

## **Halston Modular Homes Ltd. Warranty Process**

Halston Modular Homes Ltd. is under the direction of Triple M Housing Ltd. in regards to Warranty coverage and filing a claim. Please read and review all supplied documentation from Halston modular Homes. All major appliances in your home are subject to their own third party warranty, for further information consult you provided *Third Party Warranty Process* document for contact information.

1. Identify issue. Clearly state the issue with all relevant information, ie: date, location, area affected, responses you have taken to managing the issue.
2. Attached multiple pictures from varying angles and a brief description for each.
3. Email our warranty department with as much detail as possible along with your pictures to [servicedepartment@halstonhomes.com](mailto:servicedepartment@halstonhomes.com)
4. Our warranty department will examine your claim and follow-up if more details are required. The claim will be forwarded to Triple M Housing for approval to correct/fix/assess your claim issue.



It is the responsibility of the homeowner to perform regular maintenance of their home to prevent damages and issues from occurring. The following scenarios are common situations which new homeowner may experience within their first year of owning their home.

### **Cosmetic Issue claims**

Halston Modular Homes will review your cosmetic claim and take appropriate action towards the best available solution. Halston Modular Homes will send a contractor to assess the issue and surrounding area, take appropriate measurements and acquire any needed information.

**\*\*Please note that Halston Modular Homes and Triple M Housing does not provide warranty for drywall cracking.\*\***

Halston Modular Homes will strive to rectify your issue as soon as possible. The assigned contractor will provide service for the approved issue – DO NOT request assistance with additional issues without prior approval from Halston Modular Homes.

*For approved claims that do not require service parts to be ordered,* the assigned contractor will arrange with the homeowner a mutual time to complete the assigned work.

*For approved claims requiring part ordering,* homeowner may experience delays in upwards of 4 to 8 months due to supply shortages and shipping delays. These issues are beyond the control of Halston Modular Homes and your patience is appreciated.

When Warranty service of your home is ready to be scheduled, a contractor will contact you via your supplied contact information. Please ensure you keep this information up to date to prevent service delays.

On the day of service please ensure the area is safe to enter, including pets being kept in a closed room and entrances are clear.

### **Furnace, Hot Water Tank, Water Leak Issues**

Unforeseen issues may occur and it is the responsibility of the homeowner to know the appropriate action to protect their home. As new builds often require multiple industries synchronizing service, there may be times when coordination is not possible and may present some homeowner issues. This may include no power service in a home, pipe blockages, as well as, unconnected home water, hot water tank and furnace hookups.

Please review the Site Preparation Package to determine if it is your responsibility or that of Halston Modular Homes to schedule hydro and gas hookups.



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WHERE QUALITY AND AFFORDABILITY MEET

## FURNACE – first year of warranty\*

*In the event your furnace stops working.* First step, consult and troubleshoot your furnace manual provided with your new home. Second, call Halston Modular Homes Ltd. We will arrange for a professional to assess and fix the situation. Halston Modular Homes will notify the manufacturer of the issue and obtain approval for the necessary solution.

*In the event your furnace stops working and you are unable to contact Halston Modular Homes.* We understand that this does happen, if you are in Kamloops or surrounding area, we highly recommend the homeowner contact KVA Mechanical (250) 554-0505. They are familiar with our furnaces and what the issue is. If this happens and you are out of town, please contact the HVAC Company that hooked up your furnace to come and assess, quote and fix the situation.

A detailed description and pictures from your company is required by Triple M Housing, without this information Triple M Housing may decline the claim.

## HOT WATER TANK

*Your hot water tank is leaking.* First, shut the water off to your home. There is a water shut off under your kitchen sink. Second, contact Halston Modular Homes and let the service department know of the issue, we will send a contractor out as soon as possible.

*Water tank is leaking while out of town or Halston Modular Homes cannot be reached.* Contact the company that connected the water/sewer to your home to assess and quote the situation. As with the furnace, Triple M and Halston Modular Homes require detailed information and pictures with this to approve for warranty.

## WATER LEAK OR FROZEN LINES

*Water leak under or in the home.* If this happens, please call Halston Modular Homes immediately, we will help assess and find the issue. Turn off the main water to your home as soon as possible. Remove as much water from the area to prevent moisture getting into flooring/walls/baseboards/cabinetry. If possible, place a fan in the area to aid in drying.

*Water leak due to an incomplete pressure test on a private land home where Halston did not hook up water/sewer.* The homeowner must contact their setup provider to correct the issue.

*Frozen water line.* The first step is to ensure your heat tape is plugged in under the sink. Second, call Halston Modular Homes, and a contractor will be dispatched to rectify the situation as soon as possible. If you are noticing it in a bathroom or kitchen, have the water



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running at a slow trickle on each tap until a contractor can get to your home to fix the main issue. This issue is typically noticed in -20 C temperatures.

*Frozen water line while away from home.* Please contact the set up contractor for your water and sewer, ask them to take pictures, find the frozen location and quote us with a detailed description.