

Customer Service Procedure

While we strive to build a defect-free home, we are realistic enough to know that, with repeated use, an item in the home may fail to perform as it should. When this occurs, we will make corrections so that item meets our warranty guidelines. In support of this commitment, Guenther Building provides you with an extensive materials and workmanship limited warranty.

Emergency items:

In the event of a gas leak, downed electrical wire or any other dangerous situation call the appropriate utility or emergency response authority immediately. In the event of a plumbing, heating and cooling, appliance or electrical emergency that does not present an immediate danger, call the appropriate subcontractor from the list provided at closing. Please follow up the call with a Warranty Request Form faxed to 734-971-0205 so that we will have documentation of the event and we can follow up with the subcontractor to insure the repair was completed.

General Warranty Service:

For your convenience and in order for our service program to operate at maximum efficiency, we suggest that you wait at least 60 days before submitting a warranty list. This allows you sufficient time to become settled in your new home and to use most components repeatedly. As you notice items, jot them down on the service request form. Fax the form to 734-971-0205, attention Customer Service.

Near the eleventh month of your materials and workmanship warranty, you should submit a year-end list if you have any items to report. We will also be happy to discuss maintenance questions you may have at that time.

One Time Repairs:

Some of the items in your home such as grouting, and caulking, will be repaired only once during the first 90 days. After this time, these items are considered maintenance items. Others such as drywall settlement cracks less than 1/8 inch and nail pops are not covered as they do not result from faulty workmanship or materials but are the result of natural shrinkage and drying out of drywall, masonry, wood and other materials, or normal settlement of the Purchased Unit, seasonal changes, normal habitation, wind loads or normal movement of the components. If abnormal conditions (as determined by Guenther) exist with respect to these items, we will correct such conditions, but only once during the warranty period, within a reasonable time, not to exceed one (1) year from the Closing Date. In such event, we shall not be obligated to repaint, wallpaper or redecorate such wall or ceiling to its original condition.

Door adjustment: During the early months in a new house, exterior, interior and cabinet doors will often warp, but in most cases straighten out during the first year. Unless a door warps or swells so badly that it is unusable, it is inadvisable to trim or adjust it until the end of a year. Requests for adjustment of excessively warped items may be submitted in writing only once during the Limited Warranty period. A door that cannot be opened or closed or is rubbing on hardwood floor will be treated as a priority item.

To submit items for One Time repairs, complete the One Time Repair Request form and fax it to 734-971-0205 attention Customer Service.

Following these procedures will help us provide you with prompt and professional service.

Thank you for purchasing a Guenther Home!

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