

Request for Warranty Service Procedures

Term of Warranty

All General Contractor Warranties, expressed or implied, are governed by the normal One (1) Year Warranty.

Any exceptions as well as the Commencement/Termination date of all Warranties will be so noted in your Contract Documents.

How To Make a Service Request

So that the Contractor can better serve you, we ask that you submit any request for valid warranty work on the "Warranty Service Request" forms provided with this manual. To do otherwise may possibly cause undue delays in responding to your request. *Do not alter this form in any way.* Please read all of the "conditions of warranty" listed on the bottom of this form prior to signing it. This will prevent misunderstandings and disappointments later.

Do not use the "Warranty Service Request" form for service related to roadways and sidewalks and landscaping along the roadway. The developer will inform you on the proper procedures to follow, should you need service on these items during your period of warranty. Send the "Warranty Service Request" forms to:

Hawaiian Dredging Construction Company, Inc.
Attn: Warranty Department
P.O. Box 4088
Honolulu, HI 96812-4088

Fax Number: (808) 735-3335

Who May Submit "Warranty Service Request" Forms

The Contractor will only honor service request forms sent to them from the legal owner or duly appointed agent of the legal owner.

Contractor's Work Schedule

The Contractor will make every effort to handle any legitimate complaints that you have in as expeditious and efficient a manner as possible, but please bear in mind that we have a very large number of move-ins in process at one time so that initially we will perhaps be a little slower than you would care to have us be.

The Contractor's hours are from 7:00 a.m. – 3:30 pm., Monday through Friday. All traditional holidays approved by the General Contractors Association are observed by the Contractor.

Within a reasonable time after receipt of your fully executed "Request for Service" form, you will receive a call from the Contractor. During this call, we will seek to obtain an appointment to investigate and/or to take remedial steps to eliminate all valid warranty items reported.

Once an appointment has been confirmed, it will be necessary for you to make arrangements for someone to be present during the entire period this remedial work is in progress. The Contractor, due to the liabilities placed upon him, *will not under any circumstances*, allow remedial work to take place unless the Homeowner or his Agent is present.

The Contractor's liability is limited to remedial work on all Valid Warranty Items. The Contractor is not responsible to compensate Owner and/or Owner's Agent for any lost time at place of employment.

Hawaiian Dredging Construction Company, Inc.

Warranty Service Request

Send To: Hawaiian Dredging Construction Company, Inc.
 P.O. Box 4088
 Honolulu, HI 96812-4088
 Attention: Warranty Staff

Date: _____

From: _____ Phone No. – Home: _____

Address: _____ Phone No. – Business: _____

Name of Project: _____ Address of Project: _____
 (Include Lot/Apt.)

Gentlemen:

- 1) I have read both the “CONDITIONS OF WARRANTY” noted below and the “Homeowners Warranty Manual.” The following alleged discrepancies have been discovered in my home. Please investigate and repair those *item(s) that are covered by my construction warranty.
 (*Describe as clearly as you can the location of the problem as well as what the problem is.)

Item No.	HDCC Use Only <small>Do Not Write in This Column</small>	WARRANTY ITEM – LOCATION

2) Signature of Owner or Agent: _____

(No work can be performed without signature of legal owner or agent.)
 (Alterations of this form in any way will cause uncontrolled delays for remedial work.)

NOTE: Items listed above shall **not** be construed as an obligation on the part of the contractors/subcontractors.

CONDITIONS OF WARRANTY

1. Owner is hereby advised that only for those items which have not been properly installed and/or do not meet acceptable construction standards/tolerances will corrective action be taken.
2. The General Contractor/Subcontractor will not, under any circumstance perform maintenance or service for Owner/Tenant connected damage. Maintenance in your home begins on the FIRST DAY of your occupancy. We strongly suggest that you purchase maintenance items such as Tub Seal Caulking, Cleaners/Polish, and a Toilet Plunger.
3. The Contractor will make every effort to handle legitimate complaints that you have in an expeditious and efficient a manner as possible. Due to the various trades that may be involved in the remedial work, we ask that you allow the General Contractor/Subcontractors THIRTY (30) WORKING DAYS, from the date of receipt by the General Contractor of this form, to respond to those valid warranty items.
4. The Contractor's obligation is LIMITED to the repair and/or replacement of originally installed materials.

DISTRIBUTION: Original to HDCC; Owner to retain copy.