



Greenhead Homes Contact Numbers and Warranty Information

Emergency Contacts

Hardy Plumbing- (706)-863-2110 hardyplumbing1961@yahoo.com

Lazenby Electric 706-294-6024

Air Conditioning Specialist - (478)-454-3059 or Kenny Thigpen -478-457-6679

William Rowland Greenhead Homes-(706)-564-0471 william@greenheadhomes.com

Barrett Donnelly Greenhead Homes-(706)-834-2417 barrett@greenheadhomes.com

Courtney Yonce Greenhead Homes Customer Service and Design Coordinator 706-834-6475

Courtney@greenheadhomes.com

Tony Burnley with Burnley Septic-(706)-831-0112 teb959@yahoo.com

[Cingo Pest Control – Jonathan Powell \(706\)-945-3222 cell, office 706-733-4119](mailto:Jonathan.Powell@CingoPestControl.com)

[Palmetto propane 1-800-223-1882](tel:1-800-223-1882)

Welcome to your new Greenhead Home! Greenhead Homes have selected quality materials to use in your new home and we stand behind our work. The following is an overview of our warranty and what to expect in your new home.

-All warranty issues are dictated by the NAHB Construction guidelines.

<https://www.builder-resources.com/support-files/nahbresconstguide-5th.pdf>

Should you have an emergency after hours or on weekend regarding your plumbing, hvac, or electric you can call the above numbers. Always please be sure to let Greenhead Homes know of any issue you may have as well so we can help follow up.

-Septic Issues can be prevented in many ways. Please do not dispose of feminine products, paper towels, grease, or vegetable peelings in the septic system. Place all food scraps in the trash can and not down the sink with the disposal. If you anticipate digging a pool or other major excavation in your yard it would wise to locate your drain field lines so they don't get crushed or damaged. Limit vehicle traffic over your drain field. They will not withstand a large truck or wheeled tractor. If used properly, your septic tank should not have to be pumped for

3-5 years or longer. Make sure your toilets do not run constantly. Every now and then as a toilet ages, the flappers will stick causing a toilet to constantly run. This will fill up a septic tank very quickly so if your toilets run make sure to get it fixed ASAP. Please refer to the paperwork provided to show and explain exactly how your septic system functions.

-HVAC maintenance is very minimal. **THE MOST IMPORTANT THING TO REMEMBER IS CHANGE YOUR FILTERS MONTHLY!** Buy the cheap filters and change monthly. Do not use the 90 day filters, they restrict air flow to a point it causes your system to work harder, thus reducing the life span of your system. Rooms will vary slightly in temperature due to windows, orientation to sun, and ceiling heights. We will register your unit(s) for you so you don't have the hassle of doing it yourself. Our HVAC company will be happy to assist you with any service requests or maintenance issues over time.

-The electrical in your home is probably different than in past houses, especially if it your previous home was more than 10 years old. There are a lot of breakers, gfci's, and arc fault breakers. The "wet areas" will have GFCI breakers. The kitchen will be on its own circuit, and the bathrooms will be on a circuit. If a bathroom receptacle does not work, you will need to find the bathroom outlet that has the reset button on the outlet. Some of the most recent houses finished will have the resets in the panel box. If the kitchen circuit does not work, there will be an outlet in the kitchen with a reset button on the outlet. All exterior outlets are on GFCI and that will be on an exterior outlet. **YOUR REFRIGERATOR IS ON A GFCI!** If you go out of town for extended times you may want to consider having someone check your home every few days to make sure the refrigerator has not tripped. Lightning, power surges from power company, and other things outside of your control could cause a GFCI breaker to trip. All of the outlets in your home that are not in wet areas or outside have arc fault breakers. They are located in the panel box. These are designed to prevent overloading a particular circuit. If you have outlets that all of a sudden stop working, go to the panel box and see if you have a tripped arc fault. The breaker will be in the center position, turn it all way to off then all way back to on to reset.

-Your appliances will be warranted directly with the manufacturer. If an appliance stops working there could be a power issue so let's check that first. If the power is good you would need to contact your appliance manufacturer. Always make sure to fill out and submit the warranty information provided with your appliance purchase. You can do this online as well.

-Any plumbing leaks need to be reported as soon as possible as they can lead to further damage. It is a good idea to check under sinks every so often to look for any leaks. If a leak is found it could be a simple fix by tightening drain line couplings. If it is a supply line leak that is covered for two years so let us come fix that for you.

-Roof leaks-your roof is covered against roof leaks for two years unless it is due to Storm or hail damage. It is always a good idea to check your attic spaces periodically after or during a rain fall to inspect for leaks

-Exterior Concrete is covered minimally. Cracks will occur and hairline cracks are not covered. If a crack gets wider than ¼" in width or settles by ¼" we would need to take a look.

-Landscaping is not covered. It is your responsibility to water the grass and shrubbery. Water should not stand for 48 hours after a measurable rainfall. Do not plant trees or shrubbery in swales where water is designed to exit your yard. If you have an irrigation system it is covered under the one-year warranty

-Cabinets- if you have vinyl wrapped cabinets you can clean those with whatever you like. If you have painted cabinets only clean with mild soap and water. Touchup paint can be provided on painted cabinets. The cabinet doors come with adjustable hinges so if a door begins to rub it can be easily adjusted with a phillips screwdriver. Workmanship issues on cabinets are covered for one year.

-Granite countertops must be sealed periodically. We provide a sealant upon installation. We recommend applying a new coat every 6 months. Granite sealer can be purchased at any home improvement store. Granite is porous and will stain from grease, red wine, or other dark liquids if not properly sealed. Quartz is a more expensive product, but requires less maintenance. Both products carry a one year warranty for workmanship.

-Engineered Hardwood floors need to be taken care of appropriately. They are warranted against popping up, separating, or defective workmanship. They will scratch. We recommend a product called BONO to clean. It is essentially a vinegar and water mix. Go light on the water. Be very careful when pressure washing exterior doors and porches that have hardwood floors on the other side. Pressure washers will blow water in and around doors causing water to get under floors and cause water damage. This would not be covered under the warranty.

-LVP floors are much more durable and waterproof. If you have LVP floors they can be cleaned and cared for with mopping or just vacuuming. They are warranted for one year for installation defects.

-Tile floors are covered for one year. Cracked tiles are covered during that time. We highly recommend buying an extra box of tile that is in your house for future repairs. We are willing to make repairs but cannot guarantee an exact match to your tile due to dye lot changes. We also recommend sealing your tile and grout. Tile and grout sealer can be purchased at any home improvement store and applied by spraying or wiping on. This will make it much easier for you to clean in the future.

-Carpet is covered against seams separating. Should you notice a seam separating please let us know asap. Indoor pets can also void carpet warranty.

-Windows are covered for basic function for one year. Seal failure is covered for 5 years. This is when moisture gets between the glass and cannot be wiped off. Barrett Window and Doors- (706)-860-3315

-We use Sherwin Williams Duration washable flat paint. This is a high-quality product that allows you to clean walls as well as touchup the paint when necessary. There is a 60–90-day cure time on the paint before it becomes fully washable. Avoid scrubbing walls during your first month in the new house and you should be fine after that. You will find extra paint in your new home, keep that in a cool place where it won't ruin. Drywall repairs will be made at the end of the first year, this covers nail pops, joint cracks, and other issues related to settling or drying out. We will touch up those areas as well as re-caulk any areas where caulking has cracked.

-We do a one-year warranty list. So, within one year we will come out to correct any defects that may have occurred over that time. Please submit a list in writing via email

We hope you thoroughly enjoy your new Greenhead Home!

Homeowner Signature _____ Date _____

Greenhead Homes _____ Date _____