

Congratulations on the purchase of your new home! As you get settled in, warranty questions and service requests may arise. In order to simplify the process and remove the hassle involved in figuring out whom to call and what to do next, a dedicated representative from StrucSure Home Warranty's First Call Warranty Service Program™ will be your primary point-of-contact. Your First Call representative will work directly with you to explain your warranty benefits, coordinate repairs, and ensure your warranty items are addressed and resolved as quickly and seamlessly as possible.

PROGRAM DETAILS

The First Call Warranty Service Program™ was developed to provide you with a simple, efficient, and effective way of resolving warranty items. By acting as the liaison between you, your homebuilder, and their trade contractors, your dedicated First Call representative will ease the burden and effort involved in getting answers to general questions, managing service requests, and monitoring the repair process for any defects in workmanship and materials; wiring, piping, and ductwork; and/or structural components.



If you have a warranty question or would like to submit a warranty service request, please login to our First Call portal and complete our online form at <https://firstcall.strucsure.com>.

In order to open a warranty file and request service from your homebuilder or ask a general warranty question, you must login to our First Call portal and complete our online form, providing us with as much information as possible regarding your issue or defect. If you have an issue that is an emergency, please call 1.877.344.2182 for assistance and further directions.



If you have a covered defect, your First Call representative will manage the warranty resolution process from beginning to end.

As a seasoned veteran in warranty management, your First Call representative is not only an expert in performance standards, communications, and customer service, but also your dedicated representative throughout the warranty resolution process. Your First Call representative will advise you on whether or not your issues are covered under the warranty terms, and if they are, they will itemize your list, explain the coverage related to each item, and describe the performance standards that will be used when completing your repairs. They will also manage the warranty repair process on your behalf documenting all details and communications related to your file.



Your First Call representative is here to work with you on the successful resolution of your warranty items and make sure you have a positive experience.

Our goal is to make sure you have a positive experience throughout the resolution of your warranty issues and to ensure any defects are repaired in a timely fashion. During the warranty repair process, your First Call representative will monitor the progress and follow up with you for status updates. Once all warranty repairs have been completed, we will close your warranty file and send you and your homebuilder a letter of completion for your records.

FIRST CALL WARRANTY SERVICE PROGRAM™

<https://firstcall.strucsure.com> | 1.877.344.2182