D.R. Horton Customer Care

Delaware | Maryland Eastern Shore

© Copyright 2021 D.R. Horton, Inc.

TABLE OF CONTENTS

Introduction:

Welcome to the D.R. Horton Family 1

Expectations: Construction 2

Expectations: Mortgage 3

Customer Satisfaction 4

Inclusions & Homeowner Care:

America's Smart Home 5

Maintenance 6-7

Annual Homeowner Maintenance 8

Landscape Guide 9

Warranty:

Warranty Procedures 10

Residential Warranty Company (RWC) 11

Warranty Requests 12-14

Appliance Warranty Registration 15

EmergencyContacts 16



AMERICA'S #1 HOME BUILDER
SINCE 2002

© Copyright 2021 D.R. Horton, Inc.

WELCOME

Dear New D.R Horton Homeowner,

Thank you for purchasing a D.R. Horton home. We are confident that it will be a continuous source of pleasure for you and your family. On behalf of everyone at D.R. Horton, we extend our best wishes to you for many years of happiness in your new neighborhood.

We are excited to provide you with the very best in new home value through a combination of family-friendly neighborhoods, compelling product design and a commitment to building a high-quality home.

Your new home is covered by a limited warranty provided by D.R. Horton and a ten year structural warranty provided by an independent warranty company. Information on these warranties is provided in this customer care document.

Please take time to read this manual thoroughly, as it contains important information for your new home. Community Specific information pertaining to HOA, Mail, and/or Utilities will be provided separately. If you need clarification or additional details about any of the topics discussed, please contact your assigned community team.

Congratulations and welcome home!

Sincerely,
D.R. Horton, America's Builder
Delaware / Maryland Eastern Shore

© Copyright 2021 D.R. Horton, Inc.

CONSTRUCTION



Meet your Construction Manager: The job of your Construction Manager is to ensure that your new home is constructed to the quality standards of D.R. Horton, and to all building codes and requirements. From start to finish, they are, responsible for scheduling and monitoring the work of Horton employees and subcontractors, keeping projects on track and advising Community Sales Managers of updates and progress along the way.

Pre-Construction Orientation:

- Survey Overview
- Selections Review
- Lot, plans, and selections are reviewed with construction for placement and accuracy of your new home

Pre-Drywall Orientation:

- We're half way there! Minimum 72 hours notice.
- Opportunity to see your new home before drywall finishes are installed.
- See what's behind your walls and how rough installations are installed.
- Photo/Video Opportunity

Post Drywall Orientation:

- Dependent on construction milestone, in leu of Pre- Drywall Orientation
- Review late stage progress
- Walk your homesite
- Review next steps

Pre-Settlement Orientation:

- Touch and feel learning experience, 7 days prior to assigned closing date.
- 1-2-hour, mandatory meeting with our construction team
- Home demonstration
- Tips for maintenance and long- term care for your new home.
- Warranty Explanation

Settlement Day:

- Review any outstanding details & next steps
- Survey Review
- Emergency Contacts
- Questions?

© Copyright 2021 D.R. Horton, Inc.

MORTGAGES ARE COMPLEX

Let DHI Mortgage help you navigate the process.

1 YOUR APPLICATION

Visit www.dhimortgage.com to apply online. Your Mortgage Loan Originator will help you find the best loan product for your financial situation and explain the details.

2 PROCESSING

It's important to respond to your Processor to provide documents within 24 hours of the request.

A Loan Processor works closely with your Mortgage Loan Originator to prepare your file for underwriting, including verifying your employment, assets, credit history and gathering documentation.

3 UNDERWRITING

An Underwriter will review your file for credit approval. Your Underwriter might condition your loan for additional documentation.

4 CREDIT APPROVED

Your loan has been conditionally approved pending receipt of additional requested items. Your file will then be returned to Processing for additional processing and gathering of conditions.

REMINDER: Response time is very important.

5 RESUBMISSION AND FINAL APPROVAL

Before final approval, most loans are resubmitted to underwriting. Resubmission should be expected as a normal part of the process.

Your loan is in the final stages before closing. The documents are being prepared for the final closing disclosure.

6 CLOSING

Contact your Title Agent/Attorney conducting the closing to schedule a convenient time to close.

Your Loan Processor or Mortgage Loan Originator will provide you with the amount needed for closing (or a close estimate), so that you can wire funds or get a cashier's check made out to the Title Company or Attorney's office.

Before you apply...

If it's been a few years since you last applied for a mortgage, you may be surprised by the information needed. These documents may be required to satisfy regulatory changes enacted to protect consumers.

Examples of what you may need:

- Tax returns & W-2s for last 2 years
- Most recent pay stubs for 1 full month
- Bank statements for last 2 months
- Retirement/401(k) statement for last 3 months
- Divorce decree, property settlement & child support order
- Lease agreements if you own rental property
- Social Security Card & Driver's License

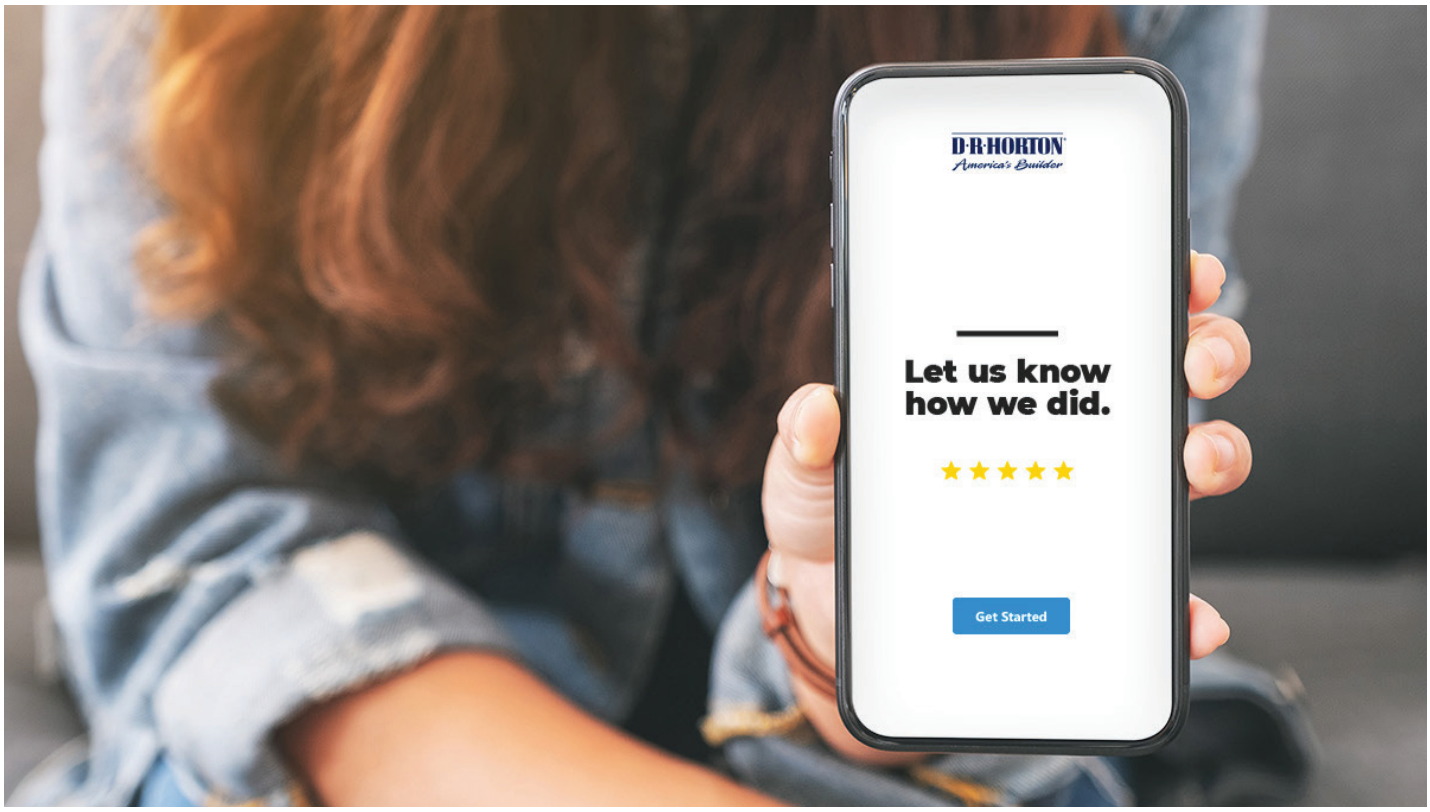
DHI MORTGAGE®
A D.R. Horton® Company
dhimortgage.com

DHI Mortgage
679 S. Carter Rd, Suite 1
Smyrna, DE 19977
301-407-2636
dhimortgage.com

Financing offered DHI Mortgage Company, Limited Partnership (DHIM). Branch NMLS #1697771. 679 S. Carter Rd., Suite 1, Smyrna, DE 19977. Company NMLS #14622. DHIM is an affiliate of D.R. Horton. For more information about DHIM and its licensing please visit www.dhimortgage.com/affiliate/. Provided for informational purposes only. This is not a commitment to lend. Not all borrowers will qualify. Equal Housing Opportunity.

Rev: 07/08/21 / Exp: 07/08/22

© Copyright 2021 D.R. Horton, Inc.



Let us know how we did.

Buying a home is a journey, from discovery to qualifying, contract to closing. You can count on us to be with you every step of the way. Once settled in your new home, you'll receive two customer surveys—one at 30 days and another at seven months after closing. Your feedback is essential and helps us to serve you and future homebuyers better. Our team strives to provide only the highest level of service.

If you have questions about our surveys, please let us know.
Talk to your New Home Specialist today.

© Copyright 2021 D.R. Horton, Inc.

THE TECHNOLOGY BEHIND AMERICA'S SMART HOME℠

INTRODUCING HOME IS CONNECTED®

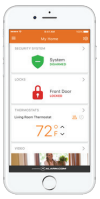
You will never be too far from home with Home Is Connected.® Your new home is built with an industry-leading suite of smart home products that keep you connected with the people and place you value most.

Talk to a new home sales representative today.



Qolsys IQ Panel

The Qolsys panel is the central hub that talks to all the devices of your smart home. This award-winning panel bridges the entire suite of products with Bluetooth capability, Wi-Fi integration, Z-Wave access, and cellular connectivity.



Alarm.com App

Alarm.com is the heartbeat of the entire smart home system. This simple, one app solution brings the Home Is Connected® system together, so no matter where you are, your home is at your fingertips.



Amazon Echo Dot

Control your home with your voice and experience hands-free convenience with the Amazon Echo Dot. Just ask Alexa to play music, change your home's temperature, read the news, share the weather, and more.



SkyBell

Greet your guests from your smart phone with Skybell, the smart video doorbell that allows you to see, hear and talk to whoever comes to your door.



Kwikset SmartCode888

Control your door even if you're not home. Lock and unlock your front door by entering your key code, or from your smart device.



Honeywell T6 Pro Z-Wave Thermostat

Set the perfect temperature before you get home. The Honeywell thermostat lets you cool or heat your home using your smartphone, Qolsys panel, voice, or the thermostat itself.



Eaton Z-Wave Switch

Bring your home to life in the evenings. If you're on the go or on the couch, the Eaton Z-Wave Switch can be turned on with your voice or smartphone.

D.R. Horton is an Equal Housing Opportunity Builder. A D.R. Horton Smart Home is equipped with technology that includes the following: a Z-Wave programmable thermostat manufactured by Honeywell; a Z-Wave door lock manufactured by Kwikset; a Z-Wave wireless switch manufactured by Eaton Corporation; a Qolsys, Inc. touchscreen Smart Home control device; an automation platform from Alarm.com; a SkyBell video doorbell; an Amazon Echo Dot. D.R. Horton reserves the right, without prior notice, to substitute other products for those listed above. Other Smart Home technology features may be offered for an additional charge. For Smart Home technology included in the home to work, homeowners must obtain and pay for their own Internet service and may need to purchase compatible devices and to maintain accounts with third parties for the services. D.R. Horton makes no representation or warranty that any or all of the Smart Home technology is secure, will meet any homeowner needs or will provide any level of physical or cyber security for the home – even if the technology is working as intended. All photos and drawings are for illustration purposes only. See a D.R. Horton sales agent for complete information. D.R. Horton is a registered trademark of D.R. Horton Management Company, Ltd. All other trademarks shown are the property of their respective owners. Amazon, Echo, Alexa, and all related logos are trademarks of Amazon.com, Inc. or its affiliates.

© Copyright 2021 D.R. Horton, Inc.

MAINTENANCE



Below is a list of common maintenance items and homeowner responsibilities that will help you get the most out of your new home. Please note it is the responsibility of the homeowner to maintain and upkeep your home. The warranty team does not provide maintenance services.

HVAC Filter: You should check and change your HVAC unit filter every 1-3 months. Failure to do so can over-work the unit and cause many issues.

HVAC System: You should have your HVAC system serviced on a semi-annual basis after the first year in the home. We recommend having an AC tune up in April and a heater tune up in September. This will help to ensure your system is operating properly for the upcoming season.

Tankless Water Heater: It is extremely important that you have your water heater serviced and descaled on an annual basis. Failure to do so can cause the unit to fail prematurely.

Sump Pump: It is recommended that you periodically inspect your sump pump to ensure proper function. Please be sure to check all drains for clogging.

Irrigation System: You should make yourself familiar with the operation and maintenance of your irrigation system. It is critical that you have your system properly winterized in the fall. Failure to do so will cause unwarrantable damage. We recommend having a professional help you your first time. Your sprinkler head alignment will also need to be periodically adjusted and is homeowner maintenance.

Caulk, Grout, and Granite: Maintaining caulk and grout throughout the home will be needed over time and is basic homeowner maintenance. We recommend that you seal your grout and granite on an annual basis—failure to do so can cause premature wear. Caulking will crack and separate over time and will need to be replaced periodically. This is homeowner maintenance.

Humidity: Maintaining proper humidity is vital to your home's health. Humidity being too high or too low in the home can cause many unwarrantable issues. It can cause your flooring to shrink, creating gaps between boards and against the walls. You may also notice cracks in the corners of your walls, ceilings, and any caulking due to the wood structure of the house moving from the humidity change. To prevent this from happening, it is recommended to keep your home between 45-55% humidity.

© Copyright 2021 D.R. Horton, Inc.

MAINTENANCE (Cont.)



Non-Warrantable Items: During your first year, many items in your home are covered. We recommend that you familiarize yourself with the RWC manual mentioned above so you can better understand what is and is not covered by the warranty you purchased with your new home. Below is a list of common items not covered by the warranty:

Damage: Damage, such as scratches, dents, dings, etc., not noted on the New-Home Orientation documents is not covered under the RWC Limited Warranty post settlement.

Concrete cracks: Hairline concrete cracks are considered a normal part of settling. For specifications on concrete appearance, please review the RWC Limited Warranty. Note: non concrete-safe snowmelt/salt products will damage your concrete and will not be covered by warranty.

Drywall cracks: Drywall cracks and nail pops are expected to occur during the first year of the home's life. For specifications on drywall, please review the RWC Limited Warranty.

Homeowner modifications: Any additions such as decks, patios etc. or alterations to your property such as custom paints etc. are not covered by the warranty. For specifications on alterations' effect on your warranty, please review the RWC Limited Warranty.

Landscaping: Sod and landscaping are not covered under the warranty. For specifications on landscaping, please review the RWC Limited Warranty.

© Copyright 2021 D.R. Horton, Inc.

ANNUAL HOMEOWNER MAINTENANCE



Your Home has numerous components and equipment that require periodic maintenance. By implementing the following preventative maintenance guidelines, you can help keep the components of your home functioning properly with as few problems as possible.

Item	Monthly Interval (1 - 6)					
	1	2	3	4	5	6
Air Filter- HVAC System	Replace	Replace	Replace	Replace	Replace	Replace
Caulking-Exterior Entrance & Windows			Inspect			Inspect
Caulking- Interior Wet Areas			Inspect			Inspect
Clothes Dryer Lint Duct & Filter						Clean
Condensation Line - HVAC System	Inspect			Inspect		
Exterior Drainage						Inspect
Faucet Aerator			Clean			Clean
Fireplace Flue/Chimney						Inspect/Clean
Front Door Finish Wood & Metal	Clean	Clean	Clean	Clean	Clean	Clean
Garage Doors			Lubricate			Lubricate/Inspect
Garbage Disposal	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean
Gutters/Downspouts						Inspect/Clean
HVAC System Check						Inspect
Plumbing Drains			Inspect/Clean			Inspect/Clean
Range Hood Fan Filter		Clean		Clean		Clean
Screens Doors & Windows			Inspect			Inspect/Clean
Smoke Detectors	Test	Test	Test	Test	Test	Test
Water Heater						Flush
Weep Holes						Inspect/Clean
Item	Monthly Interval (7 - 12)					
	7	8	9	10	11	12
Air Filter- HVAC System	Replace	Replace	Replace	Replace	Replace	Replace
Caulking-Exterior Entrance & Windows			Inspect			Inspect
Caulking- Interior Wet Areas			Inspect			Inspect
Clothes Dryer Lint Duct & Filter						Clean
Condensation Line - HVAC System		Inspect				Inspect
Exterior Drainage						Inspect
Faucet Aerator			Clean			Clean
Fireplace Flue/Chimney						Inspect/Clean
Front Door Finish Wood & Metal	Clean	Clean	Clean	Clean	Clean	Clean
Garage Doors			Lubricate			Lubricate/Inspect
Garbage Disposal	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean
Gutters/Downspouts						Inspect/Clean
HVAC System Check						Inspect
Plumbing Drains			Inspect/Clean			Inspect/Clean
Range Hood Fan Filter		Clean		Clean		Clean
Screens Doors & Windows			Inspect			Inspect/Clean
Smoke Detectors	Test	Test	Test	Test	Test	Test
Water Heater						Flush
Weep Holes						Inspect/Clean

© Copyright 2021 D.R. Horton, Inc.

Turfgrass Maintenance
4 step Annual Fertilization/Pest Control



Mid March – Early April
Fertilization with Crabgrass preventer and broadleaf weed control

Late April- Mid May
Fertilization with Crabgrass preventer and broadleaf weed control

June
Fertilization with Grub Control, Spot application for Broadleaf weeds, additional application may be necessary for grassy weeds and/ or nutsedge

Mid September – Early October
- Fall fertilization
- Overseeding of all lawns is recommended annually to maintain full thick appearance at time of fall fertilization
- Fertilization is recommended at 3-4 Lbs / 1000SF of Nitrogen per year for Tall fescue turfgrass.
- Fertilization rate should be adjusted to apply 0.7-0.9/ LB N per application to achieve desired annual rate and avoid over application.
- For irrigated lawns it is recommended to apply small doses and increase the number of applications or use formulations with slow release components to avoid fluctuations in the available nutrients for the turfgrass.
- Additionally, soil testing at least biannually can help to determine additional nutrient needs to maintain a healthy lawn.
- Tall fescue turfgrass is best maintained when cut at 3-4” height. Grass should be mown to only cut 1/3 of the total blade length at a time.

Irrigation
- Irrigation should be run in the early morning/ pre-dawn hours to avoid extending leaf blade wetness period which will promote disease.
- Sufficient irrigation is usually achieved when watering occurs 3-4 days per week for 15-20 minutes per zone. During extended heat or dry periods, it may be necessary to extend length of the run times to 25-30 minutes to help maintain soil moisture.
- Over watering will cause lawn to become patchy and discolored, due to loss of nutrients, shallow roots and lead to shorter lifespan of the turf.
- Irrigation systems need to be winterized normally in November to prevent freezing of the water inside the system and damage to the piping and components. Systems are started in May.

© Copyright 2021 D.R. Horton, Inc.

WARRANTY PROCEDURES



The D.R. Horton Warranty Team would like to congratulate you on your home and welcome you to the D.R Horton family! Below, you'll find some basic warranty information to help you better understand the warranty process as well as some important homeowner maintenance remainders to help you better care for your home. We hope you find this brief guide helpful, should you have any questions please don't hesitate to contact us via the warranty portal at www.drhorton.com/warranty.

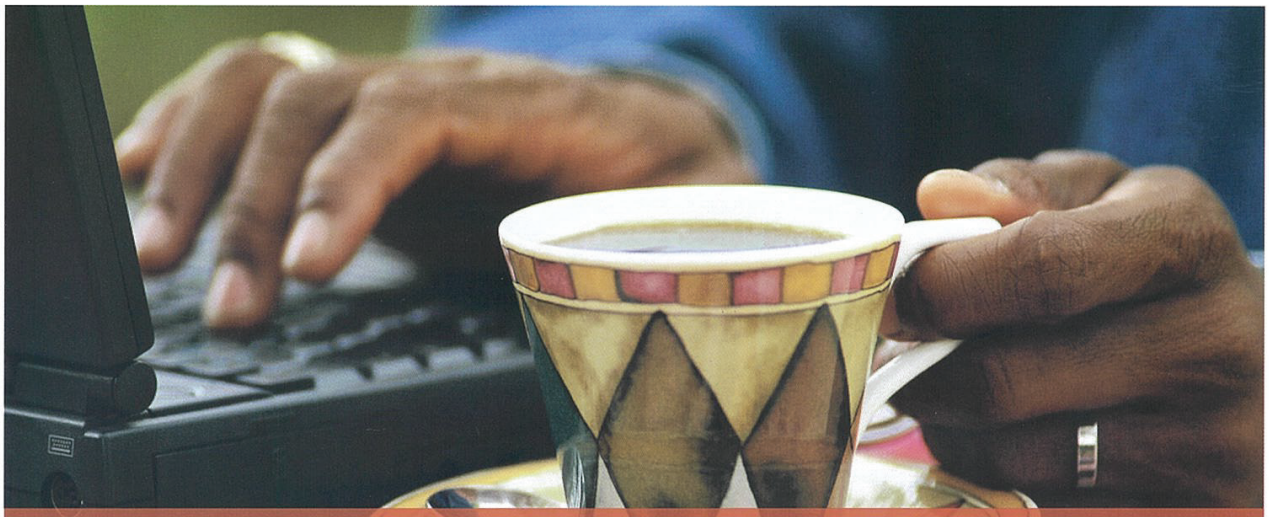
RWC Limited Warranty: D.R. Horton Warranty policies are based on the RWC Limited Warranty you purchased with your home. We highly recommend reading through it. For first time readers, we recommend looking at **pages 8-21** as this breaks down what is covered under the **1-year, 2-year, and 10-year structural warranties.** A copy of the guide should have been provided for you. It can also be easily found by clicking here: warranty guide or https://www.drhorton.com/documents-and-guides.

Warranty Requests: To submit a warranty request, simply go to www.drhorton.com, click warranty and follow the prompts. There are 2 types of warranty requests: Routine and Emergency.

Emergency: If an emergency arises (no HVAC, no hot water, or active flooding), please refer to your emergency contact sheet (provided to you at your New Home Orientation) to contact the appropriate contractor directly. You may also find the emergency contact list by clicking here: www.drhorton.com/warranty Choose Warranty Guides, select your state, and click homeowner manuals. Please also submit a claim via the warranty portal so the warranty team can properly document and follow up.

© Copyright 2021 D.R. Horton, Inc.

RESIDENTIAL WARRANTY COMPANY (RWC)



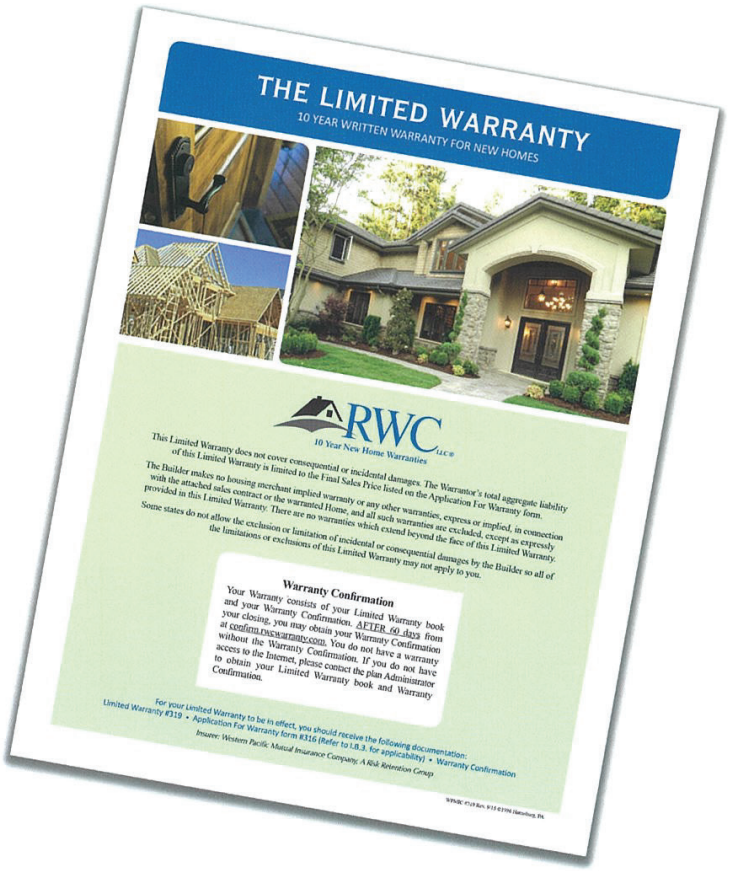
CONGRATULATIONS
on your new home!

Your Builder has provided you with a written and insured 10 year warranty from Residential Warranty Company, LLC (RWC). Your Warranty consists of your Limited Warranty book and your Warranty Confirmation. Please go to confirm.rwcwarranty.com to obtain your Warranty Confirmation **60 days after** your closing. If you do not have access to the Internet, please contact the plan Administrator at 717-561-4480 to obtain your Limited Warranty book and Warranty Confirmation.

At any time during the 10 year warranty period, you will have easy access to your documents online. You may also print these documents or save them as PDFs on your own computer.

Again, congratulations and we wish you many years of enjoyment in your new home!

Residential Warranty Company, LLC


THE LIMITED WARRANTY
10 YEAR WRITTEN WARRANTY FOR NEW HOMES

RWC LLC®
10 Year New Home Warranties

This Limited Warranty does not cover consequential or incidental damages. The Warrantor's total aggregate liability of this Limited Warranty is limited to the Final Sales Price listed on the Application For Warranty form.

The Builder makes no housing merchant implied warranty or any other warranties, express or implied, in connection with the attached sales contract or the warranted Home, and all such warranties are excluded except as expressly provided in this Limited Warranty. There are no warranties which extend beyond the face of this Limited Warranty.

Some states do not allow the exclusion or limitation of incidental or consequential damages by the Builder so all of the limitations or exclusions of this Limited Warranty may not apply to you.

Warranty Confirmation

Your Warranty consists of your Limited Warranty book and your Warranty Confirmation. AFTER 60 days from your closing, you may obtain your Warranty Confirmation at confirm.rwcwarranty.com. You do not have a warranty without the Warranty Confirmation. If you do not have access to the Internet, please contact the plan Administrator to obtain your Limited Warranty book and Warranty Confirmation.

For your Limited Warranty to be in effect, you should receive the following documentation:
Limited Warranty #319 • Application For Warranty form #316 (Refer to I.B.3. for applicability) • Warranty Confirmation
Insurer: Western Pacific Mutual Insurance Company, A Risk Retention Group

RWC
RESIDENTIAL WARRANTY COMPANY, LLC

© Copyright 2021 D.R. Horton, Inc.

WARRANTY REQUESTS

It is important to know how and when to submit a 'Warranty Request'. By providing some direction it is our hope that it will help guide you when it comes time to use this important benefit.

After you have moved into your new home and lived there for a little while you could notice things that may need attention. Things like nail pops or doors that need to be adjusted. This is completely normal as your house settles throughout the first year and are considered non-emergency items that you do not need to submit a 'Warranty Request' for. We ask that you keep a running list of these type of items and to submit the end of year list online at the 11th month mark to be reviewed.

If you have an immediate concern that you don't think can wait please submit a 'Warranty Request' online to be reviewed. It is important to follow this procedure so that the issue can be tracked and handled according to the RWC Limited Warranty for your home. An example of these type of issues could be roof shingles that have come loose.

If you experience an emergency, such as loss of heat, or a plumbing leak, please fill out a 'Warranty Request' online as soon as possible. In addition, if you experience an emergency 'after hours' we ask that you call the emergency contact number for the related contractor to get the process started and someone will follow up with you once the request has been processed.

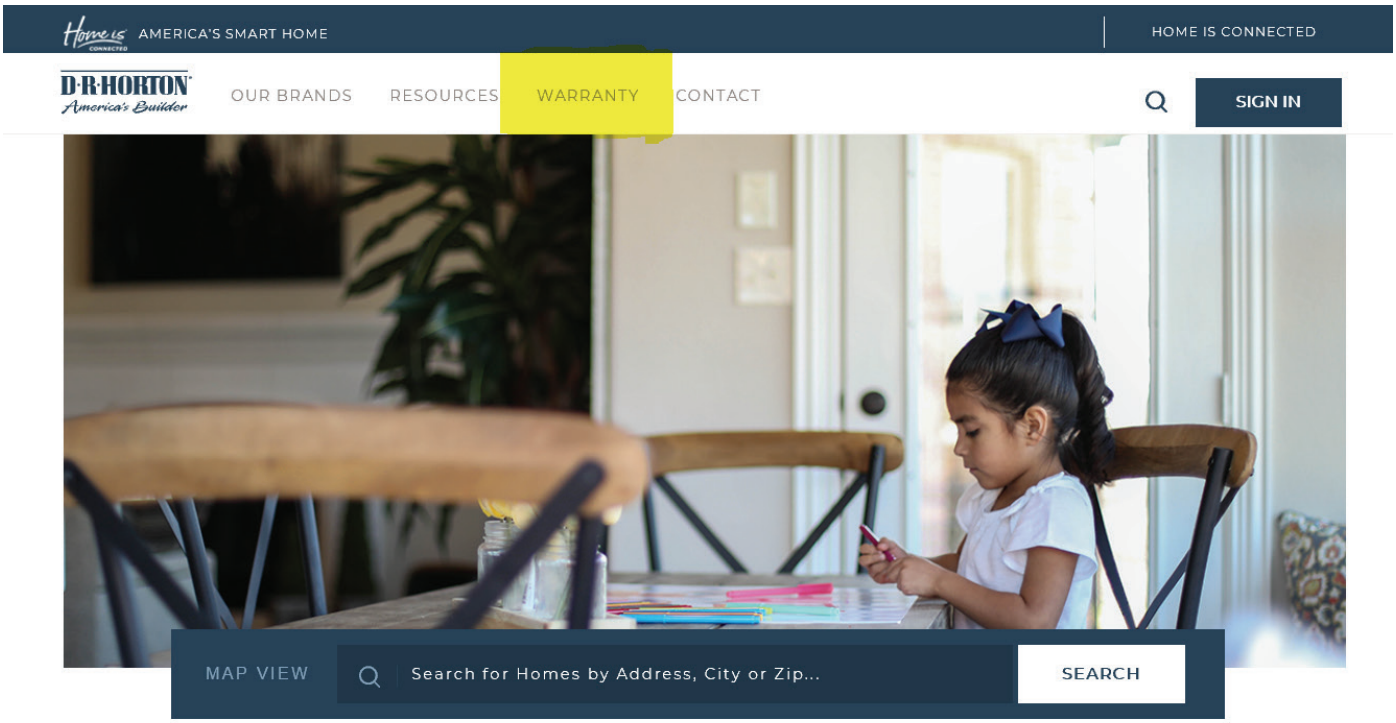
Directions On How To File a Warranty Claim Online:

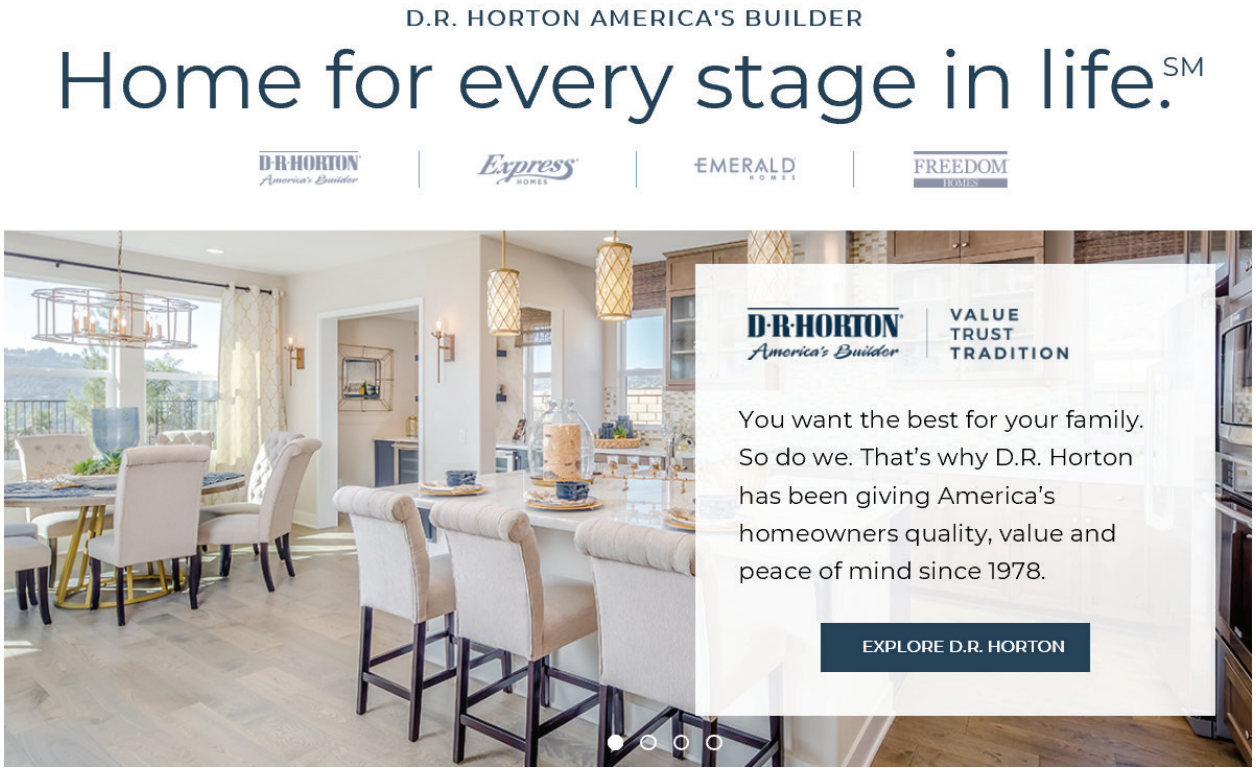
1. www.drhorton.com
2. Click on the word 'Warranty'
3. Next page: Fill out Home Information
4. Fill out Contact Information
5. Fill out Request Detail
6. Enter Captcha Code provided
7. Click 'Submit'

© Copyright 2021 D.R. Horton, Inc.

WARRANTY REQUESTS

www.drhorton.com





© Copyright 2021 D.R. Horton, Inc.

WARRANTY REQUESTS

Help when you need it.

We're here to help. Just fill out the form below and tell us how we can help you love your new home.

CLICK HERE TO FIND WARRANTY AND MAINTENANCE DOCUMENTS

Warranty and Service Request

Move into your new home with peace of mind. We are proud to offer a robust home warranty with each new D.R. Horton home. Should you have a concern with your home or would like to schedule a service appointment, submitting a request is simple.

First, enter your home's zip code, then select your complete address from the list that is displayed. Begin typing your street address to reduce the number of addresses listed. If you do not see your address listed, select "Address Not Listed" and enter your complete address in the "Home Information" section.

Please note that fields marked by an asterisk (*) are required to submit your service request.

By clicking "SUBMIT" you agree that D.R. Horton and its affiliates may process the personal information you will provide in order to respond to your inquiry and provide you with related information.You may revoke this consent at any time as described in our Privacy Policy , including by clicking the 'Unsubscribe' link in e-mail messages sent to you.

Home Information

Zip Code *

Address Not Listed

Contact Information

First Name *

Last Name *

Home Phone

Cell Phone

Work Phone

Email Address

Confirm Email Address

Select Contact Preference *

Request Detail

[A minimum of 10 characters is required]

Details - Please describe the service request in the space below (Limit 10,000 characters) *

Capture Text *

Please note that fields marked by an asterisk (*) are required, please enter the missing fields.

SUBMIT

© Copyright 2021 D.R. Horton, Inc.



Contact Information

Register your appliances at:

https://www.whirlpool.com/owners.html

Post Settlement (In Warranty) – Homeowners Service Contact

Warranty service requests need to be scheduled directly with manufacturer either online or via phone.

Whirlpool Online Scheduling:

https://www.whirlpool.com/owners.html

Phone:800-253-1301

Out of Warranty

Homeowners can call or email Whirlpool directly to coordinate out of warranty service.

© Copyright 2021 D.R. Horton, Inc.

EMERGENCY CONTACTS

For **EMERGENCY** Warranty Service within the first year, contact the vendors listed on the warranty website FIRST and then contact your local D.R. Horton Representative. The link to your emergency contact list is located at the bottom of this page.

What constitutes an EMERGENCY?

- Plumbing leak which requires water in the ENTIRE home to be shut off.
- Total loss of heat or air conditioning in extreme hot/cold weather temperatures.
- Basement flooding due to sump pump failure.
- Internal electrical problem requiring power to the house to be shut off.
- Gas smell or leak. Call your gas company in order to determine the source of the leak.
- Frozen pipes.
- Major roof leaks. Protect the affected area until repairs are made.
- Total stoppage of sewer system. No toilets operating.

(NOTE: IF STOPPAGE IS DUE TO SOMETHING OTHER THAN CONSTRUCTION RELATED DEBRIS, YOU WILL BE RESPONSIBLE FOR THE SERVICE CALL.)

Emergency Contact List:
https://www.drhorton.com/documents-and-guides#

© Copyright 2021 D.R. Horton, Inc.