

HARBINGER HOMES

NEW • RENEW • JUST FOR YOU

HOMEOWNER'S ADVANTAGE MANUAL





Dear Harbinger Homeowner,

Congratulations on your decision to purchase a new home from Harbinger Homes. We share your excitement about your new home and look forward to providing you with an enriching experience.

Our team designed this manual to assist you during and after the purchase of your home. The information presented here will answer many questions and prepare you for each step of the new home experience.

In addition to guiding you through the process of purchasing and building, this manual provides you with maintenance guidelines and a component-by-component description of our Warranty program.

Please take time to review this material thoroughly and rest assured that your new home will receive the same attention to detail that we have provided in this document.

Our homeowners have found it helpful to bring this manual to all scheduled meetings, adding items and notes during each step of the process. When complete, your manual will provide a useful record of information about your new home.

If you need clarification or additional details about any topic discussed, please do not hesitate to call either your sales consultant or construction manager. You can also go to our website www.HarbingerHomesNC.com and submit your inquiry. We are delighted to welcome you as part of the Harbinger Homes family and are always ready to serve you.

Sincerely,

Brian Herring
COO, Harbinger Homes



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Harbinger Homes

At Harbinger Homes you will find a tradition of creating lasting value combined with our innovative design. We value our relationships with our homeowners and pledge to be hands-on with each project, providing attention to both quality and detail. As a third-generation builder, our COO Brian Herring is committed to his craft and has selected a team of talented professionals who share his passion. Together they are dedicated to building beautiful homes and neighborhoods across The Triangle of North Carolina. Thank you for selecting Harbinger Homes as the builder of your dream home. We truly hope that you'll enjoy being a part of our family's continuing story.

Mission Statement

At HARBINGER HOMES...

We HONOR our HERITAGE...

By crafting HIGH QUALITY homes...

With a pledge of HONESTY...

The HUMILITY of service...

A dedication to HARD WORK...

A desire to HELP...

And a HOPE of enriching lives.



What Happens Next?

An Overview of Your New Home Experience

Purchasing a new home is an exciting and complex experience. It is an investment of your money, your emotions, and your time. While Harbinger Homes is building and crafting your future home, know that there are many ways that you can participate in the process which we review in detail in Section II: Purchasing Your Home. Many tasks will require your attention during regular business hours of Monday-Friday, 8:00 a.m. to 5:00 p.m. The chronological list that follows outlines a typical purchasing process and provides an overview of the events that will require your time and attention. Please observe any specific time frames given so as not to delay your closing date.



Whether this is your first new home or one of several that you have previously owned, Harbinger Homes is here to help familiarize you with our business procedures and traditions. We will gladly discuss any questions you may have about the business practices we follow.

Homebuyer's Purchase Agreement

You will use several standard forms when you purchase your new home including the homebuyer's Purchase Agreement and several addenda. The Purchase Agreement and various addenda constitute the legal understanding regarding the purchase of your new home. The Purchase Agreement specifically describes your home (both a legal description and the street address), financing information, Homeowners Association information if applicable, and additional legal provisions. Please read the Purchase Agreement and all attachments carefully. The Purchase Agreement becomes binding when signed by all parties. Once all paperwork is signed, we suggest you insert those documents in the pouch that will be given to you at the point of sale. Bring this with you to each meeting for designers and builders to reference and keep everything organized for you.

Several exhibits are usually attached to the Purchase Agreement. The features of the community determine the specific items. The list below is typical but not necessarily all inclusive.

Typical Addenda (may vary by city or state)

- **Purchaser's Information Sheet:** provides pertinent information to Harbinger Homes about your current residence and employment.
- **Homebuyer Information Checklist:** a convenient checklist for you to use as a review of important discussion points with your sales consultant.
- **Affiliated Business Disclosure (KHF):** describes the business relationship between Harbinger Homes and KH Financial, L.P.
- **Affiliated Business Arrangement (Title Company):** describes the business relationship between Harbinger Homes and one of several preferred title companies.
- **Builder's Limited Warranty Acknowledgement:** an agreement stating that you have been provided a copy of the Harbinger Homes' Builder's Limited Warranty and your corresponding responsibilities.
- **Insulation Disclosure:** outlines and describes the insulation used in your new home.
- **Notice To FHA Buyers (If Applicable):** describes your rights as a Federal Housing Administration Buyer.
- **Notice To VA Buyers (If Applicable):** describes your rights as a Veteran's Administration Buyer.



Loan Application Paperwork

Once you have signed the Purchase Agreement, it is time to finalize details for financing. This very crucial part of the homebuying process may influence the timing of your home's construction.

Loan Application Checklist

BORROWER CHECKLIST

Permanent Financing:

- **2 Years** business and personal tax returns (business returns if more than 25% owner in corporation)
- **2 Years** most recent W-2's, K-1's, and/or 1099 income forms
- **2 Most Recent Pay Stubs**, if not self-employed (show 4 pay stubs if paid weekly)
- **2 Most Recent Full Asset Statements** for down payment, reserves and/or deposit money (must show full statement, all pages; i.e., checking/savings/retirement/mutual funds etc.) *If a refinance, please show an account with at least 3 months of payment reserves
- **Copy Of Driver's License (s)** or government issued ID (s)
- **Most Recent Mortgage Statement (If Applicable), Proof Of Insurance, And Lease Agreements** for any other real estate owned (not applicable to homes listed in LLC)

Loan Underwriting

If you are using our preferred lender, our commitment to you is a loan approval within 5 business days of loan application submission. Loan application submission is to include the receipt of all checklist documents and a signed loan application.



While securing a mortgage loan, it is important to “freeze frame” your financial situation as much as possible. From application submission through closing day, keep these best practices in mind.

Do

- **Make Your Existing Mortgage Or Rent Payment On Time And In Full**
- **Keep All Accounts Current.** Pay your bills and commitments on time, including child support, car loans, student loans, credit/store cards, utilities, phone service and cable.
- **Use Credit Cards As You Normally Would.** If you rarely use credit cards, you will want to maintain a low activity level. If you typically use credit cards for daily/weekly expenses, keep the same pattern of usage.
- **Talk To Your Lender** if you are considering any decisions that will impact your financial picture—no matter how big or small. What may seem like a minor decision, could have big implications on the mortgage process.

Don't

- **Make A Major Purchase** (car, land, recreational vehicle, etc.). If you lease a vehicle, don't trade up to a bigger lease.
- **Apply For New Credit Of Any Kind,** including a store credit card or student loan.
- **Make Any Large Credit Purchases**—even for items needed or desired for your new home, such as appliances and furniture.
- **Change Employment.** If it is unavoidable, make sure you talk to your lender. Employment changes where your income will decrease, become commission based or is in a different field may cause a red flag.
- **Deposit Funds Into Your Bank Account That Are Not Easily Documented.** If you are receiving funds as a gift, you will likely be required to provide a signed letter from the person providing the gift in addition to other possible documentation.
- **Transfer Money Between Your Bank Accounts.** The goal is for your financial picture to remain as consistent as possible from application through closing day.
- **Get Behind On Bills.** One 30-day late payment on a credit card can cost up to 110 points on your credit score.
- **Change Banks Or Bank Accounts.** Have you been so impressed with North State Bank Mortgage that you would like to use North State's banking services? Great! After closing, we will help you establish a banking relationship.
- **Consolidate Debt.**
- **Borrow Money**—even from non-bank sources, like a family member or friend.
- **Co-Sign A Loan** for another borrower.
- **Close Credit Card Accounts Or Increase/Decrease Credit Lines.** As part of the mortgage process, you may identify credit accounts that you no longer use or lines of credit that are higher or lower than desired. Virtually any change to credit lines—even those that you perceive to be positive—can have a short-term negative impact on your score.



Part of the fun and excitement of buying a new home is selecting features, finish materials, and colors. You will make some of these choices at the Harbinger Homes' model home sales office and others at either our design studio or an off-site selection center. Your sales consultant will inform you of location information for each selection appointment. As you make choices for your new home, consider your present and future lifestyle taking into account your family's daily activities, hobbies, work, traditions, and level of entertaining. If you are purchasing a home that is already under construction, or even complete, many or all of the selections may already be ordered or installed, heavily limiting your availability of choices.

This section is intended to assist you in the exciting process of personalizing your new home with your unique choices.

Included Features

Each floor plan offers a substantial number of desirable features as listed on the Included Features Sheet available from our sales consultants. Please review this information carefully to prevent any misunderstandings about which features are included in the base price of your new home. If you have any questions, your sales consultant will be able to assist you.

Optional Features

Based on feedback from our customers, Harbinger Homes has developed a list of the most popular options that are available for the home plans in your new community. This list, and the current pricing of these items, are available from your sales consultant. This list is updated regularly based on feedback from our customers and fluctuations in costs.

Our options list is organized by components such as cabinet, electrical, floor covering, plumbing, etc. To include an optional item in your new home, it must be included on a selection addendum.

Selection Hints

Harbinger Homes provides you with selection sheets that list the choices you need to make. Schedule a time to make your selections as soon as possible, with a goal in mind to finalize your selections within fourteen (14) days of signing your Purchase Agreement. Your prompt completion of these selections helps prevent delays caused by backorders while also avoiding delays in the overall construction process.

Selection Holds

We reserve the right to place a hold on your selections until your lender has approved your loan and all conditions are released. As mentioned earlier, occasionally a home is already under construction and Harbinger Homes has made some or all of these choices for you. The actual stage of construction at the time of your purchase will determine what choices, if any, you will be allowed to make.

Availability

If a selection you make turns out to be unavailable, we will contact you and request that you make a different selection within 5 business days. Because so many choices are offered, Harbinger Homes is unable to predict when a particular manufacturer or supplier may discontinue any particular item. We regret any inconvenience this causes. Similarly, materials readily available when your home is built may not be available in years to come if replacements are needed.

Colors

You are welcome to bring cushions or swatches to showrooms to coordinate colors. View color samples in both natural and artificial light to get an accurate impression of the color. Variations between samples and actual material installed can occur due to the manufacturer's coloring process (dye lots) and the fact that, over time, sunlight and other environmental factors affect the samples. Some colors will appear different when seen in a large area as opposed to the sample. Additionally, granite, marble, and natural woods are quite abundant in today's designs as they help to create truly beautiful products for your home. Please understand that when dealing with products derived from natural sources, Harbinger Homes cannot be responsible for any color variations that fall within the acceptable industry standards as determined by the product manufacturer.



Exterior Choices

The selections made by your future neighbors may limit your choices for exterior finish materials or colors. The sooner you make your selections, the more choices you may have available to you. Viewing existing homes is one way to select exterior colors. Selections often look different on a full-size home.

Record of Selections

Please retain copies of your selection sheets for future reference. They are useful for matching paint colors, tile grout, and replacement items in your home.

Unauthorized Work

For safety and quality assurance concerns, Harbinger Homes cannot allow either you or your representative to perform any work or make any modifications to the home while it is under construction and before you close on the property.

Change Orders

Harbinger Homes uses a change order form to describe and document all changes you may request to your new home's plans and specifications. In order to deliver your home as close as possible to the target date, we order many items well in advance of installation. Once a particular item is ordered, making further changes may not be possible and may involve adjusting the planned delivery date and additional costs. No changes are permitted once a home has been started. Check with your sales consultant for any local (division) guidelines. Harbinger Homes will consider requests for changes after you sign the Buyer Change Order in accordance with the schedule and fees described here and by local division guidelines.

For the protection of all parties, changes are documented and incorporated into your new home only after:

- **Harbinger Homes' Management Has Approved And Signed The Change Order;**
- **You Have Approved, Signed, And Paid For The Change Prior To The Price's Expiration Date;**
- **Any Applicable Building Department Has Approved The Change, (When Applicable).**

Our contracts with our trade partners prohibit them from making any changes to plans or specifications without written change order authorization from Harbinger Homes.



Prior to the start of construction, several tasks need to be completed by both us, the builder, and you, the homeowner. We will describe these tasks in this section. Near the beginning of construction, we will offer to meet with you at a Primary Construction Review to go through plans and specifications one final time. Next, we will invite you to tour your new home with us when your home reaches the Pre-Drywall stage, just before insulation is installed. We understand that you will want to make casual visits to the site while your home is under construction. For that reason, we encourage you to please read this section, Construction of Your Home, for guidelines on construction safety.

The construction of a new home differs from other manufacturing processes in several ways. By keeping these differences in mind, you can enjoy observing the construction process in a safe manner.

- **As A Consumer**, you rarely have the opportunity to watch as the products you purchase are created. Your new home is created in front of you.
- **You Have More Opportunity** for input into the design and finish details of a new home than for most other products. Our success in personalizing your home depends on effective and timely communication of your choices.
- **Because Of The Time Required For Construction**, you have many opportunities to view your home as it is built, ask questions, and discuss details.

Primary Construction Review

You will have the opportunity to meet with your construction manager twice during this process. The first of these is a Primary Construction Review (the second is the Pre-Drywall Review, described later in this section). Your sales consultant will schedule this appointment and this meeting typically takes 60 to 90 minutes.

The purpose of the Primary Construction Review is to conduct a comprehensive review of your final plans and specifications, as well as the building process itself. We will discuss site visits and a target delivery date. We will also be available to answer any of your questions. Please read this manual information in advance of your Primary Construction Review and bring any questions you might have to this meeting.

Start of Construction

Before construction of your home can begin, Harbinger Homes will be securing a mandatory building permit for residential construction. The process varies and can take a few days to many weeks depending on the volume of applications being processed by the building department. This volume varies from month to month. Also, certain available approved options actually require that a structural change be made to your home. If you chose such an option, it may require a revision to the engineering for the home. This must be completed prior to applying for a building permit and can take from several days to several weeks.

Please keep in mind that the time of year may affect the construction start date due to weather conditions.



Safety

We understand that you will want to visit your new home between these planned construction reviews. A new home construction site is exciting, but it can also be dangerous. Your safety is very important to us and Harbinger Homes is committed to ensuring the safety of our guests, homeowners, associates, and trade partners. Therefore, for your safety, we must require that you contact your sales consultant before visiting your site so a member of our staff can accompany you during your visit. Depending upon site conditions, we may require that everyone wear a hardhat during your visit. For safety reasons, please do not visit the construction site without being accompanied by a Harbinger Homes associate or while any of our trade partners are working at the site.

Please observe these safety guidelines while visiting a Harbinger Homes construction site:

- **Wear Appropriate Footwear**, avoiding smooth soles, high-heels, and/or open toe shoes or sandals.
- **Should You Need To Bring Your Children To The Construction Site**, please keep older children within view and younger children within reach.
- **Always Look In The Direction You Are Moving** and avoid stepping on construction materials. Never walk backwards at a construction site.
- **Watch For Boards, Cords, Tools, Nails**, or construction materials that might cause tripping, puncture wounds, or other injuries.
- **Do Not Enter Any Level Of A Home That Is Not Equipped With Stairs And Rails**. Stay a minimum of six feet from all excavations.
- **Never Cross Behind Or In Front Of Construction Equipment** or delivery vehicles unless the driver is fully aware of your intention and signals you to proceed.
- **Tools, Equipment Or Materials Should Not Be Used Or Moved**.

In addition to safety considerations, be aware of the possibility that mud, paint, drywall compound, and other construction materials are in use and can get on your shoes and clothing.

Plans and Specifications

The building department of the city or county where your new home is located must review and approve the plans and specifications for your home. We construct each home to comply with those approvals and specifications which become part of our agreements with trade partners and suppliers. Only written instructions from Harbinger Homes can change these contracts. Many factors can cause variations between the model home you viewed and the home we deliver to you.

Regulatory Changes

From time to time, city or county agencies adopt new codes or regulations that can affect the building process of your home. Such changes are usually adopted in the interest of safety and are legal requirements with which Harbinger Homes must comply. Therefore, builders may construct the same floor plan slightly differently in two different jurisdictions or at two different times within the same jurisdiction.

Topography and Home Site Conditions

Because each home site is shaped differently, the position of your home on the site may vary from others in the community. In addition, the exterior elevations of each home are affected by the topography, or surface contours, of your home site. For instance, slope on the site may affect the number and configuration of the driveway, walks, steps, and rails. Exterior finish varies in accordance with the slope on the site and retaining walls are sometimes needed for extreme conditions. Harbinger Homes identifies existing trees on your home site that must be removed to create room for your home, drive, etc. Our construction practices include steps intended to preserve other trees in a healthy condition. However, because the reaction of trees to construction activities and your new home are outside our control, we cannot guarantee the health or survival of any existing trees.

Utilities and Mailboxes

The location of meters, phone and electrical junction boxes, and mailboxes are examples of items outside the control of Harbinger Homes. The various utility companies and the U.S. Postal Service determine these locations based upon the recommendations of their engineers and internal guidelines.

Changes in Materials, Products, and Methods

The new-home industry, building trades, and product manufacturers are continually working to improve methods and products. In addition, manufacturers sometimes make model changes that can impact the final product. For instance, appliance manufacturers generally make design changes every year. The model homes will show the appliances that were current when the models were built although your home may have a more recent version.

In all instances, as required by your purchase agreement, any substitution of method or product that we make will have equal or better quality than that shown in our models. Since such substitutions or changes may become necessary because of matters outside our control, we reserve the right to make them without notification.

Models

Model homes may display additional features not part of the home we build for you. Examples of these items include but are not limited to decorative items, window coverings, furnishings, larger capacity air conditioners to accommodate high traffic, mature landscaping, extra walks, fences, lighting, fountains, signs and flags. Carefully review your home's specifications and Harbinger Homes sales information to avoid misunderstandings. Contact your sales consultant with any questions.



Because finish sizes can vary somewhat, you should measure for window coverings in your home rather than in any model. You should also wait to do this until your home has received its final paint touch-ups to help ensure that there will be no changes to your measurements.

Natural Variations

Dozens of trade partners have or will assemble your home. The same individuals rarely work on every home and, even if they did, each one would still be unique. The exact placement of switches, outlets, registers, etc. will vary slightly from the model and other homes of the same floor plan.

Pre-Drywall Review

Many buyers appreciate the opportunity to tour their home just after the rough mechanical stage, before insulation and drywall. The rooms have begun to take shape but the inner workings are still visible. Although this is not an opportunity to request changes, the meeting does present an opportunity to confirm that we have properly installed the options you ordered or approved changes you requested. We will also update you on the target delivery date during the frame tour.



As with the Primary Construction Review, your Pre-Drywall Review is usually scheduled by your sales consultant. You will meet your construction manager at your new home. These reviews usually take 20 to 30 minutes. Please remember to bring this homeowner manual, your selection sheets, and any approved change orders. You will be required to wear a hardhat during this review process and low-heeled, hard soled, closed-toe shoes are recommended. This review is extended to all of our customers as a courtesy so please understand that if, for any reason, you are unavailable to attend this meeting we must continue with the construction process.

Quality

Our company will build your new home to the quality standards that are demonstrated in our model homes. Each new home is a handcrafted product—combining art, science, and raw labor. The efforts of many people meld to create the final product.

Errors and Omissions

During a process that takes several months, involves dozens of people, and incorporates a large number of different materials and products, an error or omission may occur. We have systems and procedures for inspecting our homes to ensure that the level of quality meets our requirements. We inspect every step of construction and are responsible for quality control. In addition, the county, city, and/or an engineer conducts a number of inspections at different stages of construction. Your home must pass each inspection before construction can continue.

Your Questions

We also respect your interest and appreciate your attachment to the new home. Therefore, your input into the process is encouraged. However, to avoid duplication of efforts, confusion, misunderstandings, or compounding errors, we ask that you check your purchase documents to review what you ordered and the specifications for construction of your home. If you still believe we are in error or you simply have a question, do one or both of two things:

- **Bring Your Concern Up At The Pre-drywall Tour**
- **Contact Your Sales Consultant, In Writing, With Your Question**

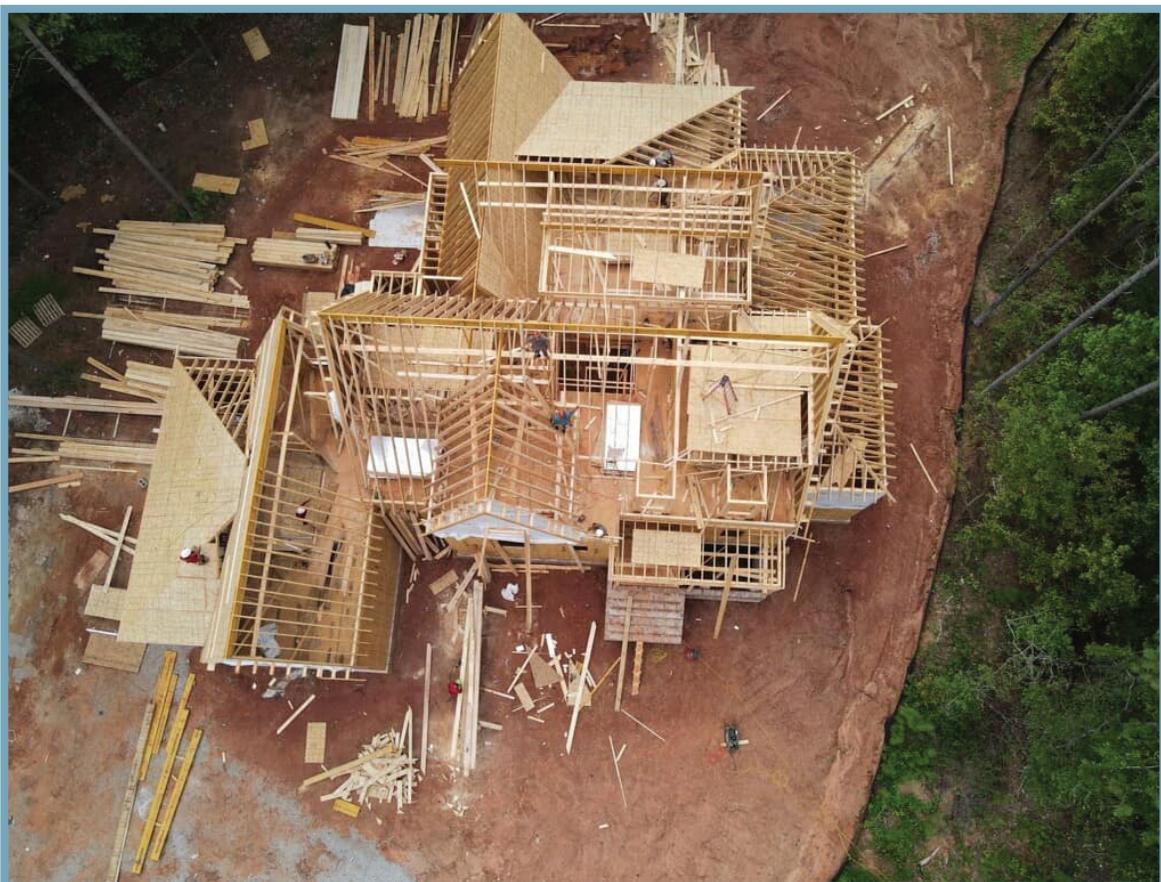


You may request an Our Customer Wants to Know Form or you may simply e-mail your sales consultant. We will note the date and time the form was received and will respond within two business days. Also keep the following points in mind once you have notified the builder of a concern:

- **Your Concern May Involve A Detail Harbinger Homes Has Already Noticed** and appreciates you bringing to our attention. Still, corrections may not occur immediately. Trades and suppliers often impose trip charges for extra visit to the home site. To be efficient, we may schedule the correction during the next routine visit. Also, a particular trade may be unavailable on short notice.
- **Work May Simply Be Incomplete;** an early stage can look wrong to you but may be exactly right when finished.
- **Methods And Materials Vary From Region To Region And Change Over Time.** When you are familiar with one method, you naturally question a different one. That does not make the new method wrong. Ask questions until you are comfortable.

Ugly Duckling Stages

During the construction process, every home being built experiences some days when it is not at its best. Homes under construction endure wind, rain, snow, foot traffic, and activities that generate noise, dust, and trash. Material scraps are a byproduct of the process. Although your new home is cleaned by each trade upon completion of their portion of the work, during your visits you will encounter some messy moments. Keep in mind that the completed homes you toured also once endured these "ugly duckling" stages.



Single Source

Harbinger Homes is a single source company. That means we select the trade partners who will contribute both the labor and materials to your home. We specify materials and products from suppliers with whom we have established relationships. As previously mentioned, while your home is under construction, we regret that we cannot allow you or your representative to perform any work on the home. Obviously, you are welcome to add your personal touches to the home after you close and have taken possession. Remember, any alterations in either materials or the structure can void certain warranties.

Trade Partners

Your home is built through the combined efforts of specialists in many trades—from excavation and foundation, through framing, mechanicals, and insulation, to drywall, trim, and finish work. In order to ensure you receive the Harbinger Homes' standard of construction, only authorized suppliers, trade partners, and Harbinger Homes' employees are permitted to perform work in your home. Each trade partner works on a limited portion of the home and may not be aware of all the details that affect the home as a whole. They are not in a position to answer questions or offer advice. All questions or requests for changes must go through Harbinger Homes, and we will obtain input from trades whenever it is deemed appropriate. Suppliers and trade partners have no authority to enter into agreements for Harbinger Homes. For your protection and theirs, the terms of our trade partner agreements prohibit alterations without written authorization from Harbinger Homes. Their failure to comply with this procedure can result in termination of their contract. Discuss changes you are considering with your sales consultant.

Schedules

The delivery date for your new home begins as an estimate. Until the roof is on and the structure is enclosed, weather can dramatically affect the delivery date. Even after the home itself is past the potential for weather-related delays, weather can severely impact installation milestones such as utility services, final grading, and concrete flatwork. Extended periods of wet weather or freezing temperatures bring work to a stop in the entire region. When favorable conditions return, the trades go back to work, picking up where they left off. Please understand that they are as eager as you are to get caught up and to see progress on your home.

Delivery Date Updates

Harbinger Homes recognizes that timing is critical to planning your move. Although a guaranteed date is unrealistic in the early stages of construction, the builder can provide regular updates. As the home nears completion, the construction manager can provide a firm delivery date (usually at least 30 days before the closing). Meanwhile, be flexible and avoid making arrangements that might cause you worry if the closing date changes.

We will update you on the estimated delivery date at each of our construction meetings. You are also welcome to check with us for the most current target date. As completion nears, more factors come under our control and we can be more precise about that date. As previously mentioned, expect a firm closing date no later than 30 days before delivery. We suggest that, until you receive this commitment, you avoid finalizing arrangements for your move. Until then, flexibility is the key to comfort, convenience, and piece of mind. We want you to enjoy this process and avoid unnecessary stress caused by uncertainty that cannot be avoided. Please keep in mind that your belongings may be brought into the home only after the closing because of insurance issues and the regulations of the applicable building department.

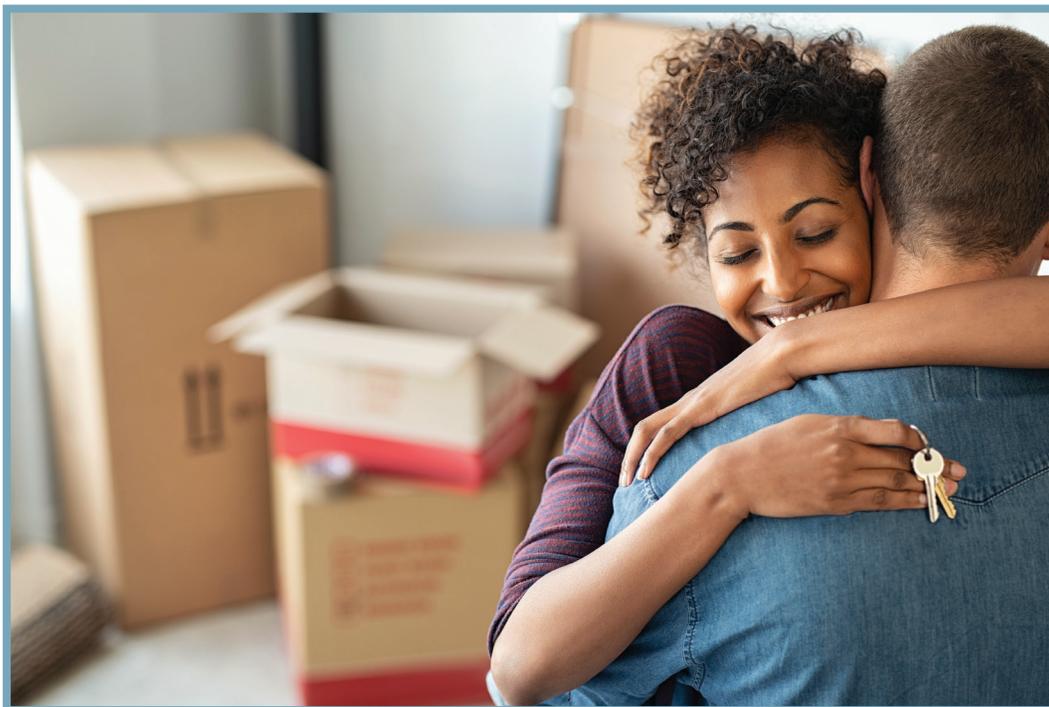
"Nothing's Happening"

Expect several days during construction of your home when it appears that nothing is happening. This can occur for a number of reasons. Each trade is scheduled days or weeks in advance of the actual work. This period is referred to as "lead time." Time is allotted for completing each trade's work on your home. Sometimes, one trade completes its work a bit ahead of schedule. The next trade partner already has an assigned time slot, which usually cannot be changed on short notice.

Progress pauses while the home awaits building department inspections. This is also part of the normal sequence of the construction schedule and occurs at several points in every home. Also, throughout construction of a home, work progresses more rapidly as highly visible stages are completed (such as installing large expanses of walls) and more slowly at others (such as detail work in framing in soffits and closets). If you have questions about the pace of work, please contact your sales consultant for an update.

Locks and Keys

Once exterior doors and locks are installed, we will access your home with a construction master key. Company policy prohibits staff members from loaning these keys to anyone. Using your permanent key in the locks for the first time will reposition the lock tumblers and the construction master keys will no longer open your home. A Harbinger Homes associate will perform this task with you or your construction manager will de-master your locks prior to you moving into your new home.





Construction Sequence and Harbinger Homes' Stages

Although the specific sequence of construction steps varies and overlaps, this is the general process we use to build your home:

- 1. Foundation**
 - Set electric temporary power pole
 - Set foundation form
 - Excavation and sand knock-down
 - Plumbing grounds and rough
 - Install cables and/or rebar
 - Inspect foundation
 - Place concrete
- 2. Framing**
 - Frame first floor
 - Frame second floor (if applicable)
 - Roof trusses or rafters
- 3. Roof**
 - Exterior trim
 - Sheathing
 - Install windows and doors
 - Install roof decking
- 4. Set Fireplace (If Applicable)**
- 5. Plumbing Rough**
- 6. HVAC Rough**
- 7. Electrical Rough**
- 8. Inspection(s)**
- 9. Drywall - Delivers**
- 10. Install Insulation**
 - Drywall installation
 - Masonry installation (if applicable)
- 11. Paint Exterior**
- 12. Interior Trim**
 - Interior doors and trim complete
 - Blown insulation (if applicable)
 - Paint interior
 - Wall bath tile installed (if applicable)
- 13. Cabinets And Countertops**
 - Cabinets set
 - Kitchen countertops and vanity tops set
 - Floor tile and fireplace tile set (if applicable)
- 14. Mechanical Trims Complete**
 - Plumbing trim
 - HVAC trim
 - Electrical trim
 - Appliances set
- 15. Gas Underground And Meter**
 - (if applicable)
- 16. Door Locks And Bath Hardware**
- 17. Flooring And Carpet Complete**
- 18. Landscaping**
 - (if applicable)
- 19. Final City/county Inspection**
 - (if applicable)
- 20. Perform Move-In Ready Inspection (MIR)**
- 21. Final Inspection(s)**
- 22. Improvement (Final) Survey**
 - (if applicable)
- 23. Certificate of Occupancy (CO)**
 - (if applicable)
- 24. Homeowner New Home Orientation**
- 25. Closing**
 - (at the title company)

The New Home Orientation has several purposes. The first is to demonstrate the features of your home while also discussing home maintenance items and our 2+ Advantage Limited Warranty program. Secondly, we want to ensure that all of your selections are accurately installed. Finally, we want to confirm that we have delivered your new home at the level of quality described in our documents and shown in our model homes.

Your New Home Orientation is an introduction to your home and its many features. We follow a preplanned agenda and a set route through the home to assure that we cover everything. Our homeowner orientation provides you with:

- **An Introduction To Your New Home.**
- **A Review Of Key Points About Homeowner Maintenance And The Harbinger Homes 2+ Advantage Limited Warranty.**

Scheduling

We schedule the orientation with you as your home nears completion, typically several days before your closing. Appointments are available Monday through Friday. In winter months especially, we like to start these meetings no later than 2:00 P.M. in order to ensure sufficient daylight to adequately view all surfaces. The review will take place at your new home.

Last-Minute Activity

If you visit your home a day or two prior to orientation, you may notice dozens of details that need attention. During the last few days just prior to your orientation appointment, many trade partners and Harbinger Homes' associates will be working in your home. They are completing last-minute adjustments and fine-tuning your home. These finishing touches cannot be performed until all of the parts have been installed. What seems like a rush of activity is a normal part of the construction process.





Preparation

Following these hints will assure that you get the maximum benefit from your orientation.

- **Allow Enough Time:** Arrange your schedule so you can use the full amount of time allotted.
- **Bring Homeowner Pouch With All Homeowner Documents.**
By having this manual, your selection sheets, and any approved change orders with you, it is easier for us to answer any questions about the items installed in your home during this time.
- **Attend Alone:** Our experience shows that the orientation is most beneficial when buyers focus all their attention on their new home and the information we present. Although we appreciate that friends and relatives are eager to see your new home, it would be best if they visit after your orientation. Similarly, we suggest that, if possible, children and pets not accompany you at this time. If a real estate agent has helped you with your purchase, he or she is welcome but not required to attend.
- **Review Orientation Forms:** You will be provided with a copy of our New Home Orientation Form. Should there be any small items that need any attention, we will note their details on a separate form.
- **Bring Questions:** If you have not already done so, please read the maintenance tips and information and warranty guidelines in Section VIII. of this manual. If you have questions, make note of them to bring up at the orientation.
- **Attire:** For your convenience and to protect your new home, Harbinger Homes will provide booties to slip over your shoes. You may want to wear shoes that are convenient to get off and on as we will tour both the exterior and interior of your home.
- **Get Involved:** Plan to listen carefully and take a hands-on approach. Push buttons, lock locks, and flip breakers. This helps you remember the dozens of details we cover.

Cosmetic Surfaces

During your orientation, we will confirm that all surfaces are in good and acceptable condition (e.g., mirrors, tubs/showers, countertops, windows, vinyl flooring, etc.). Should there be any details that need attention, they will be noted and handled before you close on your new home. After we remedy any possible items noted during the orientation, future repair of cosmetic surface damage is your responsibility. Additional details are included on the orientation forms. Our limited warranty specifically excludes repairs for damage caused by moving in or living in the home. For example, if your movers scratch the marble entry floor bringing the piano in, notify the moving company. If you splinter some wood trim and break a taillight backing out of your new garage, repairs to the garage and the car are your responsibilities. Harbinger Homes is always available to assist you with information about cosmetic repairs you may need to make.

Quality

Although the features may differ, the overall quality of your home should equal that shown in our models and described in your purchase documents. Should there be any issues, we will list items we agree need further attention and arrange appropriate work. Orientation items typically fall into several categories:

- **Incomplete Or Missing** (e.g., cabinet knob not installed.)
- **Incorrect** (e.g., porch light should be polished brass, not antique.)
- **Dysfunctional** (e.g., bath fan does not come on.)
- **Below Company Standard** (e.g., dining room window is unusually difficult to open.)
- **Damaged** (e.g., scrape on wall from carpet installation.)
- **Not Cleaned** (e.g., mud on the garage floor.)

At some point, quality ceases to be scientific and becomes a matter of personal taste. In a few areas, your personal standards may be even higher than ours. Our commitment to you is that we will deliver what we promised and represented.

Completion of Items

Harbinger Homes takes responsibility for resolving any items noted during your orientation. We will complete or resolve all such items prior to your closing on your new home. It is the policy of Harbinger Homes not to allow any closing to occur that has outstanding items remaining to be completed. Therefore, prior to your close, we will confirm that any items listed during your orientation have been resolved to meet our standards and policies. Circumstances may arise, such as incomplete landscaping in severe winter conditions, when Harbinger Homes may, on a case-by-case basis, allow an exception to the aforementioned policy. In those instances, all parties must agree to the exception.



In this section, we describe the documents you will sign and other important details about the closing process. We have included guidelines to assist you in preparing for closing and move-in. At closing, the ultimate purpose of your purchase agreement is achieved: Ownership of your new home is transferred from Harbinger Homes to you. The steps include finalizing your loan (one set of papers and checks) and Harbinger Homes selling you the home (another set of papers and checks). The funds are disbursed to the appropriate companies, title is transferred to your name(s), and any loan is recorded against your new property. This process involves many documents—some of which are duplicates. Although these documents are not negotiable and thousands of home buyers have signed them, you should still take the time to read and understand them.

Closing Date

Harbinger Homes recognizes that timing is vitally important in planning your move and locking in your loan. We can specify an exact delivery date when construction reaches a point at which weather, material and labor shortages, or change orders are unlikely to affect completion of your home. If you purchased a home that is to be built, Harbinger Homes will notify you of the closing date 30 days or more before the actual date. We will typically set the specific appointment time within at least three days of your new home orientation. The closing process takes approximately an hour.



Location

The closing on your new home typically takes place at the attorney's office specified on page two of your purchase agreement. We will confirm the location with you when we set the appointment.

Documents

At closing, the documents necessary to convey your new home to you and to close the loan from the mortgage company will be signed and delivered. In addition to these standard items, the lender, the title company, and Harbinger Homes may require other documents to be signed. The principal documents typically include the following:

- **Deed or General Warranty Deed**
A deed is a document that transfers the title to the new home and property to you. A General Warranty Deed conveys the home and home site to you, subject only to permitted exceptions. It guarantees that the title conveyed is good and the transfer rightful.
- **Title Commitment**
Likewise, you will be issued an owner's title policy that protects your interest in the property. Harbinger Homes will provide evidence of title to you at the time of closing at no cost to you. Review the title commitment carefully. Discuss any questions with your title company. Within 60 days after the closing, the title company mails a standard ALTA owner's final title insurance policy, insuring you the title to your home in accordance with the commitment you received at closing. Keep the title insurance policy in a safe place with your other valuable closing documents.
- **Promissory Note**
The promissory note is from you, payable to the lender in the principal amount of the loan, plus interest. Normally, one-twelfth of your annual taxes and homeowner's insurance will be added to the principal and interest payment to determine your total monthly payment.
- **Deed of Trust (in some States)**
This document encumbers your home as security for the repayment of the promissory note. When the note is fully paid, the title to the home will be conveyed to you.

"The Final Number"

Certain customary items in connection with the property will be prorated to the date of closing such as prepaid expenses, or reserves required by your lender and Homeowners Association, if applicable. Prorations of general real property taxes and assessments will be based on the current year's taxes and assessments or, if they are unavailable, on the taxes and assessments for the prior year. The final cost figure is available near to the actual closing. Although a reasonably close estimate may be determined before the date of closing, the proration of several items included is affected by the closing date and cannot be calculated until that date is known. The Real Estate Settlement Procedures Act (RESPA) provides you with many protections. Under this law, you can review the settlement page that lists costs you are paying at closing one day before the closing appointment.

Preparation

The key to a smooth closing is preparation. Several details require your attention. You can handle most of these by phone. Address these details during the weeks before closing to prevent last-minute delays.

Form of Payment

Plan to bring certified funds or a cashier's check to the closing table. In your planning, be sure to allow time to arrange for and obtain these funds. Keep in mind that some banks place a hold on monies moved from another account.

Insurance

You need to provide proof of a homeowner's policy from your insurance company and agent. Your insurance agent should know exactly what is needed. We suggest you arrange for this at least three weeks before the expected closing date.

Harbinger Homes or Lender Issues

The title company is not authorized to negotiate or make representations on behalf of any of the parties involved in the closing. Therefore, please discuss any questions, agreements, or other details directly with us or your lender in advance of the closing.

Utilities

Harbinger Homes will have utility service removed from its name one to two days after closing. You will need to notify all applicable utility companies of your move so that service is provided in your name. We suggest that you contact these companies well ahead of time to avoid any interruption in service. If you ordered a security system for your home, you can arrange to activate that system by contacting the monitoring service for a connection appointment.



- **Form Of Payment**
- **Insurance**
- **Harbinger Homes Or Lender Issues**
- **Utilities**
- **House Keys**
- **Garage Door Opener Operators**
(If Applicable)
- **Mailbox Keys**
(If Applicable)

House Keys

When the closing process is complete, and your loan has funded, you will receive the keys to your new home from the closing attorney or the seller's agent (in the states of California, Nevada, Ohio, Oregon, and Washington the keys cannot be released until the new closing has been recorded at the respective county office). You will receive two keys for each lock on your home. The same key will operate both the knob and the deadbolt locks. When you insert your new key for the first time in each lock, the tumblers change and our master key will no longer unlock your door. We recommend that you try all of the keys in all of your locks to confirm smooth operation. Depending on the number of family members living in the home, you may want to get extra copies of your keys made.

Garage Door Opener Operators (If Applicable)

Garage door opener operators will be left either in a drawer in your kitchen or given to you in a Harbinger Homes zippered pouch. If you wish to change the code, review the manufacturer instructions. Batteries typically need to be replaced about once a year. You will receive two operators for each garage door opener installed in your home. If you need additional operators, contact the garage door opener company using the customer service number shown in the manufacturer's literature that came with the openers.

Mailbox Keys (If Applicable)

If you are in a neighborhood that has community mailboxes, your mailbox key will be held by the seller agent and available when you pick up the keys to your new home. In the case of some master-planned communities, your mailbox keys will be available to you at the community center office. Your sales consultant will advise you on the key procedure in your neighborhood.

First Mortgage Payment

Your lender will provide you with information on where to send your mortgage payments and when the first payment will be due. Many lenders supply payment coupons for you to send in with your payments.



Many of your responsibilities as a homeowner, as well as Harbinger Homes' responsibilities under the terms of our limited warranty, are discussed in this section. Begin now to become familiar with our warranty service commitment to you as well as the home maintenance you will need to provide. Harbinger Homes executes a number of planned contacts with you during the warranty period. These visits and procedures for service outside these standard contacts are described in this section.

Harbinger Homes has constructed your home with carefully selected materials and the effort of experienced craftsmen and laborers under the supervision of our field personnel, with the administrative support of our office personnel. Although this group works from detailed plans and specifications, no two homes are exactly alike. Each one is unique as a home is one of the last hand-built products left in the world. Over time, each behaves differently. Although quality materials and workmanship have been used in creating your home, similar to an automobile, it requires care from the first day. Regular homeowner maintenance is essential to providing a quality home for a lifetime. This section of our manual was assembled to assist you in that effort.

Homeowner Use and Maintenance Guidelines

We are proud of the homes we build and the neighborhoods in which we build them. We strive to create lasting value. This is best achieved when you, as the homeowner, know and perform appropriate maintenance tasks. Periodic maintenance is necessary because of normal wear and tear, the inherent characteristics of the materials used in your home, and normal service required by the mechanical systems. Natural fluctuations in temperature and humidity also affect your home, resulting in probable maintenance items. These items are often the result of the effects that the environment has upon both the natural and manufactured materials in your home and their resulting interaction with one another.

We recognize that it is impossible to anticipate and describe every possible attention that will be needed for good home care.

Prompt Attention

In addition to routine care, immediate attention to a minor maintenance item can often save you a more serious, time-consuming, and sometimes costly repair later. Note also that neglecting routine maintenance can void applicable limited warranty coverage on all or part of your home. By caring for your new home attentively, you ensure uninterrupted warranty coverage as well as your enjoyment of it for years. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

Manufacturer Literature

Please take time to read the literature (warranties and use and care guides) provided by the manufacturers of consumer products and other items in your home. The information contained in that material is not repeated here. Although much of the information may be familiar to you, some points may differ significantly from homes you have had in the past. We make every effort to keep the information in this manual current. However, if any detail in our discussion conflicts with the manufacturer's recommendations, you should follow the manufacturer's recommendations. Activate specific manufacturer's warranties by completing and mailing any registration cards included with their materials. Manufacturer's warranties are warranted directly to you in accordance to the terms and conditions of those written warranties so it is in your interest to be aware of such coverage.

Harbinger Homes Limited Warranty

While we strive to build a defect-free home, we know that, with repeated use, an item in the home may fail to perform as it was originally intended. When this occurs, we will make necessary corrections so the item meets our warranty guidelines. In support of this commitment, Harbinger Homes provides you with a limited warranty.

Corrective Actions

In addition to the information contained in the limited warranty, this manual includes details about the criteria used to evaluate concerns you report. Its purpose is to let you know what our warranty commitment is for many of the typical concerns that may arise with owning a new home. The manual describes the corrective action we will take in many common situations.

We Sometimes Break Our Rules—In Your Favor

Our criteria for qualifying warranty repairs are based on typical industry practices in our operating regions and meet or exceed those practices. Please note that we reserve the right, at our discretion, to exceed these guidelines if common sense or individual circumstances deem it to be appropriate, without being obligated to exceed all guidelines to a similar degree or for other homeowners whose circumstances are different.

We Sometimes Say No

With a product as complex as a home, different viewpoints regarding which tasks are homeowner maintenance responsibilities and which are Harbinger Homes' warranty responsibilities are possible. If you request customer care on a maintenance item, we will explain to you the steps you should take to care for that item. We are always available to answer your home care questions during and after your warranty period. However, providing normal maintenance for your home is your responsibility.

Warranty Specimen Provided for Your Review

You will receive the Harbinger Homes Builder's Limited Warranty document at your New Home Orientation. We also provide a copy for your review at the time you sign your purchase agreement. Please read through this information, as well as the service procedures and guidelines discussed on the following pages. If you have any questions, please contact our Customer Care Department.



Warranty Reporting Procedures

Providing customer care for a new home is more complicated than for other products. When you purchased your home, you actually purchased hundreds of items and the work of 35 to 50 independent trade partners. With so many details and people involved, a planned system is essential. Our Customer Care Program is designed based on your written report of non-emergency items. This provides you with the maximum protection and allows us to operate efficiently, thereby providing faster service to all homeowners.

Please submit all service requests on our website at HarbingerHomesNC.com. If, for whatever reason, you must phone your request into us, that is also acceptable. However, for everyone concerned, the written request is the preferred method. Always keep a copy of the request for your records. This written system permits Harbinger Homes' personnel to focus their time producing results for you and following up. Experience has taught us that accuracy and efficiency suffer when we work outside this system and sacrifice careful documentation.

Emergency Service

While emergency warranty situations are rare, when they do occur, prompt response is essential. Begin by becoming familiar with those items that you can keep an eye on. Troubleshooting tips appear in this manual for several of your home's components:

- **Air Conditioning**
- **Electrical**
- **Heat System**
- **Plumbing**
- **Roof (Leak)**
- **Water Heater**

Please refer to the individual categories to review these hints which appear at the end of the corresponding sections. Often your immediate action taken can either resolve completely or lessen the problem until a technician arrives.

If your review of the troubleshooting tips fails to solve the problem call Harbinger Homes' Customer Care Department, during normal business hours:

1 (800) 367-0414

After hours, or on weekends or holidays, call the applicable trade partner or utility company directly. Their phone numbers are listed on the Emergency Phone Numbers sheet you receive at your New Home Orientation.

Our trade partners or local utility companies provide emergency responses to the following conditions:

- **Total Loss Of heat** when the outside temperature is below 50° F
- **Total Loss Of Cooling** when the outside temperature is above 95° F
- **Total Loss Of Electricity**
- **Total Loss Of Water**
- **Plumbing Leak** that requires the entire water supply to be shut off
- **Gas Leak**

Please note that if a service (gas, electricity, water) is out in an entire area, attention from the local utility company is needed. Trade partners are unable to help with such outages.

Air Conditioning

Understandably, if your air conditioner is not working you want it fixed immediately. Often times, many other homeowners in the area will discover they too are in need of service on their air conditioners on the same hot day as you. The trade partners who address these needs generally respond to calls on a first come, first served basis. If your call for service comes during this unusually busy time period, you may wait several days for a technician to arrive. For this reason, we recommend that you operate your air conditioner as soon as warm temperatures begin. In this way, if service is required, you can avoid the rush and receive a more satisfactory response.

Roof Leak

While we agree with homeowners that a roof leak is indeed an emergency, most often the repairs cannot safely or effectively be performed while the roof is wet. During business hours, contact our office with the information, take appropriate steps to mitigate damage, and we will follow up when conditions make repairs possible. (See Roof for more details)

Other Emergencies

In addition to emergency situations covered by our limited warranty, be prepared for other kinds of emergencies. Post phone numbers for the fire department, police, paramedics, and poison control near phones in your home. Have companies in mind in the event you need a locksmith, water extraction, glass breakage repair, or sewer router service. If you are new to the area, neighbors may be able to recommend good service providers. Once you have gotten to know your neighbors, introduce your children to whomever might be available to help in an emergency if you are not home.



Other Warranty Service

If you wish to initiate non-emergency warranty service between the standard 30-45 day and 12-month report, you are welcome to do so by submitting a service request on our website at HarbingerHomesNC.com.

Kitchen/Laundry Appliance Warranties

The manufacturer of your kitchen and laundry (if applicable) appliances have asked to work directly with homeowners if any repairs are needed for their products. Customer service phone numbers are listed in the use and care materials for each appliance. Be prepared to provide the model and serial number of the item and the closing date on your home. For your convenience, we have included an Appliance Service Information Sheet among the other checklists in this manual.

Appliance warranties are generally for one year only. Please refer to the literature provided by the manufacturer for complete information. Remember to mail in any registration cards you receive with manufacturer materials. If you have registered your appliance with the manufacturer you will be contacted should there be an applicable recall.

Warranty Item Processing Procedures

When we receive a warranty service request, we will contact you for an inspection appointment. Warranty inspection appointments are available Monday through Friday, 8:00 a.m. to 3:30 p.m. We inspect the items listed in your written request to confirm warranty coverage and determine appropriate action.

Generally, reported items fall into one of three categories:

- **Trade Partner Item**
- **In-house Item**
- **Home Maintenance Item**

If a trade partner or an in-house employee is required to perform repairs, we issue a warranty work order describing the situation to be addressed. If the item is home maintenance, we will review the maintenance steps with you and offer whatever informational assistance we can. Occasionally the inspection step is unnecessary. In that case, we issue the needed work orders and notify you that we have done so.



Help Us to Serve You

We can provide customer care quickly and more accurately if we have all the necessary information. With your warranty request, please include:

- **Your Name, Street Address, And The Phone Numbers** where you can be reached during business hours.
- **Your E-mail Address**, either at home or work, or both.
- **A Complete Description Of The Problem**, for example, "guest bath—cold water line leaks under sink," rather than "plumbing problem."

Access to Your Home

Harbinger Homes conducts inspections of interior warranty items only when an adult is available to accompany our representative and point out the items you have listed. Both our in-house service technicians and those of our trade partners will likewise perform repairs only when an adult is available to admit them to your home. An adult is a person 18 or older who has your authorization to admit service personnel and sign completed work orders.

Exterior Items

Exterior items can usually be inspected and repaired without an adult present, provided access is available (for instance, no locked gate). However, we will contact you the day prior to any visit and let you know we will have someone on your property. If you prefer to meet with us and discuss the item(s) in question, we are happy to arrange an appointment.

Repair Appointments

Depending on the work needed, and after warranty response is made, the customer care manager will ask you to designate a work date for approved repairs to be made. This allows us to notify the appropriate trade partners and arrange for most repairs to occur on the same day.

Although on occasion work must occur in sequence and more than one work date might be needed, this system works well in the majority of situations. Once work date appointments are set, we confirm them the day before and our customer care manager follows up to confirm repairs are completed.



Inspection and Work Hours

Our warranty hours are as follows:

- **Administrative Staff:** Monday through Friday, 8:00 a.m. until 5:00 p.m.
- **Inspection Appointments:** Monday through Friday, 8:00 a.m. until 3:30 p.m.
- **Work Appointments:** Monday through Friday, 8:00 a.m. until 5:00 p.m.

Evening and weekend appointments are reserved for emergency situations. We appreciate your understanding and cooperation with these policies.

Pets

Harbinger Homes respects the pets that many homeowners count as members of their households. To prevent the possibility of an animal getting injured or lost, or giving in to its natural curiosity about tools and materials used for repairs, we ask that you restrict all animals to a comfortable location during any warranty visit, whether for inspection or warranty work. This policy is also for the protection of our employees and trades personnel. We have instructed Harbinger Homes and trades personnel to reschedule the appointment if pets have access to the work area.

Your Belongings

During all work that we perform for our homeowners, we are concerned that your personal belongings are protected. When warranty work is needed in your home, we ask that you remove vulnerable items or items that might make performing the repair difficult. Harbinger Homes and trade personnel will reschedule the repair appointment rather than risk damaging your belongings.

Surfaces

We expect all personnel who work in your home to arrive with appropriate materials to cover the work area, protecting it from damage and catching the dust or scraps from the work being performed. Similarly, all personnel should clean up the work area and remove any excess materials.

Repair personnel will routinely check the work area for any existing damage to surfaces. They will document any scratches, chips, or other cosmetic damage prior to beginning repairs to avoid any later disagreement about how and when such damage occurred.



Signatures on Work Orders

Signing a work order acknowledges that a technician worked in your home on the date shown and with regard to the items listed. It does not negate any of your rights under the warranty nor does it release us from any confirmed warranty obligation. If you prefer not to sign the work order, the technician will note that, sign the work order, and return it to us for our records. Our work order form includes a brief survey about the service provided. We appreciate your taking a moment to respond to the items listed and let us know your opinion. If you are dissatisfied with any service we provide, you can note that on the work order or call the customer care office. We will review your concerns and determine whether our requirements have been met.

Completion Time

A regular review of outstanding work orders is part of our office routine. Checking with trade partners and homeowners alike, we strive to identify the cause for delays and to complete all warranty work within an appropriate and reasonable period.

We intend to complete all warranty work orders within 14 work days of the inspection unless you are unavailable for access. If a back-ordered part or similar circumstance causes a delay, we will let you know. Likewise, when weather conditions prevent the timely completion of exterior items, we may ask you to resubmit a request for those items when conditions allow for their completion, sometimes in upwards of several weeks or months.

Missed Appointments

Good communication is a key to successful completion of warranty items. We strive to keep homeowners informed and to protect them from inconvenience. One of our challenges is when unexpected events result in missed appointments.

If a Harbinger Homes employee or a trade person will be late, he or she should contact you as soon as the delay is recognized, offering you a choice of a later time the same day or a new appointment. If you must miss an appointment, we appreciate being alerted as soon as you realize your schedule has changed. Should your schedule change after alerting us to a warranty issue and you will not be available for an extended period of time, we may close your request until such time that you will be readily available.



Customer Care Summary

The many details of warranty coverage can be confusing. We hope this summary of key points will help. If you do not know whom to contact, call our customer care office and we will be happy to help you.

Hours

- **Administrative Staff:** Monday through Friday, 8:00 a.m. until 5:00 p.m.
- **Inspection Appointments:** Monday through Friday, 8:00 a.m. until 3:30 p.m.
- **Work Appointments:** Monday through Friday, 8:00 a.m. until 5:00 p.m.

Appliances

Contact the manufacturer directly with the model and serial number, closing date, and a description of the problem. Refer to your Appliance Service information sheet.

Emergency

First, check the troubleshooting tips in this manual. If those tips do not solve the problem, during our business hours (Monday through Friday, 8:00 a.m. until 5:00 p.m.), call our warranty office. After business hours or on weekends or holidays, contact the trade or appropriate utility company directly using the emergency numbers you receive at your orientation.

Non-emergency

Submit all service requests on our website at HarbingerHomesNC.com.

Storm Damage or Other Natural Disaster

Contact your homeowner's insurance agent immediately. Contain damage as much as possible without endangering yourself. Photograph the damage as necessary.

Your Feedback

Our desire to maintain open communication with you extends through the buying process and after your move-in. In an effort to improve the product and service we provide, we welcome your comments on how we've performed. We survey our customers both at the time of closing and after move-in. Our goal is to build the best home and the best customer relationship possible. Your feedback, on these surveys, helps us reach that goal. At Harbinger Homes, we are always striving for continuous improvement. The comments and opinions of our customers is one way in which we both measure our performance in trying to reach that goal as well as develop new solutions for customer satisfaction. Additionally, we survey you after each customer care visit to make sure we are living up to our promise of providing outstanding customer service.

As time passes, if your housing needs change, we are ready at any time to build you another home. We also appreciate your referrals. Our office is always happy to provide you with information about where we are currently building and the products we offer. We also encourage you to frequently visit us at www.HarbingerHomesNC.com and discover many interesting facts about purchasing a new home as well as homeownership. We strive to constantly enhance our website in an effort to provide you with as much helpful information as possible about all aspects of homeownership.

