

FREQUENTLY ASKED QUESTIONS

1. Q. Is my warranty transferable if I sell my home?

A. Yes, you may transfer the remainder of the warranty coverage period provided you or the new owners notify PWSC in writing.

2. Q. Will PWSC send someone out to service my home?

A. As the program administrator, PWSC is not involved in the regular service or maintenance of the home. In the unlikely event your home has a structural defect, PWSC may send a construction expert or service provider to help resolve the issue.

3. Q. What is PWSC's role?

A. PWSC is the warranty administrator. Our responsibility is to provide administrative services and/or assistance with the dispute resolution process.

4. Q. How do we submit a claim to PWSC?

A. Start by reviewing the warranty booklet issued for your home for a better understanding of the warranty coverage. If the issue is covered under the warranty, please submit a claim online at <https://pwsc.com/claims-center/>.

5. Q. Where can I get a copy of the warranty booklet issued to my home?

A. Request a copy from your builder or contact PWSC's customer service division at 1-800-850-2799 or customersupport@pwsc.com.

6. Q. Is window seal failure included in my warranty coverage?

A. If you experience window seal failure (condensation or fogginess between glass panes), this may be included in your window manufacturer's warranty coverage. Look for a sticker with the manufacturer's information in the header or on the frame of the window. If you can't locate it, ask your builder.

7. Q. Are roof leaks included in my warranty coverage?

A. Yes, roof leaks are included in the 1-year warranty coverage (unless otherwise stated in your warranty documents and/or Builder documentation). Contact your Builder first for all year one and two service requests before submitting a claim to PWSC.

8. Q. What is included in my structural warranty coverage?

A. Refer to the "Defined Structural Element Failure" section in your warranty booklet for details.

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9. Q. Where can I purchase a copy of the Residential Construction Performance Guidelines (RCPG's)?

A. Purchase a copy of the RCPGs online at:

<https://www.builderbooks.com/residential-construction-performance-guidelines--contractor-reference-products-9780867187434.php>

Access the edition for homes closed prior to 2015 at:

<https://www.builderbooks.com/residential-construction-performance-guidelines-products-9780867186925.php>

10. Q. What manufacturer warranties are included with my Home?

A. Manufacturer warranties often extend beyond the first year on items such as defective roof shingles, windows, furnaces, air conditioning units, and the hot water heaters. Find the manufacturer information on the unit or contact your builder.

11. Q. Why must I contact the Builder after years one and two if PWSC is the warranty company?

A. The warranty requires that homeowners notify their builder of a claim first so the builder may respond under the limited warranty procedure