



The Builder's Warranty Process for Homeowners

ProHome is your Builder's warranty management representative. All warranty related communications concerning your home, including requests for warranty service, are to be directed to ProHome. All work undertaken to address an approved warranty claim is performed by your Builder and/or its subcontractors.

 claims@prohome.com  800.899.2451



New Home Orientation

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1. ProHome schedules the New Home Orientation with you.
 2. ProHome New Home Agent conducts the New Home Orientation you.
 3. Your Close of Escrow is approx. 10-14 days after New Home Orientation.



Call - ins

Some call-in items may be held for your Final Term Walk

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1. You will call into ProHome with your warrantable claims.
 2. Your Account Manager troubleshoots your claims and may ask you to provide pictures/video if necessary.
 3. Call-in claims that are warrantable are reviewed at the weekly builder meeting for subcontractor assignments.
 4. Your Account Manager will schedule your warranty work with you and your builder's subcontractor.
 5. Your Account Manager will follow up and tracks warranty claim through completion.



First & Final Term Walks

(30-day & 11th month)

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1. You will submit a list of warrantable claims through ProHomeLive.com.
 2. ProHome schedules and conducts a term walk, documents and photographs items from your list.
 3. Term walk documentation is reviewed at the weekly builder meeting for subcontractor assignments.
 4. Your Account manager will schedule warranty work with you and your builder's subcontractor.
 5. Your Account manager will follow up and track your warranty claims through completion.



Emergencies

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1. You call in warrantable emergency claim (Available 24/7/365).
 2. Your After Hours Account Manager troubleshoots and may ask you to provide pictures/video if necessary.
 3. Your After Hours Account Manager assigns emergency subcontractors to resolve emergency.
 4. Your Account manager follows up and track your warranty claim through completion.