YOUR BUILDER'S LIMITED WARRANTY AND THE SECOND & THIRD WALKTHROUGHS

BUILDER'S LIMITED WARRANTY: Warrantable vs Non-Warrantable items

- Section 7 defines the covered warranty conditions
- Section 8 defines conditions/situations specifically not covered by the warranty

STEP 1 – Make a list of all the items that you would like to have reviewed during the second walkthrough. Your second walkthrough should be scheduled between 30-60 days from closing if your paint is complete and sod is down, otherwise as soon as the exterior is complete.

REMEMBER: Any damage to hard surfaces that was not documented during the pre-close walkthrough is not covered by the warranty. This includes, but is not limited to; countertops, sinks, tubs, showers, tile, flooring, fixtures, etc. The warranty book identifies those items that must be included on the pre-close punchlist to be covered.

- Verify the item of concern is covered by the warranty.

STEP 2 – **Contact ProHome**

- You will need to provide us with the total number of claims you have to register.
- ProHome will create a User account for your email address that will allow you to enter your claims directly into our system.

STEP 3 – **Log in and register your claims**

- Login to www.prohomelive.com using the link in the Welcome to ProHome Live email you receive. Reset the password as prompted.
- Select "Fill out claims for term walkthrough"
- Select the '►' (arrow) next to the 'Submit All Claims' button to expand the form.
- Enter the claim ID MSG, the location and description of each item. Do not leave any fields blank.
- If you need additional lines to be added – contact our office.
- If possible, group items by location; eg. all items for kitchen, exterior, etc. are listed together.
- When finished, select 'Submit All Claims'. Do not submit until you are completely finished, as you will no longer have access to the form after that point.
- **Claims may not be added after you submit the Workform to ProHome**. Please complete a thorough assessment of your home prior to submitting the form to ensure you have included all items of concern.

STEP 4 – Schedule the walkthrough

- Once ProHome has received the list of warranty claims, we will contact you to schedule your walkthrough.

NOTES – Please contact ProHome at the **9th month** to begin the final walkthrough process. Notify ProHome (service@prohomeofne.com) of the number of claims you have so your online account can be activated and follow the steps outlined above. **IT IS THE HOMEOWNER'S RESPONSIBILITY TO CONTACT ProHome TO SCHEDULE THE FIRST TERM AND FINAL TERM INSPECTIONS.**