



DelWebb Home Warranty Coverage & Emergency Warranty Service Procedure

Dear Homeowner,

Congratulations on the purchase of your Del Webb home! Your home offers you warranty protection in four different phases during the first ten years you own your home.

Your warranty coverage includes:

- **One Year Coverage** – The builder warrants the construction of the home will conform to the tolerances for materials and workmanship, as defined in the Performance Standards of the Home Protection Plan*, for a period of one year after the closing date.

- **Two Year Coverage** – The builder warrants the workability of the plumbing, electrical, heating, ventilating, air conditioning and other mechanical systems, as defined in the Performance Standards of the Home Protection Plan*, for a period of two years after the closing date.

- **Five Year Coverage** – The builder warrants against certain types of water infiltration and internal leaks, as specifically defined in the Performance Standards of the Home Protection Plan*, for a period of five years after the closing date.

- **Ten Year Coverage** – The builder warrants the construction of the home will conform to the tolerances set forth in the Structural Elements Performance Standards of the Home Protection Plan*, for a period of ten years after the closing date.

****Please reference your Home Protection Plan for full detailed descriptions of available warranty coverage.***

Furthermore, many of the products used in your home may have additional warranty coverage offered by the manufacturer. Because this coverage is not part of the Del Webb Home Protection Plan, once your warranty coverage through Del Webb expires, you must contact the manufacturer directly to inquire about additional warranty coverage or to request service.

For emergency situations, please refer to the list of emergency vendor numbers given to you at your Pre-Closing Customer Orientation (a copy is usually posted on your electrical panel).

When requesting emergency service, **your home must be under warranty and a true emergency must exist.** If in doubt, please refer to your Home Protection Plan as a guide. **If an emergency service is performed on your home and this service is not within the warranty coverage guidelines associated with your home you will receive an invoice for this service and be accountable for paying this invoice.**

Please ensure that your home is available for the required service.

You may request warranty service, via internet or US mail, for a non-functional item or mechanical failure, by using the following procedure (s):

Via E-Mail

Go to www.delwebb.com

- 1) Click on the "Contact Us" button at the top right side of your screen.
- 2) Click on "Homeowner Questions" and complete required information indicated by a red * asterisk.
- 3) Please make sure to indicate "Austin" as market and enter your community name.
- 3) Select "Submit Service Request" and complete drop-down boxes below.
- 5) Click on "Submit"

Your request will be responded to within 2 business days from the time received.

Via USPS Mail:

Send to:

Pulte Homes Warranty
P.O. Box 58
Schertz, TX 78154

Please make sure to include your name, address and contact phone numbers as well as a description of the warranty item you want addressed.

No phone calls please!

Thank you again for purchasing a Del Webb home!