



Warranty Program

What does Foulger-Pratt's Warranty cover?

Foulger-Pratt's warranty on your new home covers the Fit and Finish in your home for a period of 1 year after your settlement date (excluding any damage due to misuse or negligence).

The Foulger-Pratt **Warranty** Department will come into your home twice during the 1 year warranty period to address any issues that you may have that are covered by our warranty. The **Warranty** Department will contact you approximately 90 days after you move into your new home, and then again approximately 11 months after you move in, to set up an appointment to come repair any Fit and Finish work in your home that is covered under our warranty. The **Warranty** Department will wait until 90 days before their first scheduled visit for two reasons: (1) 90 days after you move in, most issues (i.e. nail pops in your drywall) will have revealed themselves and (2) it will be more convenient for your schedule if we minimize the amount of times we come into your home to do repairs. We encourage you to keep a running list of any Fit and Finish items that you notice in your home that are in need of repair during the first 90 days of your occupancy so that we can address those issues at the 90 day warranty appointment. The **Warranty** Department will again schedule an appointment with you approximately 11 months after you live in your new home so that they can repair any warranted items that may have arisen.

Who do I contact for warranty issues?

Please contact the Foulger-Pratt Warranty Department with any questions or issues regarding your new home. You may contact them by phone at **240-499-9696** or via email at parkpotomacwarranty@foulgerpratt.com.

What is the process for resolution of issues after I contact the Warranty Department?

Once you contact the Foulger-Pratt Warranty Department via phone or email, they will contact you within 24 hours. (If you have an emergency as stated below, please call the designated emergency number listed below and then leave a message with the Warranty Department so that they can follow up with the contact listed below the following day to make sure that everything was resolved.) Once the Warranty Department contacts you,

they will discuss the issue with you and will determine whether or not the issue is covered by warranty. If the requested item is a warrantable item, then the Warranty Department will schedule a service call with you.

What is the Warranty on my Appliances?

You will receive a packet with all of your appliance manuals at Settlement. Each appliance in your home is covered by a manufacturer warranty, which is described in each appliance manual that you will receive. The appliances are warranted directly by the manufacturer of each appliance, so you must contact them directly for warranty coverage.

What do I do in Case of an Emergency?

Please contact the following numbers in case of emergency:

- Power Outage contact Pepco @ 1-877-737-2662
- No heat or water contact AS Johnson @ 301-420-7200.
- Gas Leak contact WSSC @ 301-206-4002
- In extreme situations call 911