



# Warranty Service Procedures

Congratulations on your purchase of a Macallan Residential home! This document describes the warranty service policies and procedures that we have put in place to ensure that any issues that may arise are handled properly. See your Limited Warranty documents for details about your coverage.

**CONSTRUCTION STANDARDS.** The criteria and standards that will be used in connection with inspections and warranty requests are those set forth in writing in applicable governmental codes, regulations or ordinances, enforceable public or private restrictions or covenants or subdivision or homeowners' association rules or regulations, and your Homeowner Handbook provided to you prior to or at your closing. Macallan Residential is not required to perform work that exceeds these standards, and is also not responsible for addressing or correcting conditions located outside the Property even if they affect the Property.

**HOMEOWNER MAINTENANCE OBLIGATIONS.** Maintenance of the home is your responsibility. All homes require periodic maintenance to prevent premature deterioration, water intrusion, and to ensure adequate performance of the systems. Your Homeowner Handbook explains the maintenance that your new home requires. Macallan Residential is not responsible under its warranty for maintenance issues or for damage that results from your failure to maintain your home.

**NEW HOME ORIENTATION.** The Orientation is the first step in the warranty process. Approximately one week before your closing date, you will walk through the house with a representative from Macallan Residential to inspect your home and prepare and sign a New Home Orientation Walk Through List specifying all items, including any noted in previous inspections, that fail to comply with the Construction Standards. Your Macallan representative will also review important maintenance issues with you, and point out service shut off locations. A final walk through will be conducted with you before your closing – preferably within twenty-four hours prior - to review progress on the List. Macallan Residential will make every effort to correct all items on the list prior to closing. Should any items remain incomplete, they will automatically be added to the 30-Day Warranty Request.

**WARRANTY REQUEST PROCESS.** After your closing, any item you notice in your new home that needs adjustment or corrections should be submitted on a Warranty Service Request to the addresses below. The process is detailed on Page 12 of your Homeowner Handbook.

**30-DAY WARRANTY REQUEST.** In order for our service program to operate at maximum efficiency, and to limit inconveniences to you, we ask that you wait 30 days before submitting a warranty list. This allows you sufficient time to become settled in your new home and to use most components repeatedly. As you notice items, note them in the warranty request form located in your Homeowner Handbook. The 30-Day Warranty Request must list all warranty items that are cosmetic in nature. No warranty requests for cosmetic work will be accepted after the 30-Day Request.

**11-MONTH WARRANTY REQUEST.** Near the end of the eleventh month of your warranty, you should submit a year-end request if you have any items to report. We will also be happy to discuss any additional maintenance questions you may have at that time. Again, keep notations of items on a service request form.

**EMERGENCY REQUESTS.** Emergency requests relate to issues that constitute a safety hazard to your family or a situation that would cause further damage to your home. These include issues such as plumbing leaks or air-conditioning malfunctions in the heat of the summer. First, check the troubleshooting tips under the appropriate heading in your Handbook. If those tips do not solve the problem, call our warranty office during our business hours (Monday through Friday, 8:00 a.m. until 4:00 p.m.), at the number listed below. After business hours or on weekends or holidays, contact the trade or appropriate utility company directly using the emergency numbers listed in your Handbook.

**NON-EMERGENCY CONTACTS.** Mail, fax, or e-mail your list of items to our warranty office, or complete a form on our website. You will find warranty service request forms in your Handbook or you can request hardcopies by calling our office.

Macallan Residential, LLC, 201 South Village Square, Canton, GA 30115  
Phone: (404) 603-8833 Fax: (404) 603-8333  
website: <http://www.southharmony.com> email: [warranty@macallangroup.com](mailto:warranty@macallangroup.com)

**STORM DAMAGE OR OTHER NATURAL DISASTER.** Contact your homeowner's insurance agent immediately. Contain damage as much as possible without endangering yourself. In extreme situations, photograph the damage.

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Homeowner Signature/Date

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Builder Representative Signature/Date