



## Guide to Warranty Service

Whether you need to schedule a service call or just have a question, our customer service staff is ready to assist you. In order to provide service to our customers with maximum efficiency, Ball Homes warranty service is organized into two intervals: the 6 Month and 1 Year Lists.

### **How to Contact Us:**

Ball Homes, Inc.  
P.O. Box 12950  
Lexington, KY 40583

Telephone: (859)268-1191 or (888)268-1101

e-mail: [customerservice@ballhomes.com](mailto:customerservice@ballhomes.com)

**6 Month and 1 Year Warranty Service:** Please mark your six-month and one-year closing anniversary dates on your calendar (we do not send reminders). When you are nearing an anniversary date, make a list of repair requests and concerns for both the interior and the exterior of the home and submit it in writing to our office. For your convenience, we have included easy-to-use forms in this packet. You may also request the form via email or download the form at <https://www.ballhomes.com/BallAdvantage/>.

On your list, please include your name, address, and any daytime phone numbers where we can contact you. We will schedule an appointment for our customer service supervisor to meet with you. After the supervisor reviews the list and notes any materials needed or parts to be ordered, an appointment is made for our crew to return and complete the work. Follow-up appointments are typically scheduled three to six weeks in advance.

**Timing:** Please remember when submitting a 1 Year List that subcontractor or manufacturer warranties may apply. For example, your home's flooring, the furnace and air conditioner, the appliances, the plumbing, the wiring, the garage door, bathroom fixtures, etc. are under separate warranties and the subcontractor or manufacturer reserves the right to bill for any services if problem is not reported within the warranty timeframe.

### **Drywall Repairs:**

We recommend that drywall items be submitted on the 1 Year list, to allow time for normal settlement of the home. Drywall is covered as described in the 2-10 Warranty booklet and for deficiencies, Ball Homes will repair and touch up paint to match as closely as possible, one time only.

### **How to Know When an Item Is Considered an Emergency:**

Items such as water leaks, stopped-up sewers and appliance, heating, or air-conditioning failures should be reported to our office immediately. Minor or cosmetic items such as sticking doors, drafts, and caulking are best addressed on the 6 Month or 1 Year list. When in doubt, ask yourself: "Could this problem lead to further damage if not addressed soon? Does this problem interfere with the use of the home?" If the answer to one of these questions is yes, please contact us immediately.

**Notifications:** Please report all repair requests to our office. The customer service representative will gladly contact the appropriate people for you. Relaying concerns to our office staff rather than to a superintendent or other worker in the subdivision helps us to keep accurate records and provide consistent and timely service.

### **After Hours Emergency Service:**

If you have an emergency that you believe is covered by your warranty and it is after business hours or on a weekend, please call **(859) 268-1191** or **(888) 268-1101** for further instructions. Our answering service will relay your message to our on-call-maintenance person who will assess the situation for immediate action or refer it to the office on the next business day.