



Throughout your first year in your new home, there are areas of your home that may experience minor “weathering” and settlement. These areas may include drywall and ceramic tile. While the presence of these types of conditions are generally not construction defects, as an accommodation to our homebuyers, Towne Realty of Hawaii, Inc. will evaluate such items reported to us under the First Year Customer Care Program and, based on the specific circumstances, may repair these items one time during your first year of homeownership. Since these items will only be considered one time, we suggest that you hold these items for near the end of the First Year of homeownership.

Limited Time Customer Care Program for Manufactured Surfaces

This Customer Care Service will only occur if there is an item that is covered under our Standards of Performance. For this service, it is necessary to submit a Request for Customer Care Service to Towne Realty of Hawaii, Inc. **In the event you do not submit a Request for Customer Care Service for manufactured surfaces within ten (10) days of occupancy, you shall have no further coverage with respect to Customer Care Service for manufactured surfaces in your home.**

Manufactured surfaces include but are not limited to:

- ◆ Appliances;
- ◆ Ceramic tile;
- ◆ Fiberglass;
- ◆ Finished woodwork surfaces;
- ◆ Laminate countertops and cabinets;
- ◆ Light fixtures;
- ◆ Porcelain or porcelain coated sinks, tubs or toilets;
- ◆ Solid surface countertops;
- ◆ Stainless steel sinks;
- ◆ Toilet seats; and
- ◆ Window glass.

Scheduled Customer Care Service

As a convenience to you, our valued customer, and to provide you with prompt Customer Care Service, Towne Realty of Hawaii, Inc. is available for scheduled inspections within thirty (30) days of closing to discuss any items in your home that you feel should be addressed. This 30-day appointment allows you sufficient time to become settled in your new home. Please contact our office if you want to schedule this appointment.

Other Customer Care Service

If you wish to initiate a non-emergency customer care service appointment, you are encouraged to do so by sending a Request for Customer Care Service to Towne Realty of Hawaii, Inc. Non-emergency requests for Customer Care Service items cannot be accepted over the phone. Please understand that this program is for addressing defects and is not an on-call service program. Please submit your request as detailed in page 2-4 of this Section.



Emergency Conditions

An emergency condition is an event or situation that creates the imminent threat of damage to your home or creates an unsafe living condition due to a construction defect. Emergency conditions are defined as follows:

Total stoppage of the waste or sewer system. Total stoppage does not include one toilet blocked or stopped and another still operating. Warranty Service coverage for stoppage of the waste or sewer system is limited to the first two days the home is occupied.

Water leakage that requires shutting off the water to your home to avoid serious damage to the structure or contents of your home or an adjoining home. These are leaks that come from above the ceiling or within the walls and cannot be stopped by the wall mounted supply valves under the counter, vanity tops, or the toilet tank.

Complete loss of electrical service in your home not related to a failure of the electrical service to your home.

Following are several examples of situations that are NOT considered to be emergency situations. If these occur, take the required action, if indicated, and follow the service processing procedures described later in this section of this Manual.

1. Water leaking from base of the faucet or the dishwasher when they are not turned on. Shut off wall mounted water supply valve under sink or vanity.
2. Water leaking only when the faucet is turned on at the faucet or when running the dishwasher. Shut off faucet or dishwasher.
3. Water leaking under sink or vanity. Shut off the faucet or the wall mounted supply valve, if necessary. Either do not use leaking fixture, or place a container under the leak area and empty as necessary.
4. Toilet water supply running continuously or water leaking from toilet base or tank. Shut off wall mounted water supply valve under toilet tank.
5. Water leaking at water heater. First, SHUT OFF THE CIRCUIT BREAKER to the water heater at the electric panel and then shut off the cold water supply to the heater.
6. Appliance not operating. Contact appliance manufacturer.
7. Partial failure of electrical wall outlets or lighting.



If Towne Realty of Hawaii, Inc. or its authorized agent, subcontractor or vendor makes an emergency service call to your home and the service call is not for an emergency as defined herein, or if such service is requested subsequent to the end of the 365th day after your closing, you will be billed for the service call.

While many such situations will not be the responsibility of Towne Realty of Hawaii, Inc., whenever practical, Towne Realty of Hawaii, Inc. should be immediately contacted for a preliminary determination as to whether the problem should be handled by Towne Realty of Hawaii, Inc., handled by you with reimbursement by Towne Realty of Hawaii, Inc., or handled by you at your expense.

For emergency assistance during business hours, call Towne Realty of Hawaii, Inc. at (808) 243-5360. After hours, weekends or holidays, call the following:

Appliance Emergencies	GE Appliances	(800) 626-2000
Plumbing Emergencies	Dorvin D. Leis Co.	(808) 877-4040

If you are unable to reach Towne Realty of Hawaii, Inc., you should take those steps necessary and proper to protect your home from further damage or eliminate the unsafe condition. You remain obligated to contact Towne Realty of Hawaii, Inc. at the first practical opportunity. If we determine that the emergency condition was the responsibility of Towne Realty of Hawaii, Inc., and you took reasonable steps to contact Towne Realty of Hawaii, Inc. prior to authorizing repair work, you will be reimbursed your reasonable costs incurred in resolving the immediate problem.

Consumer Appliance (“Consumer Products”) Warranties

Neither the HBT of Maui Lani LLC nor Towne Realty of Hawaii, Inc. are responsible for performing repairs or warranty work on your kitchen or other appliances. The manufacturers of your kitchen and other appliances will work directly with you if any repairs are needed for these products. Manufacturers Customer Service Telephone numbers are listed in the use and care materials for the individual appliances provided to you at the close of escrow. Be prepared to provide the model and serial number of the item and the closing date on your home. Appliance warranties are generally for one year; refer to the literature provided by the specific manufacturer involved for complete information. **Appliances or “Consumer Products” are excluded from the Limited Warranty.**

As previously stated, the Customer Care Program ends at the end of the first year of your home ownership. After that, all service provided by Towne Realty of Hawaii, Inc. will be in accordance with the terms, conditions and limitations of the Limited Warranty.



Service Processing Procedures

You can help us to better serve you by including complete information with any Requests for Customer Care Service under the first year Customer Care Program or Requests for Warranty Service under the Limited Warranty. All requests are to be submitted via our website: www.townehawaii.com/warranty-form or by mail to:

**Towne Realty of Hawaii, Inc.
1765 Wili Pa Loop
Wailuku, HI 96793
Phone: (808) 243-5360**

For your convenience, these requests can also be submitted by fax to (808) 243-0040.

Please include the following when submitting a request:

1. Name, address and phone number where you can be reached during business hours;
2. Your closing date;
3. A complete description of the problem. For example, "Guest bath – cold water line leaks under sink," NOT "plumbing problem in bathroom".

When necessary, a Towne Realty of Hawaii, Inc. Customer Service representative will contact you for an inspection appointment.

1. Appointments are available Monday through Friday 7:30 a.m. to 3:30 p.m. Towne Realty of Hawaii, Inc. requests that at least one of the property owners be present for every service inspection.
2. The items listed in your written request will be inspected to determine appropriate action.
3. If a subcontractor or agent of Towne Realty of Hawaii, Inc. is required to complete repairs, please contact Towne Realty of Hawaii, Inc., and we will assist you in notifying the appropriate company and scheduling the necessary repairs.

Completion of service under the first year Customer Care Program can generally be expected within thirty (30) calendar days of any requested inspection unless you are otherwise notified. All requests under the Limited Warranty will follow the process and time period set forth therein.