



Hartz Construction Co., Inc.
9026 Heritage Parkway
Woodridge, IL 60517-4939
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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)

Emergency Requests

- **During normal business hours:**
Please contact our Customer Service Department directly at 630-228-3711 or e-mail customerservice@hartzhomes.com. Emails may be returned within 48-72 hours.
- **Outside normal business hours or on holidays:**
For urgent issues such as power outages, loss of heat or air conditioning, plumbing or water leaks, gas leaks, or similar emergencies, please contact the appropriate subcontractor listed in the information provided to you at closing.

Submitting Completed Warranty Checklists

You may submit your completed Warranty Checklist in any of the following ways:

- Email: customerservice@hartzhomes.com
- Fax: 630-228-4711
- Mail: Attn: Customer Service, Hartz Construction, 9026 Heritage Parkway, Woodridge, IL 60517

