



As you get settled into your new home, warranty questions and service requests may arise. In order to simplify the warranty process, StrucSure Home Warranty's First Call Warranty Service Program™ will be your primary point-of-contact.

PROGRAM DETAILS

If you have a warranty question or would like to submit a warranty service request, please login in to our StrucSure First Call portal and complete our online form at <https://firstcall.strucsure.com>.

- If you have a warranty item, your StrucSure First Call representative will serve as your administrator through the process and will work with you on a successful resolution to your warranty request.
- We will monitor the progress and follow up with you for status updates.
- Once all warranty requests have been completed, we will close your warranty file and you will receive a letter of completions for your records.

EMERGENCY CONDITIONS

(Defined as a condition that if not immediately repaired may cause damage to the home or a home component, may cause danger to the home's occupant, and/or may make the house uninhabitable)

- Water leak or no hot water
- Gas leak
- No A/C if outside temperature is above 80 degrees
- No heat if outside temperature is below 65 degrees
- New customer key not operating locks
- Total home sewer system back up

WARRANTY SERVICE https://firstcall.strucsure.com		
EMERGENCY CONTACTS StrucSure's First Call Warranty Service Program™ - 1.877.344.2182		
TRADE	COMPANY	PHONE
HVAC		
PLUMBING		
ELECTRICAL		
ROOFING		

Please contact the appropriate contractor listed on your "Emergency Contacts" sticker (located on the back of one of your kitchen sink cabinet doors). If you cannot locate your sticker, please contact the First Call Warranty Service Program™ at 1.877.344.2182 for assistance.

FIRST CALL WARRANTY SERVICE PROGRAM™

<https://firstcall.strucsure.com> | 1.877.344.2182



First Call

Warranty Service Program™

from



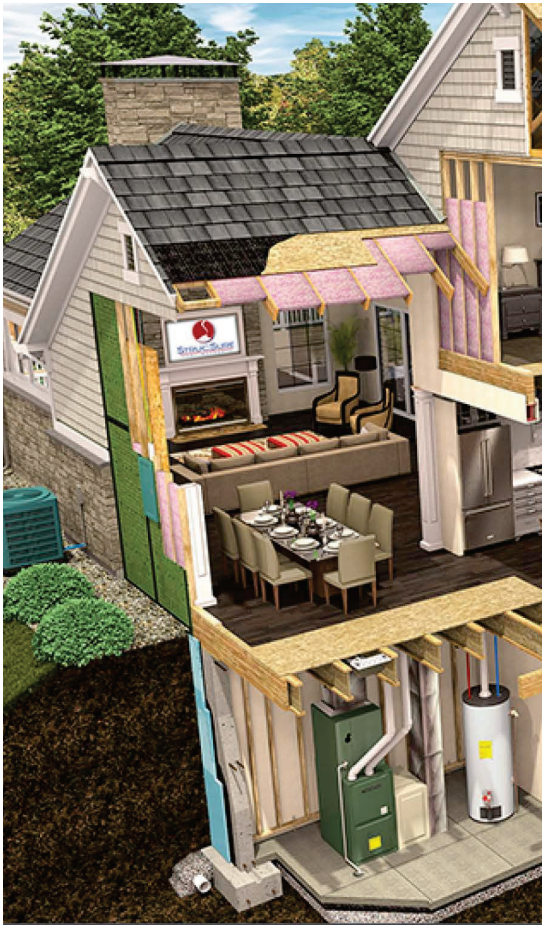
STRUCSURE
HOME WARRANTY

Homeowner's Guide to Warranty Benefits



First Call Warranty Service Program™

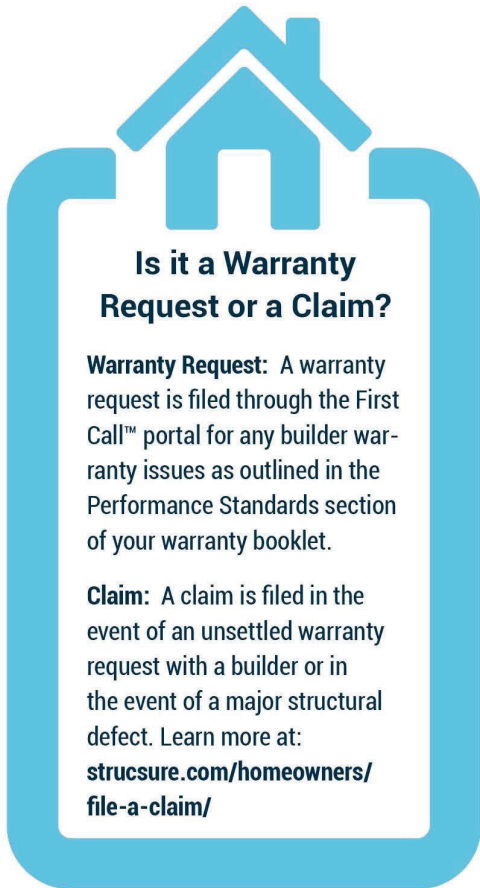
Your **FIRST CALL** for Warranty Service Requests and Warranty Benefits Questions



Congratulations on the purchase of your new home!

Choosing a builder who is a member of StrucSure Home Warranty is a good first step in ensuring that you have made the right decision in purchasing a quality built home. StrucSure builder members protect their purchasers and their investment with a third-party, insurance-backed warranty that is transferrable for up to 10 years.

Members of StrucSure have been pre-screened and approved based on their reputation as a quality builder, attention to detail before and after the sale, experience, and financial standing. By purchasing from a StrucSure approved builder, you can feel better knowing your builder is committed to meeting national building standards and strict underwriting requirements.



Is it a Warranty Request or a Claim?

Warranty Request: A warranty request is filed through the First Call™ portal for any builder warranty issues as outlined in the Performance Standards section of your warranty booklet.

Claim: A claim is filed in the event of an unsettled warranty request with a builder or in the event of a major structural defect. Learn more at: strucsure.com/homeowners/file-a-claim/

Covered Home Components

1, 2 -YEAR WARRANTY



**Consult your warranty booklet to learn more about the terms of your coverage.*

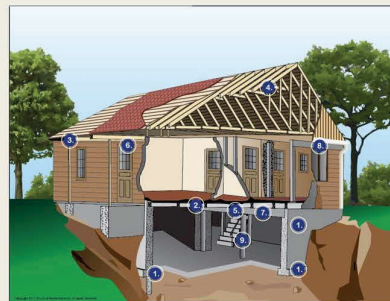
COMPONENTS COVERED UNDER THE ONE-YEAR WORKMANSHIP & MATERIALS WARRANTY

1. Site work
2. Concrete
3. Masonry
4. Carpentry
5. Doors & windows
6. Siding & roofing
7. Finishes
8. Specialties (e.g., fireplaces)
9. Equipment (e.g., cabinets)
10. Mechanical systems (e.g., plumbing)
11. Heating, air conditioning, & ductwork
12. Electrical systems

COMPONENTS COVERED UNDER THE *ONE- OR TWO-YEAR WIRING, PIPING, AND DUCTWORK WARRANTY

1. Water supply system
2. Septic tank system
3. Plumbing
4. Electrical
5. Heating
6. Air conditioning

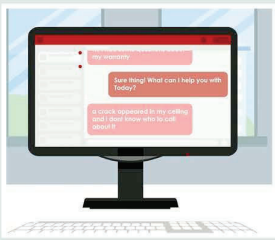
10-YEAR WARRANTY



COMPONENTS COVERED UNDER THE 10-YEAR STRUCTURAL WARRANTY

1. Foundation systems, footings, and piers
2. Floor framing systems
3. Walls and partitions
4. Roof framing systems
5. Beams
6. Headers
7. Girders
8. Lintels (other than those supporting veneers)
9. Columns (other than those designed to be cosmetic)
10. Masonry arches (other than those designed to be cosmetic)

LEARN MORE AT WWW.STRUCSURE.COM/HOMEOWNERS



Quick Start Guide

First Call™ Warranty Service Portal
Your 24/7, cloud-based warranty service request reporting system



START AT FIRSTCALL.STRUCSURE.COM

WELCOME TO THE FIRST CALL WARRANTY SERVICE PROGRAM™ PORTAL

Please enter the information below to log in so you can learn more about the First Call program, report an emergency, and/or submit a warranty service request.

Search by Application Number: OR **Search by Property Address:**

Application number:
(Note your Application # is near the top right of the warranty application you signed at closing or project completion)

Address: _____
City: _____
State: _____ Zip: _____
First Name: _____ Last Name: _____
Telephone: _____
Email Address: _____

Submit **Submit**

By pressing "Submit" you authorize that you are the legal homeowner or builder for the property and/or information provided above. Unauthorized use of this site is strictly prohibited.

NEED ASSISTANCE? CALL 1.877.344.2182.

Service Requests for Emergencies

What is an Emergency Request?

An Emergency is defined by your Limited Warranty as "a condition that if not immediately repaired may cause damage to the Home or a Home component, may cause danger to the Home's occupants, and/or may make the house uninhabitable."

Emergency conditions include:

- Water Leak or No Hot Water
- No A/C (1) If elderly or infants are present or (2) If outside temperature is above 80 degrees
- No Heat (1) If elderly or infants are present or (2) If outside temperature is below 65 degrees
- No Power (Entire home, not related to utility outage)
- Gas Leak
- Sewer backup within 45 days of closing (1 toilet is not an emergency if others in the home are operable)

What to do:

- Take action to mitigate further damage
- Contact trade contractor found on emergency contacts sticker
- Complete online First Call™ warranty request form

1

If you have a warranty request, log in to the First Call™ portal at **firstcall.strucsure.com**. The portal is available 24/7 and can be accessed by your iPhone, iPad, or desktop. Complete the online form providing as much information as possible along with photos and or video if available.

2

Your request will be evaluated by a First Call™ administrator who will evaluate whether or not your issue is covered under the warranty terms, assign the required builder performance standard, and forward covered requests to your builder for resolution.

3

Updates will be provided through the homeowner portal as to:

- if it is a covered item
- the assigned builder performance standard
- when the work is scheduled
- when the work has been completed along with any communications necessary throughout the process

Contact your First Call™ administrator at 877-344-2182 at any time during the process should you have questions.



EMERGENCY CONTACTS

StrucSure's First Call Warranty Service Program™ - 1.877.344.2182

TRADE	COMPANY	PHONE
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ROOFING		

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Homeowner Resources

- Access my warranty documents:
warranty.strucsure.com
- First Call™ Warranty Service Portal:
firstcall.strucsure.com
- Download homeowner maintenance manual:
www.strucsure.com/maintenance-manual
- Report a claim:
www.strucsure.com/homeowners/file-a-claim



Please refer to your Warranty Booklet or Homeowner Maintenance Manual provided to you by your builder, or access the digital copy found on your First Call™ portal.

ITEMS NOT COVERED BY THE FIRST CALL™ WARRANTY PROGRAM

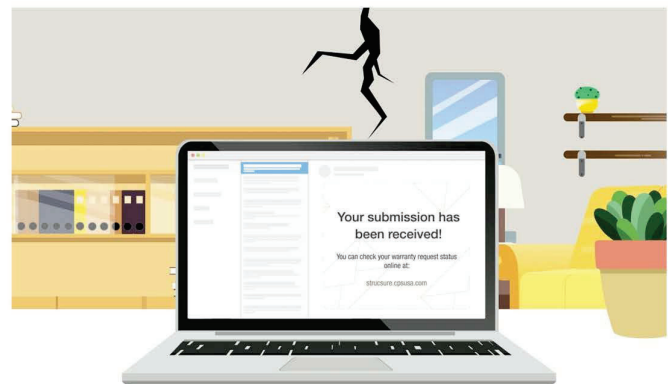
Damage or distress to the home caused by normal wear and tear, misuse or accidental damage would not be covered by your warranty, and may or may not be covered by homeowners insurance.

Landscaping, sodding, plants, trees and bushes generally are non-covered items.

HOMEOWNER MAINTENANCE: Regular home maintenance preserves a home's value and performance and should be performed according to a regular schedule by the homeowner. Please view the homeowner's maintenance guide provided to you at closing or the digital copy found on your First Call™ portal.

When Should I Contact First Call™ for Service?

Your Express Limited Warranty booklet outlines specific Performance Standards applicable to warrantable items in your home. These standards have been written in accordance with guidelines created by state and national professional organizations such as the National Association of Homebuilders (NAHB). These specific standards help reduce confusion and aid in efficient and effective resolution of covered defects. **Only service requests related to warrantable home components should be made through the First Call™ portal.**



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