



Merion Homes Customer Care Program Information

Congratulations on your new Merion Home! We have registered you and your home with Professional Warranty Service Corporation and in their Builder's Limited Warranty Program. In addition to their Builder's Limited Warranty Program, Merion Homes would like to summarize our "Customer Care Program" and our commitment to helping our Customer's throughout the first year of Home Ownership:

Year One

Workmanship and Materials are covered throughout your home with a few minor exceptions during the first year:

- Silicone Caulking (We will inspect all caulking around water sources during our 90 Day Inspection and 10 Month Inspection)
- Painting (including paintable caulk)
- Furnace Filters (Set reminders on your EcoBee or Nest Thermostats)
- Bathroom Tile Grout
- Cuts, Scrapes or Nicks on Walls or Trim (This will be addressed at the 1 Year Service)
- Landscaping, Sod and Plantings (please see our "Homeowner Maintenance" cheat sheet)
- Sewer Stoppage (The Sewer System has a 30 Day Warranty)

90 Day Post Settlement Inspection

After 90 days of living in the home, we will come to the house and take care of any items that have occurred post settlement (excluding drywall, paint and caulking).

If you run into a "life impactor" between the day you move in and Day 90, do not hesitate to reach out before the 90 Day Mark. Please remember that all service items that occur can and should be scheduled directly with our subs/vendors, you do not have to wait until Day 90.

Typical 90 Day Items Include: Adjusting cabinet drawers, Adjusting Door Hardware, Checking all of the windows and doors, ensuring that the silicone caulking is still intact.

One-Year Drywall Inspection

At the Home Owner's request, they can schedule a Drywall Inspection with a representative from Construction Applicators Metro. At this time, they will address any settlement-related drywall issues such as nail pops, tape seams, and small settlement cracks.

You must mail in your drywall inspection certificate prior to 11 months

Due to homeowner tastes and preferences for custom wall paint, cover and treatments, sanding/painting repairs are not included unless you stick to the included paint finishes (City Loft, Ceiling White, White)



Limited Builder Warranty 2-10 Year Summary

Please see PWC Form 107 for specific Warranty Information

Second Year

- “Closed Wall” Protection covers the installation of the mechanical systems, including:
 - Plumbing Water Lines and Vent Stacks
 - Electric Wiring
 - HVAC Duct Work

Ten-Year Structural (PWSC)

- The 10-Year Structural Warranty includes all structural elements, including:
 - Concrete & Steel
 - Framing Materials & Floor Systems & Roof Trusses