



MEDALLION
HOME

Home Maintenance Guidelines

Warranty

For Warranty Issues (non-emergency and emergency)

Submit a Service Request Online at:

www.medallionhome.com/warranty



Warranty Summary

The Homeowner should read the warranty in its entirety in order to understand the protection it provides, exclusions that apply, and the Workmanship Standards which determine coverage in each case. The Builder's Limited Warranty relates only to covered defects, which are defined as defects in material and workmanship that are either part of the structure or are elements of the home as supplied by the Builder at the date of closing. The Builder is obligated to repair or replace a covered defect to conform to the Workmanship Standards. This is not an insurance policy, nor a maintenance agreement, but a definition of what the Homeowner has a right to expect in terms of warranties. This warranty is for the benefit of the original buyer and may not be transferred or assigned.

One-Year Coverage

The Builder warrants the construction of the home and will conform to the tolerances for the materials and workmanship as defined in the Workmanship Standards for one-year after the closing date.

Two-Year Coverage

The Builder warrants the workability of the plumbing, electrical, heating, ventilating, air conditioning, other mechanical systems, and roof leaks as defined in the Workmanship Standards for a period of two years after closing.

Ten-Year Coverage

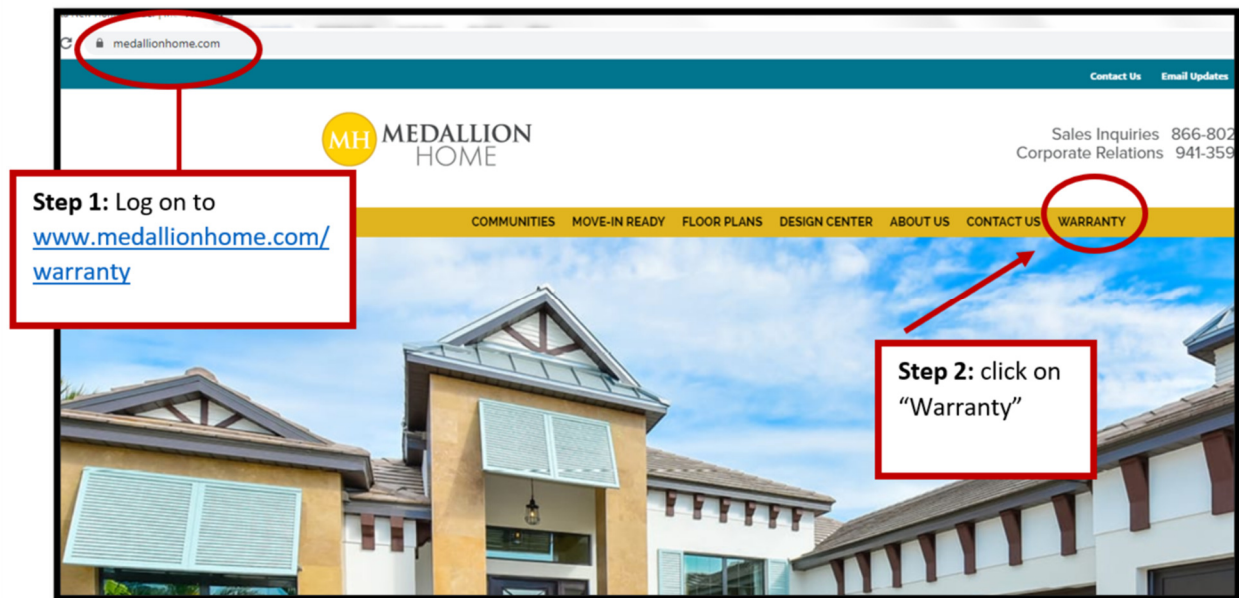
The Builder warrants against various types of structural components as specifically defined in the Workmanship Standards for a period of ten years after the closing date.

For a more detailed list of what is covered, please visit the following address:

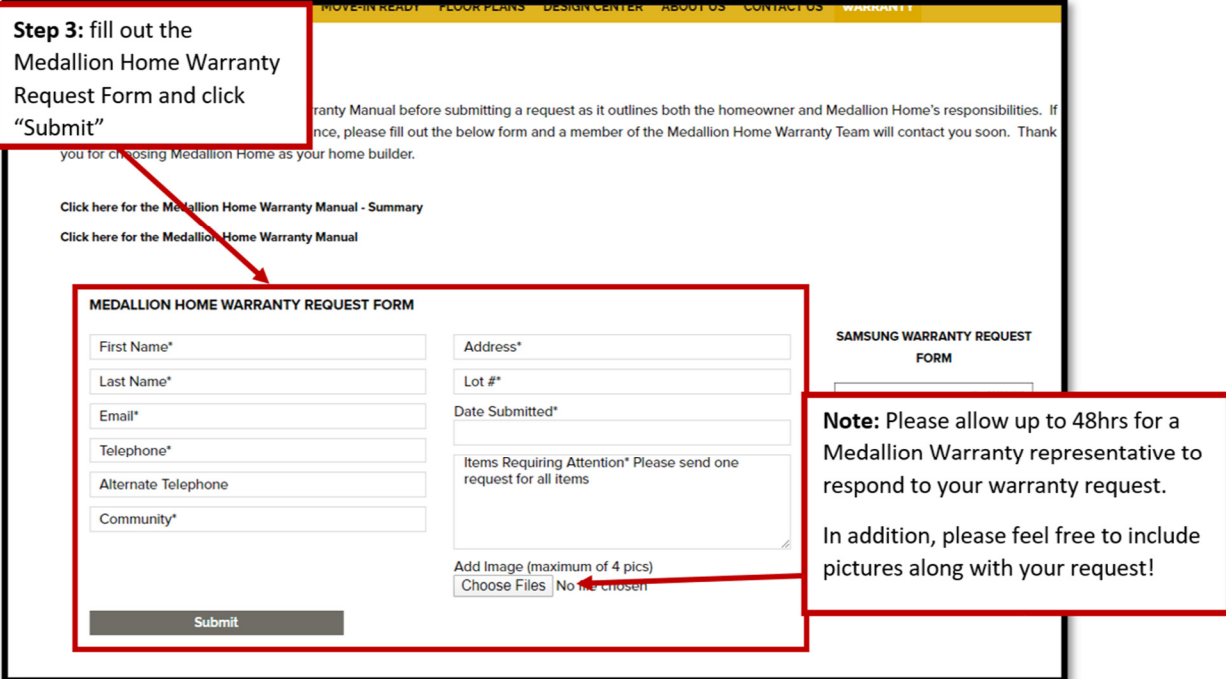
www.medallion.com/warranty

Submitting a Warranty Request

As part of Medallion Home's commitment to quality, value and integrity, your new home comes with a 1-2-10 year warranty. It is important that all warranty requests be submitted through our website so we can keep complete, up-to-date records and provide you with timely service.



Submitting a Warranty Request (Cont.)



Step 3: fill out the Medallion Home Warranty Request Form and click "Submit"

WARRANTY MANUAL - SUMMARY

WARRANTY MANUAL

WARRANTY MANUAL before submitting a request as it outlines both the homeowner and Medallion Home's responsibilities. If you have any questions, please fill out the below form and a member of the Medallion Home Warranty Team will contact you soon. Thank you for choosing Medallion Home as your home builder.

Click here for the Medallion Home Warranty Manual - Summary

Click here for the Medallion Home Warranty Manual

MEDALLION HOME WARRANTY REQUEST FORM

First Name*
Last Name*
Email*
Telephone*
Alternate Telephone
Community*

Address*
Lot #*
Date Submitted*

Items Requiring Attention* Please send one request for all items

Add Image (maximum of 4 pics)
Choose Files | No file chosen

SAMSUNG WARRANTY REQUEST FORM

Note: Please allow up to 48hrs for a Medallion Warranty representative to respond to your warranty request. In addition, please feel free to include pictures along with your request!

Submit

Homeowners must provide access during normal working hours for Medallion Home trade partners to make home repairs, and will have a choice between the following appointment windows:

- Mornings – *8:00 a.m. – 12:00 p.m.*
- Afternoons – *12:00 p.m. – 4:00 p.m.*

Medallion Home reserves the right to use their judgment in determining the most appropriate method of repairing the warrantable item.



Emergency After-Hours Procedures and Definitions

If applicable, emergency service is available after Medallion Home's normal operating hours of Monday through Friday, 8 a.m. – 5 p.m.

Any service that is not deemed an emergency by Medallion Home is subject to billing if that service is performed after hours. The Homeowner is responsible for payment at the time the service is rendered.

Common emergency and non-emergency warranty items are defined on the following pages. Steps of action are outlined under each situation to assist with your warranty item.



Emergency Items

Complete “**Step 1**” under each emergency item and then call the provided emergency phone numbers on the cover letter in the front of this book.

No Electricity to the Entire Home

Step 1: Check the main breaker to ensure that it is in the “ON” position and hasn’t been tripped. For a power outage, call your utility company.

Main Water Line Leak/Flood

Step 1: Shut off main water valve to the home.

HVAC System (No Air Conditioning or Heat)

Step 1: Contact air conditioning company

Sewer Back-Up

Step 1: Turn off water in affected area(s), clean up water to prevent damage and dry items. If emergency service is requested due a blockage caused by a foreign or organic object, the Homeowner will be responsible for payment at the time of service. Medallion Home is not at fault.



Non-Emergency Items

Complete “**Step 1**” under each item and then submit a warranty request online at www.medallionhome.com/warranty.

Electrical Outlet Not Working

Step 1: Check GFCI outlets throughout home for a tripped receptacle (GFCI outlets are located in bathrooms, garage, kitchens, laundry room, and exterior of the home); check circuit breaker panel for a tripped breaker.

Interior Water Leak

Step 1: Shut off any valves in affected area(s) and dry excess water.

Toilet Backed Up/Clogged

Step 1: Remove blockage with plunger. If emergency service is requested due a blockage caused by a foreign or organic object, the Homeowner will be responsible for payment at the time of service. Medallion Home is not at fault.

Garage Door Opener Not Working

Step 1: Manually release garage door and close by hand.

Roof Leak

Step 1: Move any items that may be affected by the leak and take necessary action to limit damages.



Seasonal Homeowners

If the home is unoccupied for extended periods of time, it is recommended you have someone come check your house periodically (defined herein as “Home Watch”.)

It is the responsibility of the Homeowner to report all warranty issues timely. In the event a warrantable issue is not reported timely resulting in additional damage, Medallion Home is only responsible for the original damage.



SAMSUNG

Appliances Information

Appliances are warranted through the manufacturer, *not* Medallion Home. For all appliance warranty service, please contact the manufacturer directly.

To submit a warranty request for your appliance, please go to www.medallionhome.com/warranty and click the **Samsung Warranty Request Form Link**.

The serial and model numbers of your appliances are located in the “Miscellaneous” tab in this reference binder.