

CENTURY COMMUNITIES of GEORGIA

WARRANTY REPORTING PROCESS

Submit Warranty Claim	Website	CenturyCommunities.com
Primary Contact	Email	WarrantyATL@Centurycommunities.com
Office	Telephone	678-533-1160
Emergency Only	Telephone	678-597-5462
Alternate/non-emergency	U.S. Mail	Century Communities of Georgia Warranty 3091 Governors Lake Drive, Suite 200 Norcross, GA 30071

Our warranty process addresses claims in three categories:

- (1) Routine
- (2) Urgent
- (3) Emergency

30-Day and 10-Month Warranty Claim: Routine claims are not time – sensitive or safety-related. Their delay does not cause a worsening of a situation or threat of additional damage. An example would be adjustments. We have found that by reserving routine claims to two (2) visits, the inconvenience to our valued homeowners is greatly reduced while simultaneously we improve the efficiency of our subcontractors.

The 30-Day Claim is typically submitted in months 1, 2, or 3 after closing. The 10-Month claim is typically submitted in months 10, 11, or 12. We cannot accept claims after warranty expiration.

Urgent Claims: Urgent claims are those time-sensitive issues that cannot wait until the 30-Day or 10 Month claim. Examples may include inoperative or improperly operating equipment (i.e. heating or cooling) and roof leaks. Urgent claims are submitted the next business day and scheduled as soon as possible. No overnight or immediate response is required or possible. (See “Roof Leaks” below)

Emergency Claims: Emergency claims are those health/safety issues that require immediate or overnight response. Delays in addressing emergency claims will cause the situation to worsen threatening additional damage, or pose a threat to the occupants. The house may become uninhabitable. Emergency claims shall be submitted immediately without delay to the above referenced Emergency number (678) 597-5462. A list of qualifying emergency issues are listed on pages 2 and 3.

It is the homeowner’s responsibility to submit all warranty claims directly to the Warranty Service Center via any of the appropriate contacts above. We are unable to accept warranty claims at the Sales Center or the construction offices.

In accordance with the requirements in the Warranty Agreement, all claims must be in writing. We accept only emergency claims over the telephone but the Homeowner shall follow-up with written documentation the next available business day.

Warranty Claims are submitted using the online form on the Century Communities website under the main tab Century Care / Customer Care.

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Emergency Warranty

Quite often “emergency” can be situational or subject to personal circumstances. In order to provide consistency and manageability in delivering prompt and effective service to our valued customers, Century Communities, and our subcontractors have found the following definitions of “emergency”, to be widely accepted in the general marketplace.

Plumbing:

1. No potable water
 - a. Pressurized water supply line leak that cannot be isolated by an individual fixture shut-off – The main water shut-off valve is needed to cut off water to the entire house to preclude flooding.
NOTE: If the water has been cut-off at the meter or the surrounding area, or has been contaminated, contact the municipal water authority. This is not a Century Communities warranty issue.
NOTE: Dripping faucets though annoying, do not require the water to be cut off to the entire house to preclude flooding. This is not an emergency.
2. Complete sewer stoppage
 - a. All toilets, sinks and tubs/showers will not drain.
NOTE: As long as one toilet works, there is no emergency.
NOTE: If the plumber finds that the stoppage to be the fault of or the negligence of the homeowner or their guests, the service bill will be given to the homeowner.
NOTE: Use a plunger first. If it clears there is no defect.
3. No Hot Water
 - a. Plumber shall respond within 24 hours. There will be no night calls.

Heating, Cooling, and Ventilation [HVAC]

1. Complete loss of heat
 - a. When outside temperature drops below 45 ° F and the heating system is completely inoperative. In two-furnace homes, this means both furnaces. As long as one of the two furnaces is operating properly, there is no emergency
2. Complete loss of cooling
 - a. When outside temperature exceeds 85° F and the cooling system is completely inoperative. In a two-unit home, this means both units. As long as one unit is operating properly, there is no emergency.
3. Gas Leak
 - a. If not in use:
 - i. Verify that gas log lighter is turned off (if applicable)
 - ii. Verify that stove/oven burners are turned completely off
 - iii. Verify that cut-offs to any unused gas outlets are turned completely off (if applicable)

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- b. If you cannot stop the leak, or if it is coming from the gas meter, **contact the gas provider**
 - i. Open windows to vent
4. Water (condensation) draining from the secondary condensation drain line
 - a. Turn off the applicable unit and call for service.
 - b. An emergency exists if HVAC # 2 above applies

Electrical

1. Complete power outage
 - a. If other homes are affected by the outage, it is a power company problem and not a warranty issue.
 - b. Homeowner shall call the power company to verify that the problem is not with the power company or their electrical underground service line first.
NOTE: Single outlet outages are not an emergency [Check GFCI, Switch-Controlled plug]
2. Power outage to half of the house
 - a. This results in loss of 240V power and cooling as well
 - b. Homeowner shall call the power company to verify that the problem is not with the electrical underground service line first.
3. Any sparking or smoke from outlets, switches, builder-installed fixtures, or circuit breakers

Roof Leak

1. A roof leak is considered an **urgent issue** rather than an emergency. A roofer cannot get on the roof until the rain stops and the surface has dried enough for safety reasons.
 - a. The homeowner shall take immediate action to protect personal property, minimize damage, and try to locate the source of the leak.
 - b. If the ceiling is getting saturated, a hole can be poked in the drywall at the center of the wet area with a screwdriver to allow the water to drain into a bucket or pan. It is easier to repair a hole than an entire ceiling.
 - c. If water is draining out of a light fixture, do not use the fixture, Turn it off and remove the cover if applicable.
 - d. Contact Century Communities the next business day