MEDALLION HOME

Home Maintenance Guidelines

Warranty

For Warranty Issues (non-emergency and emergency)

Submit a Service Request Online at:

www.medallionhome.com/Customer-care

MEDALLION HOME

Warranty Summary

Homeowners 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 Medallion Home 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.

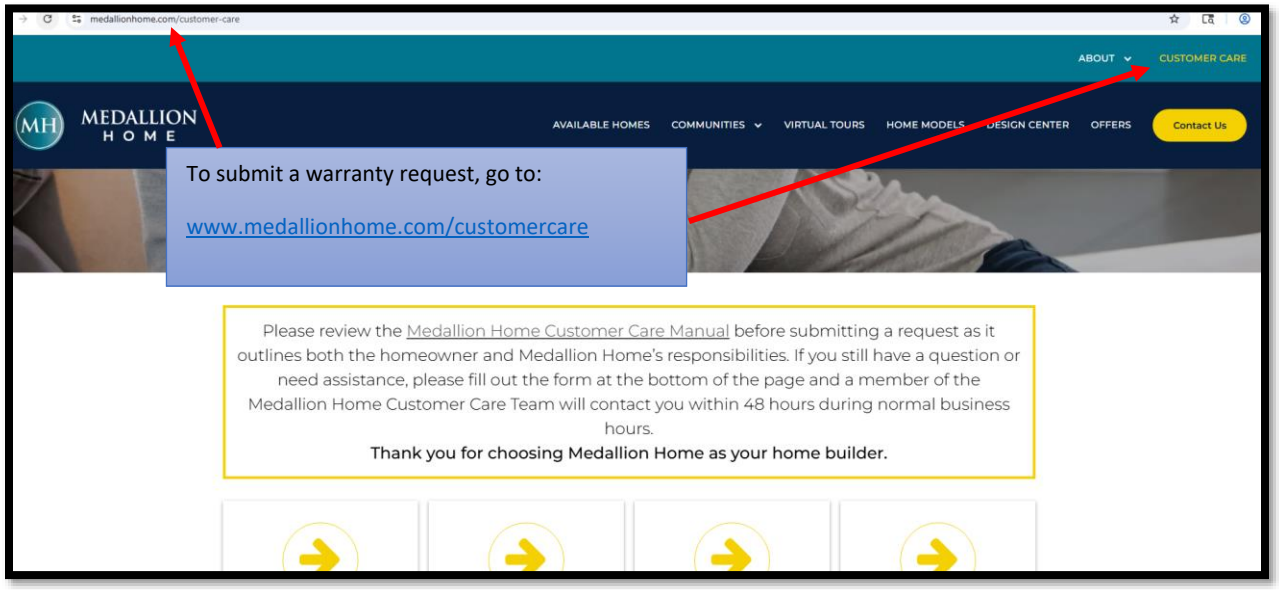
Seven-Year Coverage

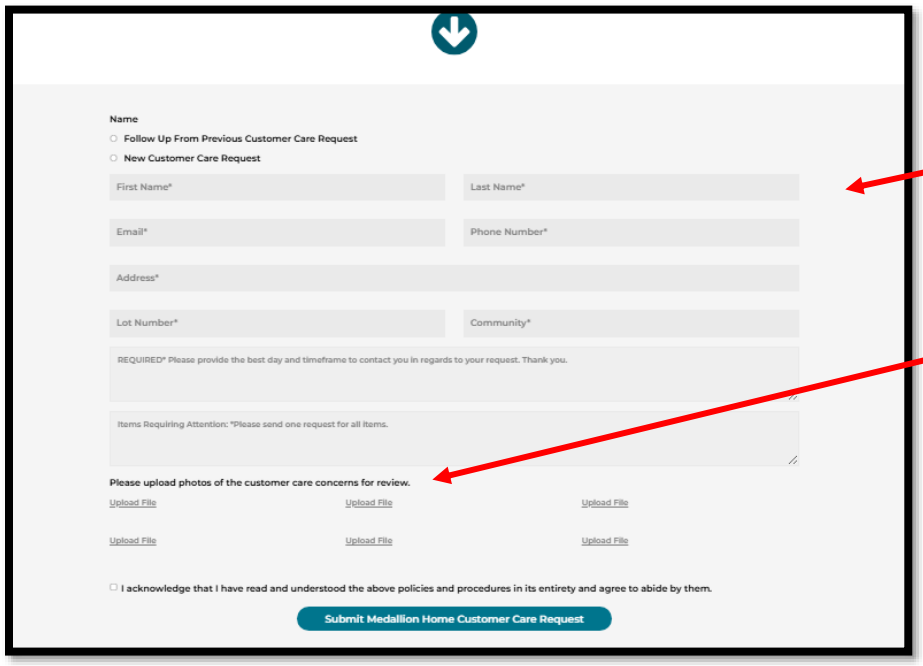
The Builder warrants against various types of structural components as specifically defined in the Workmanship Standards for a period of seven years after the closing date.

For a more detailed list of what is covered, please visit the following address:
www.medallion.com/Customer-care

Submitting a Warranty Request

As part of Medallion Home's commitment to quality, value and integrity, your new home comes with a 1-2-7 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.





When filling out a warranty request, always be sure to be as descriptive as possible as more information will help us to diagnose to correct your issue efficiently

You may also upload pictures to include in the request

Submitting a Warranty Request (Cont.)

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 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.

MEDALLION HOME

Emergency Items

The scenarios below are considered "emergency" items in which a homeowner may be required to take action after hours. Please see the necessary steps to take for emergency item and then call the emergency phone numbers located on the cover letter in the front of this book.

No Electricity to the Entire Home

- Check the main breaker to ensure that it is in the "ON" position and hasn't been tripped. For a power outage, contact your utility company.

Main Water Line Leak/Flood

- Shut off main water valve to the home (see pg.6 of the new home maintenance guide)

HVAC System (No Air Conditioning or Heat)

- Check the thermostat to determine if an error code is present
  - If the thermostat is off, this may mean that the AC condensate drain line is clogged. Please see Pg. 4 of the New Home Maintenance guide for more information on the condensate line. Medallion Home's Warranty does not cover Condensate Drain line blockages after the first 30 days post close.
- Contact the air conditioning company (see pg.1)

Sewer Back-Up

- 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 does not provide warranty coverage for sewer blockages that are a result of homeowner neglect or misuse.

MEDALLION HOME

Non-Emergency Items

The following are examples of non-emergency items along with actions that should be taken if the issue occurs. Please note to always submit a warranty request online at www.medallionhome.com/Customer-care.

Electrical Outlet Not Working

- 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

- Shut off any valves in affected area(s) and dry excess water.

Toilet Backed Up/Clogged

- 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

- Manually release garage door and close by hand.

Roof Leak

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

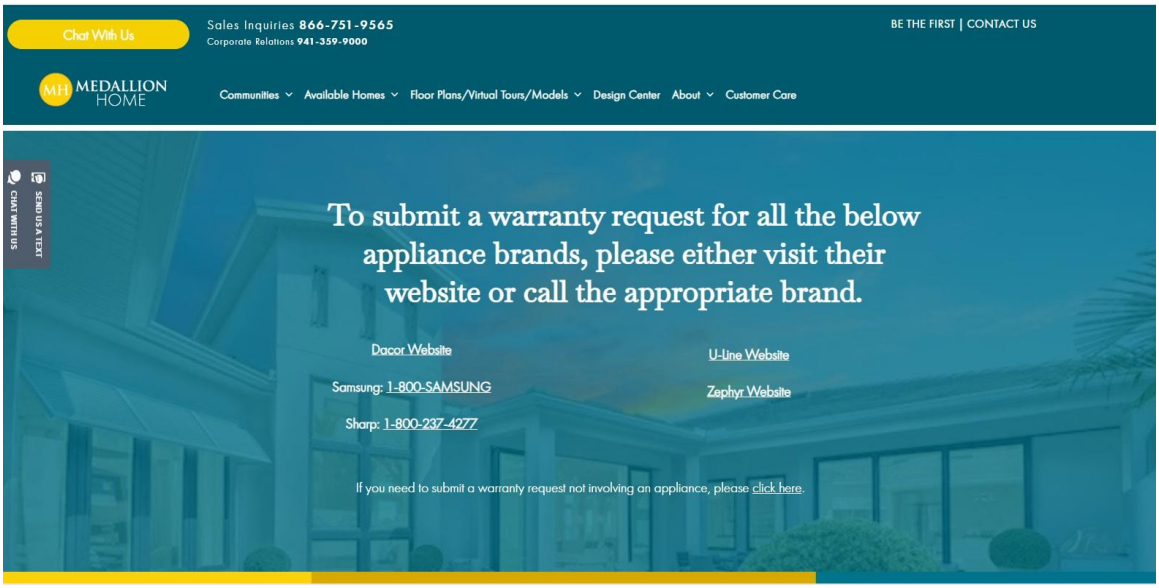
Seasonal Homeowners

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.

Appliance 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/Customer-care and click the submit Customer Care Request appliances tab. Then select your appliance brand and proceed with the following instructions.

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