes unsafe, unsanitary or otherwise unlivable.

### What is covered:\*

- |                      |                 |
|----------------------|-----------------|
| 1 Roof Framing       | 4 Columns       |
| 2 Load Bearing Walls | 5 Foundation    |
| 3 Beams              | 6 Floor Framing |

Your homeowner will receive information on purchasing an extended warranty through the Resale division of 2-10 HBW prior to the 1 year anniversary of the home. The structural warranty is in force for a full 10 years starting on the date of closing.

\*The specific coverages are governed by the warranty booklet provided to the homeowner after closing.