



Hartz Construction Co., Inc.
9026 Heritage Parkway
Woodridge, IL 60517-4939
Ph: (630) 228-3711 Fax: (630) 228-4711
Email: customerservice@hartzhomes.com

WARRANTY CHECKLIST GUIDELINES

Attached are Checklist Forms for your use to expedite warranted service work. Before requesting service, please reference your *New Home Warranty and Service Policy Manual* as to whether it is a “covered item”.

You have 2 opportunities to report covered items as described in your *New Home Warranty and Service Policy Manual*.

1. Your first Checklist can be submitted 45 –days after your Closing Date.
2. Your second Checklist must be submitted 11-Months following your Closing Date - (1) month prior to the expiration of your (1) Year Warranty Period.

For Example: Should you elect to forward your first Checklist at (6) months, you would use the 45-Day Checklist and then use the 11-Month checklist at your 11-Month anniversary (prior to the expiration of the Warranty).

- List only covered items (see New Home Warranty and Service Policy Manual),
- All Checklist must be submitted before the one (1) Year Warranty Period expires,
- Checklist will not be honored after your Warranty Period has expired,
- Be specific as to location and description of repairs being request. (*for example: Kitchen – adjust left cabinet door above sink*),
- Please type or print neatly,
- Attach additional pages in the same format (if necessary)

For emergency request: (i.e. power loss, no heat, no air-conditioning, plumbing or water leaks, gas leaks or outages), please call (630) 228-3800 during non-business hours and leave a message regarding your emergency. During normal business hours, you may contact Customer Service directly by calling; (630) 228-3711.

Completed Warranty Checklist can be submitted as follows: fax to (630) 228-4711, email to customerservice@hartzhomes.com or mail to our Corporate Office to the attention of Customer Service Department.

Attachments (2)



45-DAY WARRANTY CHECKLIST

(Can be submitted 45-days after Closing Date*)

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**FOR SERVICE: FAX, MAIL OR EMAIL REQUEST TO THE CORPORATE OFFICE
 C/O CUSTOMER SERVICE DEPARTMENT**

(Your Checklist will be assigned to a Superintendent who will be contacting you to schedule an appointment to discuss your items.)

Owner's Name: _____ Date: _____

Address: _____

(Street)
(City)
(State)
(Zip Code)

Community: _____ *Closing Date: _____

Contact #1: _____ Contact #2: _____ Contact #3: _____

Email Address: _____

If you have items that need repair and fall under the Warranty Provisions, please list below. Owner(s) must make access available during normal working hours (Monday through Friday – 8:00a.m. to 4:00p.m.) to facilitate repairs.

No.	Location	Description
1)		
2)		
3)		
4)		
5)		
6)		
7)		
8)		
9)		
10)		

Please remember, that throughout the Warranty Period on your home, the 45-Day and 11-Month Checklists are the only method of requesting service on items as covered in your New Home Warranty and Service Policy Manual.
IF THERE IS AN EMERGENCY, PLEASE CALL THE CUSTOMER SERVICE DEPARTMENT DIRECTLY AT: (630) 228-3711 DURING REGULAR BUSINESS HOURS (Monday, Tuesday, Thursday, Friday 8:30a.m. - 5:00p.m.)

**FOR SERVICE: FAX, MAIL OR EMAIL REQUEST TO THE CORPORATE OFFICE
C/O CUSTOMER SERVICE DEPARTMENT**

(Your Checklist will be assigned to a Superintendent who will be contacting you to schedule an appointment to discuss your items.)

Owner's Name: _____ Date: _____

Address: _____
 (Street) (City) (State) (Zip Code)

Community: _____ *Closing Date: _____

Contact #1: _____ Contact #2: _____ Contact #3: _____

Email Address: _____

If you have items that need repair and fall under the Warranty Provisions, please list below. Owner(s) must make access available during normal working hours (Monday through Friday – 8:00a.m. to 4:00p.m.) to facilitate repairs.

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