Warranty Service Orientation Agenda

Trade contractor _____ Contact _____

Street address _____ Phone _____

City, state, zip _____ Fax _____

E-mail address _____

Warranty Commitment

Trade contract clause regarding warranty

- Start date and duration of coverage
- Limited warranty document
- Purchase agreement clause regarding warranty
- Home owner guide entry
  - Maintenance hints
  - Warranty commitment
  - Courtesy extras

Procedures and Paperwork

- Warranty contacts
  - Standard
  - Miscellaneous
  - Emergency
- Warranty Service Request form
- Inspection form
- Work order
- Confirming work order for emergencies
- Pending work report
- Repercussions of late work orders

Warranty Repair Appointment

Guidelines (see attached document)

Trade Contractor Services Procedures

- Paid service work
- Back charges
- Service plan

Notes

Trade _____ Date _____

Builder _____ Date _____