

WILLIAM LYON HOMES 3-YEAR WARRANTY & SERVICE PROGRAM



PEACE OF MIND | UNCOMPROMISING SERVICE | DEPENDABILITY



William Lyon Homes
Experience the pride.



DOING OUR PART

30-DAY CARE VISIT

A month after your closing date we offer a 30-day Care Visit to “check in” on how things are functioning in your new home and to be sure you are comfortable with the operations of those new systems. A complimentary touch up of move-in “nicks and dings” is also available at this time.

ANNUAL VISITS

We also offer Annual Visits for a full three years, around the anniversary of your closing. These visits are similar to health check-ups you might receive from your doctor, only for your home. They are designed to review any general warranty service items that may have come up during the year.

Warranty service items may include any concerns related to the non-performance of the materials, fixtures, or systems as originally installed by the subcontractor. This means that a non-performing system or part is typically eligible to be addressed under this warranty (as outlined in detail in our online New Home Limited Warranty).

The Annual Visit is also a great opportunity for us to provide ongoing homeowner maintenance tips and suggestions. Like your car, your home has some maintenance requirements. These are things your home should expect from you. Homeowner maintenance includes things like changing out furnace filters, batteries and light bulbs, and paint touch-up.

ON-CALL 24 HOURS A DAY, JUST IN CASE

Also included with your 3-Year Warranty & Service Program is access to our 24-hour emergency service. 24 hours a day, seven days a week, our representatives can be dispatched to assist you in the unlikely event of an emergency (as outlined below).

Emergency criteria:

- No heat (whole house) during a period of extreme cold
- No water (whole house)
- Plumbing leaks (requiring main line shut-off)
- No electricity (not due to storm or utility damage)
- Rain/weather intrusion into living areas
- No A/C (whole house) in the event of a total A/C outage during a period of excessive heat
- No gas (whole house) or gas leak



Harmony Collection at Southshore



Portrait Collection at Cliffside

INCLUDED IN YOUR COVERAGE

HERE ARE ITEMS YOU WILL FIND INCLUDED IN YOUR COVERAGE

Electrical system

Plumbing system¹

Furnace system or HVAC systems²

Drywall settling (on Annual Visits)

24-hour emergency response

Original installation of interior and exterior finishes:

- Cabinets
- Carpeting and flooring products
- Tile, stone, and countertops
- Doors and windows
- Fireplace
- Roofing
- Exterior cladding, stucco and siding finishes
- Gutters and downspouts (if applicable)

SIX YEARS WITH NEW HOME LIMITED WARRANTY

Major structural (load-bearing) features

WARRANTY COVERAGE VARIATIONS AND EXCLUSIONS

There are certain items that have a variety of coverage periods, and warranty coverage is subject to important exclusions and homeowner maintenance obligations. In addition, certain items are covered by a manufacturer's warranty that is separate from our warranty, and which may vary based on community. Our sales staff can provide you with the specific warranty coverages for your home. Please refer to your New Home Limited Warranty for specific terms and conditions regarding coverage, time periods and exclusions.

¹ Clogged sinks, drains, and toilets are considered homeowner maintenance.

² HVAC systems require annual service by a licensed contractor to maintain warranties.



DOING YOUR PART

ITEM	ACTION	FREQUENCY
Air filter, furnace	Inspect / replace	3 months, or as needed
Caulking - exterior (doors, windows and trims)**	Inspect / replace	Annually
Caulking/grout - interior	Inspect / replace	Annually, as needed
Drains - tub, shower and sinks	Inspect / clean	Annually, as needed
Fencing**	Inspect / stain	per CCR's, or 4 years
Fireplace (if installed)	Inspect / clean	Annually, as needed
Garage overhead door	Inspect / lubricate	Biannually
Garbage disposal	Flush / clean	Monthly
Gutters/downspouts**	Inspect / clean	Autumn, or as needed
Hose bib(s)	Winterize / drain	Autumn
Irrigation system (if installed)**	Winterize / drain	Autumn
Furnace HVAC system*	Professional system check by furnace contractor	Annually
Laundry dryer duct	Inspect / clean	Quarterly
Paint - exterior**	Repaint	4 to 6 years, or as needed
Roofing**	Inspect / repair	After significant wind events & annually
Smoke detectors	Test / battery change	Spring / Autumn
Windows - tracks and weep holes	Inspect / clean	Spring / Autumn
Tankless water heater	Flush	Annually
Traditional water heater	Drain	Annually

List is not exhaustive and actual time periods may vary. Please refer to the homeowner manual and any applicable manufacturer's warranty for additional maintenance requirements and recommendations.

When homeowner installs landscaping and drainage, they need to maintain drainage and proper planting and watering as outlined in their respective homeowners manual.

* Have a licensed HVAC contractor service your Heating system (and Air Conditioning, if installed) at least once a year to maintain warranties!

** Exterior items maintained by HOA in multi-family homes.



William Lyon Homes

Experience the pride.

At William Lyon Homes, we are committed to providing an exceptional home buying experience, and that extends to the care of your new home. Your peace of mind is our priority and our 3-Year Warranty & Service Program exceeds industry standards so you benefit from uncompromising service every step of the way. We have built a legacy of integrity, quality and dependability so you can enjoy your beautiful new home today and for years to come.

LyonHomes.com