



HOW TO USE YOUR WARRANTY

It is our commitment that your home meets all the Residential Warranty Company, LLC standards. The experts at Residential Warranty Company researched construction standards to develop a detailed booklet in which your home warranty can be measured. This booklet is a great resource and will help you to understand all the warranty coverage for your new home. Your warranty covers the following:

1. 1-year workmanship and systems – J. Fuller Homes will cover the specific items defined by the Residential Warranty Company guidelines for the first year of homeownership.
2. 6-year structural warranty - defined by the Residential Warranty Company, LLC booklet – to be fulfilled by Residential Warranty Company, LLC.

In order to best serve your warranty needs, please review the following guidelines to assist you as warranty needs may be encountered:

- To review warranty coverage, go to www.rwcwarranty.com or review the warranty materials provided at closing.
- During the first year in your home you may encounter items of concern. If the warranty need is minor (ex. floor squeak) we ask that you hold the request and report all items, in writing, around the eleven (11) month anniversary of your closing. Warranty requests can be sent to warranty@fullerhomes.com. We will contact you to schedule an appointment to walk your warranty list. After the initial appointment, we will schedule a second appointment to complete the warranty items. It is your responsibility to submit a one year list before the one year anniversary of your closing date.
- If you experience a warranty emergency, please contact the subcontractor immediately using the numbers received in your closing package. Most of the subcontractors have a 24-hour hotline for warranty needs that can cause further damage if not addressed. If you do not have contact information for a vendor, submit your concern to warranty@fullerhomes.com.
- During years 2-6 all warranty requests should be sent to:

Department of Warranty Resolutions
RWC/HOME/MHWC/RSW/USHP
5300 Derry Street
Harrisburg PA 17111
800-247-1812, ext. 2107