



Merion Homes Customer Care Program Information

Congratulations on your new Merion Home! We have registered your home with Professional Warranty Service Corporation and 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:

First Year

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

- Silicone Caulking (though we will inspect and touch up caulking around water sources during our 60 Day and 10 Month Inspection)
- Painting (including paintable caulk)
- Furnace Filters (we will help you set reminders on your EcoBee or Nest Thermostats)
- Bathroom Tile Grout
- Cuts, Scrapes or nicks on walls or trim
- Landscaping, Sod and Plantings (please see our "Homeowner Maintenance" cheat sheet)
- Sewer Stoppage (carries a 30 Day Warranty)

These items are excluded due to normal wear & tear and can be avoidable with monthly and quarterly homeowner maintenance!

Sixty Day Post Settlement Inspection

Merion Homes will provide you with a 60 Day Inspection Checklist. After 60 days of living in the home, we will come and take care of all post settlement items.

Examples 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 10 months
- Due to homeowner tastes and preferences for custom wall paint, cover and treatments, sanding/painting repairs are not included.

PWSC – 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