



THE BEST EXPERIENCE

HOMEOWNER GUIDEBOOK

8458 W Gage Blvd. Suite A
Kennewick, WA 99336
509.737.6227- Office
866.892.9353- Fax

Welcome to your new home! Homeownership is a significant decision and we're proud you've invested in a new Prodigy home. At Prodigy Homes, Inc., every employee is proud of the new homes we build and confident that your new home will provide you with many years of comfortable and satisfactory living.

We hope this Guidebook will serve as a handy reference in the coming months as you get to know your home better. In it you'll find detailed information on your warranties and suggestions on how to properly care for your new home. Again, it is our pleasure to have you as a valued Prodigy homeowner.

If you have any questions please do not hesitate to contact us.

**THANK YOU AND
ENJOY YOUR NEW HOME!**

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WARRANTY REQUEST PROCEDURES

Service Request

In the event a homeowner has a Service Request for Warranty Work, we ask the request be sent to us in writing. We will promptly respond to any homeowner concerns or problems you have. Once your request has been placed, a Service Technician will contact you within 72 business hours and schedule an appointment within three business days to review the work to be performed.

Appointments for service work are scheduled Monday through Friday from 8:00 a.m. to 5:00 p.m. Remember, warranty work often involves contractors who only work during normal business hours.

Place your Warranty Service Request in the following ways:

- ◆ Login to your account and submit Warranty Request
- ◆ Email your request to warranty@homesbyprodigy.com
- ◆ fax it to 866-892-5393
- ◆ mail it to 8458 W Gage Blvd. Suite A., Kennewick, WA 99336

The only way to initiate warranty work is to send in a Warranty Service Request by e-mail, mail or fax. By placing your request in writing and in your own words, you ensure we do our work efficiently, thoroughly and as promptly as possible. Sending in your Warranty Service Request will start our warranty service process immediately.

Not all service repairs - such as hairline cracks in drywall, etc. - are covered by the Builder Warranty. Before placing a request for service work, please refer to the 2-10 HBW Warranty section of this Guidebook for specific warranty coverage information.

If you have questions, please feel free to contact us via email or phone.

Emergency Service Request

In the event you have an emergency request for warranty work after normal business hours, call 509-438-3761 and leave a message. The on-duty Service Representative will call you back promptly. The loss of electrical power, no heating or air conditioning, or substantial water leaks are representative of emergency warranty items.



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FOR INTERNAL USE ONLY		
APPOINTMENTS		
DATE	TIME	NOTES

WARRANTY SERVICE REQUEST FORM

Date: _____
 Owner Name: _____
 Home Address: _____

 Closing Date: _____
 Home Phone: _____
 Cell Phone: _____
 Work Phone: _____
 Email address: _____

COMMENTS

#	WARRANTY ITEM & DESCRIPTION	INITIALS

THE ABOVE ITEM(S) HAVE BEEN COMPLETED TO MY SATISFACTION.

Your signature on this request as completed does not negate future warrantable items from being serviced per your one year builders warranty guidelines.

OWNER'S SIGNATURE

DATE

PRODIGY HOMES INC.
 REPRESENTATIVE



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 REPRESENTATIVE

Warranty Policy General Information

Prodigy Homes, Inc. is committed to providing unparalleled client care before, during and long after the sale. We have designed our Warranty policies specifically to provide our homeowners with unprecedented levels of care regarding warranty work. Our warranty policies are fully described in 2-10 Home Buyers Warranty Sample Booklet which is a part of this binder. The warranties provide descriptions of the specific performance standards that Prodigy Homes, Inc. will meet during the time periods that apply to the specific warranty coverage provisions. Both Prodigy Homes, Inc. and 2-10HBW will provide the requested warranty service as coverage under each specific warranty. These warranties commence the day after you close on your new home.

As a new homeowner, it is important that you realize that the Prodigy Homes, Inc. Builder Warranty and the 2-10HBW Warranty are limited warranties. As a limited warranty, we specify the responsibility and conditions under which the warranty is valid or applicable. No Prodigy Home employee, sales consultant or other agents are authorized to make any warranty to you other than the one provided to you in writing, nor can they extend or in any other way alter this warranty as specified in the Homeowner Guidebook.

Although Prodigy Homes, Inc. provides these warranties, the maintenance of your home becomes your responsibility immediately following closing. You, as the owner of your home, are in the best position to monitor the condition of your new home and to care for your residence. Other than the homeowner Orientation Tour – where you will be fully acquainted with the features of your new home – Prodigy Homes, Inc. is not responsible to advise you concerning how your home is to be maintained. The ultimate responsibility for the maintenance of your home belongs to you, the homeowner. Failure to maintain your home may limit or exclude you from eligibility for warranty service.

The purchase of a new home is a considerable financial and emotional investment. If you perform the required home maintenance and care properly for your home, Prodigy Homes, Inc. is confident that your 2-10HBW and Prodigy Homes, Inc. Builder Warranties will add to the enjoyment of your home for years to come.

Prodigy Homes, Inc. Builder Warranty

Prodigy Homes, Inc. warrants the construction of your home against defects in workmanship and materials only in accordance with, and limited by, the performance standards contained in the Prodigy Homes, Inc. Builder Warranty. The term of the Prodigy Homes, Inc. Builder warranty extends for a period of one (1) year – Workmanship and two (2) years – Systems Defect.

The warranty period will commence on the first day following the closing of the sale of your home. An action taken to correct any defect covered by Prodigy Homes, Inc. will not extend the duration of the warranty. At the end of the applicable period, this warranty ends.

The obligations of Prodigy Homes, Inc. under its Builder Warranty are limited to the repair or replacement of items or parts that do not conform to the performance standard for that item as set forth in the 2-10HBW Booklet. If an item or part fails to conform to the applicable performance standard, Prodigy Homes, Inc. will undertake to correct the defective condition through a means and/or method of corrective action that would be commonly employed in the home building industry, unless a specific corrective procedure is described in this warranty herein. In that regard, there is no assurance the replacement materials or corrective work will match existing surrounds in color or texture. The method of repair and the choice among repair, replacement or payment is at the sole discretion of Prodigy Homes, Inc..

Manufacturers' Warranties

Manufactured products such as appliances, carpeting and other manufactured items installed in your home are not covered under the Prodigy Homes, Inc. Warranty. Instead, these items may be covered by a separate warranty issued by the manufacturer. Refer to the Original Subcontractor list in this section. Owner's manuals for individual consumer products will contain warranty and service information.

2-10 Home Buyer Warranty

Every Prodigy home includes a 2-10HBW, an assurance that your investment in a new home is well protected for years to come. The 2-10HBW Limited Warranty is fully explained in the enclosed 2-10HBW Warranty booklet. PLEASE READ 2-10HBW booklet entirety so you fully understand the coverage provided under that warranty. In the event you sell your home, the 2-10HBW Warranty will transfer to the new owner.

Warranty Exclusion

Neither Prodigy Homes, Inc. nor 2-10HBW warrants your home against normal wear and tear, normal deterioration or normal changes which are the results of characteristics common to the materials used.

Neither Prodigy Homes, Inc. nor 2-10HBW warrants your home against cosmetic defect after closing, which defects include but are not limited to dents, nicks, stains, scratches and other imperfections in appearance.

Some of the subcontractors responsible for the construction of component parts of your home and many of the manufacturers of materials and appliances going into your home have their own warranties for service, appliances, equipment or materials. If you are given the warranty forms for a manufacturer, you must register the warranty in your name. Should a problem arise with the equipment or appliance covered by a warranty that you hold, you must contact the manufacturer directly. As the provider of the subject item, the contractors and suppliers are in a much better position to remedy problems with their products. We encourage you to take advantage of your opportunity to speak directly with their representative and expedite your repairs. All warranties which are passed directly to the homeowner are given to you at the Homeowner Orientation Tour.

Only items constructed or manufactured by Prodigy Homes, Inc. are subject to the warranty provided, excluding those items such as landscaping, grading and other items specifically identified as exclusion in the Builder Warranty section. Prodigy Homes, Inc. agrees to pass along the manufacturer's warranty without recourse for those items that Prodigy Homes, Inc. has not manufactured or built. Prodigy Homes, Inc. shall not provide a warranty for these items, or any other items not described as subject to warranty coverage in the Prodigy Homes, Inc. Builder Warranty. The Prodigy Home Builder Warranty does not warrant your home against consequential or special damages caused by nonconforming items or parts, nor is Prodigy Homes, Inc. responsible for nor will it pay for the cost of shelter, transportation, food, moving, storage, or other expenses associated with or related to any defect, or the repair or replacement of any defective design, material or work.

Prodigy Homes, Inc. provides a Limited Builder Warranty with specific coverage detailed in 2-10HBW Booklet. Certain specific items noted below, but not intended to be all inclusive, are excluded from coverage under the terms of the Limited Builder Warranty, as follows:

1. Visible defects occurring after closing including, but not limited to, surface damages to

floor tile, painted surfaces, doors, cabinets, concrete, appliances, plumbing fixtures, countertops and floor coverings; or missing items, such as light fixtures, bulbs, window screens, window glass and mirrors.

2. Defects in appliances and other manufactured items which are covered by manufacturers' warranties. Manufacturers' warranties must be assigned to the owner of the items (the homeowner). You must follow the procedures for the manufacturer's warranties to receive full warranty benefits. This includes the timely completion by the homeowner of all appropriate manufacturers' registration cards which register the items and the warranties in the name of the homeowner.

3. Damage due to ordinary wear and tear, unreasonable or abusive use, and the lack of proper or timely maintenance, such as warping or shrinkage; fading or chalking of paint due to sunlight; cracks due to drying or curing of concrete, plaster, masonry, caulking and similar materials; and the expansion or contraction of materials in walls, floors ceilings, doors and windows.

4. Defects in items installed by the homeowner or anyone other than Prodigy Homes, Inc. or its subcontractors. Additionally, the installation of certain products by the homeowners (i.e. electrical outlets, plumbing lines, etc.) can void the coverage under the limited and the 2-10HBW warranties. Refer to the warranty for details.

5. Work performed by the homeowner or anyone other than Prodigy Homes, Inc. or its subcontractors.

6. Damage, loss or injury due to acts, elements or natural occurrences such as hail, heavy rains, high winds or other acts of nature.

7. Those items specifically excluded as non-warranted items under the terms of the 2-10HBW Warranty.