



Warranty Guide

For Your New Legacy South Home





Table of Contents

Submitting a Claim & Warranty Coverage 2

HVAC 3

Plumbing 4

Electrical 5

Emergencies 6

Homeowner Maintenance 7

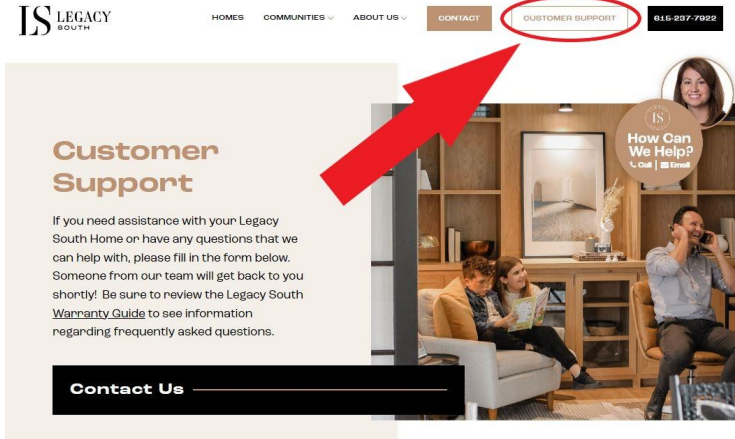
Cleaning Products 8

Important Contacts 9

Submitting a Claim & Warranty Coverage

To submit a claim, please visit <https://legacysouth.com/customer-support/>

Each item selected will require a detailed description and a photo or a video. Provide as much context as possible. Communication will be through email.



The Builder Warranty covers failure of workmanship or material that affects the function of the home and exceeds industry tolerances.

It is important to report all defects as soon as possible.

HVAC

Your thermostat is programmable by time of day and day of week. If you would like to have a Smart Thermostat installed, please contact the HVAC contractor who worked on your home to avoid lapse in warranty coverage.

Troubleshooting

- Should HVAC not produce desired temperature, ensure all thermostats are set to either “heat” or “cool”.
- In the case of 2 or more days below 32° set your thermostat to “em. heat” until temperatures rise above freezing.



Maintenance

- Your filters should be changed *monthly*. The cheaper the filter, the better your HVAC system will operate.
- Schedule biannual service for your HVAC system to ensure it stays in the best condition.

If the HVAC system is not distributing hot or cold air in the entire home, contact your HVAC contractor directly and submit a claim through our portal immediately after.

Plumbing

Water shut-off valves are located at each sink, toilet, water producing appliance and water heater, along with a valve outside of the home. To shut off water, turn the valve opposite the pipe.

Angle Valves



Angle Valves are typical under sinks and toilets, as well as at dishwashers and refrigerators.

Ball Valves



Ball Valves are typical at water heaters and water meter boxes.

Should a leak occur...

- *At a sink, toilet or appliance, shut off the valve nearest to the fixture and submit a claim on our portal.*
- *At a point other than a water fixture that requires shut off to the entire home, first, shut off water at the water heater or at the water meter box. Then, call your Plumber directly and submit a claim on our portal immediately after. If the leak is in the ceiling, puncture a hole for the water to escape.*

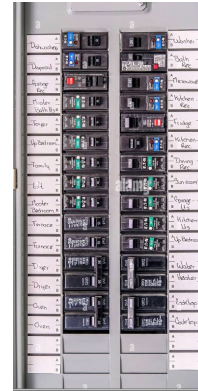
Electrical

If an outlet, appliance, water heater or garage door opener is not working:

1) Locate the GFCI plug nearest the issue and press “reset”.



2) Locate the appropriate breaker in the electrical panel and switch the breaker “off” and back “on”.



If these steps do not resolve the issue, submit a claim on our portal.

Emergencies

Should you experience one of following, please first contact the appropriate contractor and then submit a claim on our portal.

HVAC: If the HVAC system is not distributing hot or cold air in the entire home, contact your HVAC contractor directly and submit a claim through our portal immediately after.

PLUMBING: Should a leak occur that requires shut off to the entire home, first, shut off water at the water heater or the outside shut off valve. Then, call your Plumber directly and submit a claim on our portal immediately after. If the leak is in the ceiling, puncture a hole for the water to escape.

ROOF: If there is a roof leak, puncture a hole in the ceiling for the water to escape. Then, contact the Roofing contractor directly and submit a claim on our portal immediately after.



Homeowner Maintenance

- Change HVAC filters monthly
- Service HVAC biannually, including condensate lines
- Clean gutters and downspouts biannually
- Clean dryer vent quarterly
- Inspect exterior caulking annually



Recommended Cleaning Products

WALLS AND TRIM	Mr. Clean Magic Eraser
HARDWOOD/LAMINATE FLOORING	Bona - Wood Floor Cleaner
TILE AND GROUT	Mr. Clean
CARPET	Spot Shot
GRANITE AND BUILT-IN SHELVES	Pledge - Specialty Surfaces Furniture Spray
SINKS AND STAINLESS STEEL	Bar Keepers Friend
COOK TOP	Cerama Bryte
GARBAGE DISPOSAL	Borax
MIRRORS AND WINDOWS	Windex – Multi Surface
BATHTUB	Clorox Clean-Up
TOILET	Lysol - Power Toilet Bowl Cleaner
CABINETS	Bona - Cabinet Cleaner
LIGHT FIXTURES	Pledge Multi Surface Everyday Cleaner
CONCRETE	eXIMO Waterless Concrete Cleaner

Please avoid using harsh chemicals and abrasive cleaners in your home such as: Ammonia, Bleach, SOS or Brillo Pads, Comet and Ajax. These items will tarnish, discolor or scratch the surfaces of the home.

Important Contacts

Company

Phone Number

HVAC	_____
Plumbing	_____
Electrical	_____
Roofing	_____
Gas	_____
Legacy South	_____

Notes
