

Warranty/Service Calls: Contractor shall consistently make best efforts to timely complete all warranty/service calls but must have all work completed within calendar days from date of JNS request. If there are any extenuating circumstances that will delay the completion of work, Contractor must immediately contact JNS Warranty Department or VPO to advise of circumstances.

Emergency Requests

1. Emergency requests (i.e. water, sewer, lack of heat, smoke or circumstances that could lead to property damage or personal harm) shall be remedied within 12 hours from time of request. This includes contacting the applicable homeowner, if so, directed by JNS, or through JNS, and setting up an agreed to appointment date and time to affect the needed repair/service.
2. If necessary, Contractor is obligated to establish and schedule follow-up appointments if needed to complete the required repair/service within 1 week of the initial service. Should Contractor fail to meet the scheduled appointment(s), JNS may assess the amount of \$100.00 against the Contractor for each occurrence of missed appointment.
3. Plumbing, electrical, fire protection/sprinklers and HVAC contractors shall provide and maintain a 24-hour emergency service phone line. subcontractor shall notify JNS Warranty Department after speaking with the homeowner. Contractor shall respond and dispatch service within 8 hours of the time the call was placed by the homeowner.

Non-Emergency Requests

1. Non-emergency work will be performed during normal business hours 8 AM – 4 PM Monday through Friday when the homeowner is present. In certain circumstances, exterior items may be addressed independent of homeowner availability. In such scenarios, the Contractor shall make all reasonable attempts to announce their presence on the property to the homeowner prior to commencement of work.
 - a. Contractor acknowledges that the determination of a manufactured product defect is the sole responsibility of the manufacturer and/or Contractor and its assigned representative. Any such determination will be given in writing to the JNS Warranty Department.
2. Costs incurred to repair construction defects or to perform work required under subcontractor's warranty shall be incurred by the subcontractor. Service requests that are not covered by warranty or for which subcontractor is not required to incur the cost of the repair shall require an VPO. Any VPO MUST be issued prior to commencement of work for which the subcontractor expects payment.
3. Subcontractor must always notify the JNS Warranty Department within 24 hours of leaving their work appointment to advise the work has been completed. If they require an additional visit to complete their warranty, Subcontractor must immediately notify the JNS Warranty Department to inform them of any remaining work to be completed and schedule the next available work date with the homeowner.
4. If during a service call the subcontractor causes damage to any area in the house they are to immediately report it to the JNS Warranty Department. subcontractor shall document the damaged area/item by photo and submit to JNS for documentation. Subcontractor shall be responsible for any such damage.

JNS Homes Subcontractor Warranty

Exhibit (E)

Workmanship

1. Workmanship shall be guaranteed for a period of not less than one year or as required in the latest revised warranty issued to JNS homebuyers of which subcontractor acknowledges receipt and full understanding, or as required by law, whichever is greater.

Name of Principle: _____ Date: _____

Signature: _____ Date: _____