

Built-to-Last Checkpoint



What is the Built-to-Last Checkpoint?

We stand behind the quality of our homes by delivering professional service through our industry-leading home warranty.

As your one-year anniversary approaches our Customer Care Team will reach out to schedule a Built-to-Last Checkpoint. At this appointment your Customer Care Manager will visit your home to review any questions or concerns you may have, recommend maintenance tips, and arrange for the repair of all warranted conditions.



Warranted conditions during the first year include materials or workmanship that doesn't conform to the performance standards set forth in your New Home Limited Warranty.



Nail Pops



Caulk Separation



Door Movement



Drywall Cracks

Why is this checkpoint scheduled near the 1 year anniversary?

As your new home acclimates through all seasons, natural settlement and moisture conditions may cause minor cosmetic changes in your home, such as nail pops, caulk separations, floor squeaks, door movement, and drywall cracks. These are normal occurrences associated with a brand-new home. Since these items are only covered on a one-time basis within the first year, it's best to wait for these cosmetic changes to occur and address them all at once – the Built-To-Last Checkpoint. Please rest assured that we employ the same quality standards when performing warranty service to ensure your new home is built-to-last.



Blemishes on wall/ceiling are those visible from a distance of 5 feet in normal lighting.

How can you best prepare for this checkpoint?

We recommend you list any concerns you have regarding the performance of your home, organized by location. That will help simplify our walk through of your home during the appointment.



Familiarize yourself with your warranty coverage by reviewing your New Home Limited Warranty at www.jwhomes.com/warranty.

Outdoor	
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Floor 1	
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