



## Warranty Service Department

# FREQUENTLY ASKED QUESTIONS

- What are the **hours of operation** for the warranty office? *Monday through Friday, 7:00 a.m. – 4:00 p.m. (PST)*
- How do I **request warranty service**? *It is important to call the warranty office first to determine if an issue needs immediate attention or if the issue can wait until a follow-up visit.*
- What is a **follow-up visit**? *A follow-up visit is a builder-initiated appointment with a warranty representative which is typically scheduled 60-days and 11-months after closing. Most concerns can wait until the follow-up visit, which eliminates multiple lists and scheduling demands.*
- What is the **target completion date** for a **warranty service request**? *Our target to complete a warranty service request is between fifteen (15) to thirty (30) business days (depending on the request), however, we need your cooperation and the trade partner's cooperation to help us achieve this goal. Back-ordered parts and/or weather conditions are examples which may prevent timely completion of items.*
- May I have the **cell phone number** for my warranty representative? *Warranty representatives are available by appointment only. Contacting the warranty representative directly causes a disruption to their schedule. Always call our office first.*
- What should I do if I have an **emergency**? *Contact the warranty office. After-hour calls will be answered by a third-party, answering exchange service who will dispatch an on-call warranty representative. Please refer to the "Welcome Home Guide - Emergency Concerns" for additional details.*
- How do I know if my home issue is **covered under the limited warranty**? *You may contact our office or review the sales contract and limited warranty document provided to you during the sales transaction.*
- Why do I report **kitchen appliance** concerns directly to the appliance manufacturer? *The manufacturers prefer to work with you directly since they may be able to resolve the issue over the phone or schedule an appointment directly with an appliance technician.*
- Are you available **evenings or weekends for appointments**? *We understand the desire for appointments outside of normal business hours, but we have found few repairs could be performed during off hours because many of our trade partners are not available during extended hours.*
- What if **nobody has contacted me** to complete the outstanding warranty service request? *Please reach out to the warranty office to report this concern.*
- How do I **access** the homeowner portal, **Punchlist Manager**? *Once you close escrow, the warranty office will send you an email with important details, including a username and password, which you can reset after login. Contact the warranty office if you have any trouble. Through Punchlist Manager, you will have access to important documents and view service request activity.*
- Am I able to **submit** a service request through **Punchlist Manager**? *There is no need to submit a service request because we are proud to offer builder-initiated appointments and we are proud to offer a live operator to answer your home questions.*
- What type of **maintenance** should I do on my home? *It is essential for you to become familiar with your home and the surrounding grounds. Punchlist Manager will email you recommended maintenance tasks in and around your home during the first year. Add "@punchlistmanager.net" to your safe-sender list and check if any of the emails are getting sent to your spam folder to ensure you receive the notifications. You can also find maintenance guidelines in the Welcome Home Guide, which are listed alphabetically and pertain to specific components or systems which may be present within your new home.*
- What is a **virtual visit**? *Virtual visits are appointments with a trained warranty representative over Facetime for Apple users and Google Duo for Android users. Many times, additional details are necessary, and technology allows us to gather these details without the need for a visit!*

### Warranty Office

☎ 888-486-2211 (24/7)

✉ [whwarranty@williamshomes.com](mailto:whwarranty@williamshomes.com)

🌐 <https://whi.punchlistmanager.net>