



## Warranty Program

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### **What does Foulger-Pratt's Warranty cover?**

Foulger-Pratt's warranty on your new home covers the Fit and Finish in your home for a period of 1 year after your settlement date (excluding any damage due to misuse or negligence).

The Foulger-Pratt **Warranty** Department will come into your home twice during the 1 year warranty period to address any issues that you may have that are covered by our warranty. The **Warranty** Department will contact you approximately 90 days after you move into your new home, and then again approximately 11 months after you move in, to set up an appointment to come repair any Fit and Finish work in your home that is covered under our warranty. The **Warranty** Department will wait until 90 days before their first scheduled visit for two reasons: (1) 90 days after you move in, most issues (i.e. nail pops in your drywall) will have revealed themselves and (2) it will be more convenient for your schedule if we minimize the amount of times we come into your home to do repairs. We encourage you to keep a running list of any Fit and Finish items that you notice in your home that are in need of repair during the first 90 days of your occupancy so that we can address those issues at the 90 day warranty appointment. The **Warranty** Department will again schedule an appointment with you approximately 11 months after you live in your new home so that they can repair any warranted items that may have arisen.

### **Who do I contact for warranty issues?**

Please contact the Foulger-Pratt Warranty Department with any questions or issues regarding your new home. You may contact them by phone at **240-499-9696** or via email at [parkpotomacwarranty@foulgerpratt.com](mailto:parkpotomacwarranty@foulgerpratt.com).

### **What is the process for resolution of issues after I contact the Warranty Department?**

Once you contact the Foulger-Pratt Warranty Department via phone or email, they will contact you within 24 hours. (If you have an emergency as stated below, please call the designated emergency number listed below and then leave a message with the Warranty Department so that they can follow up with the contact listed below the following day to make sure that everything was resolved.) Once the Warranty Department contacts you,

they will discuss the issue with you and will determine whether or not the issue is covered by warranty. If the requested item is a warrantable item, then the Warranty Department will schedule a service call with you.

**What is the Warranty on my Appliances?**

You will receive a packet with all of your appliance manuals at Settlement. Each appliance in your home is covered by a manufacturer warranty, which is described in each appliance manual that you will receive. The appliances are warranted directly by the manufacturer of each appliance, so you must contact them directly for warranty coverage.

**What do I do in Case of an Emergency?**

Please contact the following numbers in case of emergency:

- Power Outage contact Pepco @ 1-877-737-2662
- No heat or water contact AS Johnson @ 301-420-7200.
- Gas Leak contact WSSC @ 301-206-4002
- In extreme situations call 911



## Emergency Contacts:

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### **In Case of an Emergency:**

The below listed situations constitute an emergency. In case of an emergency (as described below), please immediately contact the below listed number that is applicable to your emergency. After you contact the appropriate emergency number below, please also call the Foulger-Pratt Warranty Department at 240-499-9666 and leave a message explaining your emergency so that they can follow-up with you on the next business day to make sure that your emergency was taken care of in a timely manner.

### **In Case of a Non-Emergency:**

*If your situation is not an emergency (if it is not listed below then it is not considered an emergency)*, and you believe that it may be covered under warranty, then please contact the Foulger-Pratt Warranty Department via email at [warranty@foulgerpratt.com](mailto:warranty@foulgerpratt.com) or via phone at 240-499-9666. The Warranty Department is open 8:30am to 5pm Monday through Friday. Please leave a message for them and they will return your call the next business day.

### **EMERGENCY SITUATIONS:**

1. **Heat is not working (during cold weather)** – Contact AS Johnson at 301-420-7200.
2. **Power Outage** – Contact Pepco at 202-833-7500.
3. **Water Leak** – Contact AS Johnson at 301-420-7200.
4. **You smell gas or there is no Gas to your cooktop** – Contact AS Johnson at 301-420-7200.



## Most Requested Non-Warrantable Items After Closing

1. Clogged Toilets
2. Torn Screens
3. Scratches/Chips
4. Light bulbs
5. Rust (i.e. Iron, exterior light fixtures, etc.)
6. Insect and rodents
7. Tile/grout change color
8. Caulking (i.e. shrinkage)
9. Clean windows
10. Smoke Detector batteries
11. Countertops – Marble, granite & Corian tops must be protected from heat, sharp objects, and any abrasives or liquids that may damage the surface. Please refer to the “Homeowners’ Care & Maintenance Manual” for instructions on proper care of these surfaces.
12. Common Areas – Any maintenance issues or defects in any areas of the building that are designated as “Common Elements” or “Limited Common Elements” should be directed to the Property Management Company or to the appropriate Association.



9701 Philadelphia Court  
 Suite E  
 Lanham, MD 20706  
 1-866-464-3222 Office  
 301-577-2300 Main  
 301-577-2082 Fax  
[www.techincorp.com](http://www.techincorp.com)

**If I ordered a Bose® Home Theater System,  
 when will it be installed in my new home?**

**Steps to be taken to finalize the installation and turnover of the Bose home theater system:**

1. You must first furnish and install a TV where the home theater system is to be located.
2. Next, contact **TECH, inc.** at 1-866-464-3222 or 301-577-2300 and ask for **Dispatch** to schedule a walk-through and turnover appointment.
  - \*\* The Final walk-through will consist of:
    - (1) the installation for the AV's Media Center,
    - (2) the setup of the system so that you can get the most from your surround sound, and
    - (3) a tutorial about your new surround sound system.
3. One of the technicians will be scheduled for the appointment within 48 hours of your call.
4. The time frame for the turnover visit should be between 1 to 2 hours.

**Notes:**

- a. All Speakers and Amplifiers will already be installed prior to your walk-through of your new home.
- b. The dimensions of the media center are:
  - 3 ¾”H x 15 ¾”W x 11 ½”D • (9.4 x 39.9 x 29.2 cm) • 9 lbs (4.1 kg)



**Lifestyle® media center** Enjoy today's most popular audio and video content with this elegant control center, featuring a built-in progressive scan DVD/CD player and AM/FM tuner. You'll have high-quality playback for the latest media formats, including: DVD, DVD-R, CD-R/RW, VCD, PCM, digital 5.1, MP3 files and MPEG-2.

**Back-up Contact Info:**

Paul Henriques Superintendent 1-866-464-3222 (O) 1-571-220-5709 (C)	Angela Kirby Account Manager 1-866-464-3222 (O) 1-703-932-4535 (C)	Amer Elsouki Project Manager 1-866-464-3222 (O) 1-703-436-2368 (C)	Ken Fox Vice President 1-866-464-3222 1-301-577-2300
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