



HARRIS DOYLE
HOMES

CUSTOMER CARE & WARRANTY PROGRAM

Congratulations on the purchase of your new Harris Doyle home. Please read this Customer Care information package before submitting a request. It explains the first-year limited warranty, homeowner maintenance responsibilities, non-warranty items, emergency procedures, and how common customer care concerns are handled.

The first-year warranty provides limited coverage for qualifying defects in workmanship and materials identified in this packet and the builder's applicable quality standards. This warranty is nontransferable to future homeowners. Manufacturer warranties may provide additional coverage beyond the Harris Doyle Homes warranty period and are coordinated directly with the manufacturer after the builder warranty expires.

HOW TO SUBMIT A CUSTOMER CARE REQUEST

Please use the Customer Care contact information for your division:

Division	Email	Phone
Birmingham	CUSTOMERCARE@HARRISDOYLE.COM	205.982.2896 ext. 0
Auburn	AUBURNCUSTOMERCARE@HARRISDOYLE.COM	334.521.3576 ext. 0
Coastal	COASTALCUSTOMERCARE@HARRISDOYLE.COM	850.775.3285 ext. 0

Once your request is received, Customer Care will contact you to obtain additional information or schedule an inspection when needed. If a trade partner is required, a work order may be issued and the trade partner will contact you to schedule the repair.

Additional Customer Care information and request submission options are available at harrisdoyle.com

IMPORTANT PROCEDURAL ITEMS

- Warranty work is scheduled during regular business hours. Customer Care office hours are Monday-Friday, 8:00 AM-5:00 PM.
- Before scheduled work, remove pictures, countertop items, large furniture, and other belongings from the work area. For carpet stretching, all large items must be removed in advance.
- Warrantable items that arise during the first year and are not designated as one-time repair items should be reported when discovered through your divisional Customer Care email.
- Homeowners will receive an email before the one-year anniversary. Please submit remaining qualifying concerns at that time. After the one-year limited warranty expires, applicable manufacturer warranty claims are coordinated directly by the homeowner with the manufacturer.
- If you sell or vacate your home before the one-year limited warranty expires, submit concerns before moving. The Harris Doyle Warranty is not transferable to new owners.
- Certain concerns must be inspected by Customer Care before a trade partner is assigned. When trade work is completed, homeowners may be asked to sign off for completion on the trade partner paperwork.

HOMEOWNER MAINTENANCE RESPONSIBILITIES

- Exterior caulking and silicone: inspect at least every six months and maintain as needed.
- Clean clogged gutters, downspouts, and drain extensions.
- Change light bulbs, batteries, and HVAC filters as needed.
- Maintain landscaping, including sod, seed/straw, shrubs, trees, and irrigation adjustments.
- Lubricate window tracks and door hinges.
- Maintain exterior paint and stain.
- Provide pest control and vermin removal.
- Relight water heaters when required.
- Remove garden hoses from exterior hose bibs before freezing temperatures.
- Adjust scald-protection devices as desired.
- Tighten loose doorknobs, cabinet hinges, hardware, and drawer guides resulting from normal use.
- Use the cabinet touch-up kit provided at closing for normal-use nicks and cosmetic touch-ups.

NON-WARRANTY ITEMS

Caulking and Silicone: Exterior caulking and silicone naturally shrink and require ongoing homeowner maintenance.

Paint Touch-Ups: Interior and exterior cosmetic paint touch-ups are not covered after closing. Harris Doyle will repaint areas directly affected by qualifying drywall repairs performed by Customer Care.

Ceiling Repair Matching: Repaired ceiling areas may not match the surrounding finish perfectly. Entire ceilings are not repainted solely to achieve a uniform match.

Drywall Dust: Dust may continue to settle after drywall repairs. Homeowners are responsible for protecting belongings and for residual dust cleanup.

Ceramic Tile, Carpet and Hardwood: Natural color and shade variations are expected. Cosmetic carpet spots identified after closing are not covered.

Closet Shelving: Damage or failure caused by overloading shelving is not covered. Shelves are installed based on 20Lbs per linear foot.

Concrete: Minor over-pour may remain beneath soil adjoining poured walks and driveways. Concrete patios, walks, drives, and porches may crack as materials cure, expand, contract, settle, and respond to soil conditions. Ordinary concrete cracking is not filled by Harris Doyle under this warranty.

Exterior Hose Connections: Freeze damage may occur when hoses remain connected during freezing temperatures and is not covered.

Garage Doors: Overhead garage doors are not designed to be weather-tight. Some entry of wind-driven rain or other elements can occur during severe weather.

HVAC Vents: Minor operating noise from HVAC vents may occur.

Cabinet Finish Variations: Natural wood grain and shade variations are expected.

Countertops: Cosmetic damage first identified after closing is not covered.

Plumbing Fixtures: Staining caused by mineral or iron content in the water supply is not covered.

Vermin: Vermin and pest removal are homeowner responsibilities.

Meter Boxes: Water may collect in meter boxes because they are low points in the yard.

Screens: Wind may loosen window or enclosed porch screen material.

Windows and Doors: Some air or water infiltration may occur during high-wind or severe-weather conditions.

Soil Erosion and Grading: Post-closing erosion maintenance and homeowner alterations to grading are not covered. Any landscaping changes should preserve positive drainage away from the home.

Standing Water: Standing water remaining more than 48 hours after a normal rain may be evaluated by Customer Care. Damp soil is not considered standing water, and drainage swales or ditches may retain water longer.

Exterior Wood: Fences, decks, porch posts, columns, and other exposed wood may twist, warp, shrink, discolor, or develop natural checks. These weathering characteristics are homeowner maintenance items.



ONE-TIME REPAIR ITEMS

The following qualifying items are generally addressed one time during the first-year warranty period, typically near the 11-12 month service, to allow normal drying, curing, and seasonal movement to occur.

Drywall and Trim Shrinkage

Normal drying of building materials can cause stress cracks, nail pops, loose corner bead, peeling drywall tape, and minor trim separations. Qualifying shrinkage-related items will be repaired one time near the end of the warranty period. Areas repaired by Customer Care will be touched up with paint as part of that repair. Additional movement or cracking may occur after repairs and is not guaranteed against recurrence.

Homeowners should move or protect furniture, decorations, and other belongings before drywall work. Customer Care will clean the immediate work area but cannot prevent all airborne drywall dust or later dust settlement.

Floor Squeaks

Lumber shrinkage and humidity changes can cause floors to squeak or pop. Qualifying floor squeaks will be evaluated and, when warrantable, addressed one time near the end of the first-year warranty period.

Tile Cracks

Hairline tile cracking can occur as concrete and other building materials cure and move. Qualifying cracked tile will be evaluated and, when warrantable, addressed one time during the 11-12 month service period.

Grout and Tiled-Area Corner Cracks

Cracking at changes of plane in showers, tub surrounds, backsplashes, and other tiled areas can occur from normal material movement and humidity changes. Harris Doyle will address qualifying shrinkage-related grout cracking one time during the first-year warranty period, typically at the 11-12 month service. Subsequent cracking is considered homeowner maintenance.

Not Covered as One-Time Repairs

Exterior caulking and silicone are homeowner maintenance items. Cosmetic interior and exterior paint touch-ups are also homeowner maintenance after closing, except for repainting directly associated with qualifying drywall repairs performed by Customer Care.

SEWER BLOCKAGES

Sewer blockages caused by verified construction debris are covered by the warranty. For the first 30 days after closing, Harris Doyle Homes will coordinate a blocked sewer-line inspection when a blockage occurs. After the first 30 days, the homeowner is responsible for initiating the inspection.

If the inspection determines that the blockage was not caused by construction debris, or if no obstruction is found, Harris Doyle Homes is not responsible for the inspection or repair cost. Homeowners should know the location of the sewer clean-out and use appropriate plumbing practices to reduce avoidable blockages.

EMERGENCY CALLS PROTOCOL

The following conditions qualify for immediate attention while the home is within the applicable first-year warranty period. During business hours, call or email Customer Care. After hours, use the emergency contact information located on the emergency sticker in the breaker box. Emergency items will be responded to within 24 hours if possible; weather, safety conditions, and trade availability may affect response time.

Heat & Air

1. Loss of heat is considered an emergency when the interior temperature is 60°F or below. If a dual-zone system is operating in part of the home, the condition is not considered an emergency.
2. Loss of air conditioning is generally a non-emergency service item. Contact the HVAC contractor and notify Customer Care. If an immediate health or safety concern exists, use appropriate emergency services and notify Customer Care.

Electrical

3. Severe electrical short or sparks from an outlet.
4. No electricity to the home when the surrounding community has power.

Plumbing

5. An uncontrolled water-line break that is actively flooding the home. First shut off the main water supply or the fixture shutoff valve, if safely accessible, then contact the emergency plumbing number and Customer Care.

FINAL REMINDERS

- Report warrantable concerns during the applicable first-year warranty period.
- Use the divisional Customer Care email for routine requests and the breaker-box emergency contact information for qualifying after-hours emergencies.
- Complete routine homeowner maintenance throughout the year; lack of maintenance can contribute to conditions that are not covered by the builder warranty.
- Keep manufacturer warranty information for appliances, equipment, fixtures, and other products that may carry coverage beyond the Harris Doyle Homes warranty period.
- When a condition is uncertain, submit the concern to Customer Care for review rather than delaying until after the warranty period.

This packet is intended to explain Harris Doyle Homes Customer Care procedures and common warranty classifications. It does not expand or replace the terms of the applicable purchase agreement, limited warranty, manufacturer warranty, or other governing documents.



HARRIS DOYLE
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TOP 25 CUSTOMER REQUESTS & HOW THEY ARE HANDLED



Item not required to be addressed by Harris Doyle



Maintenance item that will be serviced once during the warranty period by Harris Doyle.



Non-Emergency warranty item that will be addressed once during the 11-12 month of the Builder's Warranty.



Non-Emergency warranty item that will be addressed within 1-2 weeks.



Emergency item that will be addressed within 24 hours if possible.



GAPS IN CORNER OF TILE SHOWERS/WALL TILES/BACKSPLASH

This is a recurring maintenance item that Harris Doyle will fix one time typically in the 11-12 month of the Builder's Warranty. The cracking at the corners of any tiled area occurs because the wood in the cavity behind the tile is constantly shrinking and swelling. This is a non-preventable issue and is a result of living in a home built primarily of wood. This shrinking and swelling is due to atmospheric conditions and humidity levels. When the wood behind the tile moves, the tiles move with it causing cracks in the corners at the grout lines. Running the exhaust fan to prevent moisture build up will not eliminate this issue but will help reduce the occurrences. The shrinking and swelling of the lumber will reduce over time as the wood cures, but it is likely that you will have to maintain this item on an ongoing basis to prevent shower from leaking. Harris Doyle installs a sheet of rubber under the floor and up the side of the shower stall prior to tile installation to capture water that could get behind the drain due to cracks in the grout.



PLANTS AND SOD

Plants and sod are not warrantable items unless they were completely dead when you moved in. If you do not water your grass and plants almost daily, they will wilt, thin or die. Sod will almost always come back from turning brown. Homeowners are encouraged to enroll in a weed and fertilization program for their yard. Yards need to be fertilized 2 to 3 times per year and have multiple herbicide applications to look their best. Mowing your yard weekly during the growing season can prevent your grass from thinning. If you do have a brown patch of sod in your yard it will take time for it to return to a healthy state. Fertilizing and watering it will help. If you have seed and straw in your yard it must be fertilized and watered regularly for the grass seed to grow.



TRIM SEPERATIONS

This is a recurring maintenance item. We are only required to fix trim cracks during the warranty period. The cracking at trim joints occurs because the wood in the cavity behind the trim, as well as the trim itself is constantly shrinking and swelling. This is a non-preventable issue and is a result of living in a home built primarily of wood. This

shrinking and swelling is due to atmospheric conditions and humidity levels. When the wood behind the wall moves the trim moves with it, causing cracks in the corners.



PAINT TOUCH-UPS

Exterior paint should be monitored once a year and touched-up as needed. Silicone should be monitored every six months and touched-up as needed.



CONCRETE CRACKS

Concrete cracks are to be expected throughout the life of the home. Please note that your home is built on expansive soils concrete cracks in driveway, patios or sidewalks are not covered under your Builder's Warranty. Cracks are due to settling, soil expansion, and the curing process.



EROSION, DIPS, DIVOTS IN YARD

None of these items are covered under your Builder's Warranty. Yards settle and create divots and humps. Homeowners can apply play sand to level off divots and humps. Grass will grow through the sand. The straw in the beds need to be changed out 3 times a year in order to look their best and help control weeds and erosion.



AIR CONDITIONING AND HEATING OUTAGES

This is an emergency item that will be responded to within 24 hours, including weekends, while the home is within the one year Builder's Warranty.



PLUMBING LEAKS THAT ARE NOT INSIDE THE HOUSE OR THAT CAN BE TURNED OFF BY THE HOMEOWNER

In the event a plumbing leak can be turned off by a homeowner through a valve, or if there are leaks in the sprinkler system in the yard, this is considered a non-emergency warranty item.



PLUMBING LEAKS THAT CAN'T BE STOPPED INSIDE THE HOUSE

This is an emergency item that will be responded to within 24 hours, including weekends, while the home is within the one year Builder's Warranty period.



MINOR ELECTRICAL ISSUES

These items are non-emergency warranty items. These items are defined as; outlets not working, breakers tripping, dead switches, etc.



DEAD BOLTS NOT LATCHING OR DOOR KNOBS NEED ADJUSTING

These items are non-emergency warranty items to be addressed within one year warranty.



ROOF LEAK

This is a non-emergency warranty item. To ensure the safety of our trade partners we do not allow them on the roof during inclement weather.



CRACKED FLOOR TILE

Harris Doyle will warranty this item once during the 11-12 month of the Builder's Warranty. Cracked tiles can occur for a variety of reasons. 1) The house is settling. A small amount of settling is to be expected throughout the life of the home because of the constant load of the home on the soil and different soil characteristics. Some small movement of the structure is to be expected. Usually this happens early in the life of the home, but it can happen beyond the warranty period. 2) Stress cracks in the concrete due to the curing process. It can take up to 50 years for concrete to completely cure. Most of the curing is complete by the time you move in to the home, but additional curing will take place long after you move into the house. Sometimes this curing can lead to cracks. The reason we wait until the one year mark to address this issue is to allow the cracks to completely crack, in hopes that this problem will not have to be readdressed by you, after the warranty period has expired.



HARDWOOD FLOOR THAT DEFLECT

We will warranty this item during the 11-12 month of the Builder Warranty. Usually, when this happens, the glue needs touching up. This can occur for a variety of reasons. The most common are: 1) The slab is not level in the area of deflection. There is no way to guarantee a perfectly flat slab. Sometimes this will cause the glue holding the wood to pop. 2) Glue consistency at the time of installation. 3) There was too much moisture in the slab at the time of installation. Concrete dries at various rates, depending on a variety of factors. The remedy for these issues is to inject glue at the site of deflection. If touching up the glue doesn't work we will then reinvestigate the problem and make further assessments.



TUB NICKS AND SCRAPES

These items are not warranted by Harris Doyle once the house has closed. If this was caused by construction, it must be noted during the walkthrough prior to closing. We recommend Tub Doctor for repairs after your home has closed.



GRANITE NICKS AND SCRAPES

These items are not warranted by Harris Doyle once the house has closed. If this was caused by construction, it must be noted during the walkthrough prior to closing. Granite edges can be brittle and often chip or crack. Usually they can be polished out, but sometimes there is no remedy.



COSMETIC FLOORING

This item is not warranted by Harris Doyle once the house has closed. If this was caused by construction it must be noted during the walkthrough.



LOOSE DOOR KNOB

We do not tighten screws on loose door knobs for the customer. This issue can easily be remedied by tightening it with a screw driver. You may have to tighten knobs once or twice during the year from regular use.



WARPING OR CRACKING OF PRESSURE TREATED LUMBER

Harris Doyle doesn't warranty warping, shrinking, discoloration or cracking of pressure treated lumber. Pressure treated lumber needs to be stained and sealed on an annual basis, at the very least. This will help to alleviate, but not eliminate all the problems associated with treated lumber. If you do not do this, your fence, deck or docking will begin to fall apart in a few years.



SIDING CRACKS

This is a recurring maintenance item. The cracking at the siding joints is due to the siding curing. If fiber cement siding is used it will shrink during the curing phase. This will be a maintenance item that the homeowner will have to maintain throughout the life of the home. Once the siding completely cures, the shrinking and swelling will stop.



CABINETS

Harris Doyle does not warranty cabinets. Daily use can create hinges to become loose. You may have to tighten screws throughout the year. A touch up kit for nicks and scratches is provided in the junk drawer at closing.



SEWER PUMP OUTAGES

This issue will be resolved within 24 hours, including weekends if possible.



EXTERIOR COLUMNS

Any wood on the exterior of the home i.e. pressure treated lumber, retaining walls, columns, doors etc. is subject to weatherization. Any warping, twisting, wicking of sap, or moisture from within the wood that is visible on the exterior is beyond the control of Harris Doyle. Vertical cracks in posts or corbels going with the grain of the wood are natural checks in the wood and arrive directly from the mill this way. We recommend homeowners seal the exterior wood annually to reduce noticeable weatherization. This is a homeowner maintenance issue and not a warrantable item.



BATH ACCESSORIES

No accessories will be warranted after closing. This includes pulling away from the wall. Fixtures secured to the wall are designed for normal wear and homeowner use. Harris Doyle cannot be held responsible for over aggressive use of accessories.



CLOSET SHELVING

Closet shelving is not covered under warranty. Shelving is designed to carry 20 lbs. per ft. Harris Doyle is not responsible for excess storage on shelving causing them to fail.