



Warranty Information

Thank You for Choosing Five Star Homes

We are honored to have helped you achieve your dream of homeownership. Five Star Homes serves as your developer, builder, and ongoing customer service provider after closing. We are committed to providing clear, accurate information regarding your new home.

Warranty Overview

Our goal is to provide you with a positive and responsive homeowner experience. Because your home was constructed using many materials and trade partners, minor adjustments or corrections may occasionally be necessary. This is a normal part of new construction.

Please refer to the Residential Construction Performance Guidelines (Consumer Reference, Sixth Edition) and the Customer Warranty Request Intake Process provided at closing for detailed standards and procedures.

What to Expect

- A professionally cleaned home at closing
- A scheduled 10-month warranty appointment to address eligible items

Important Notice

Certain appliances, equipment, and manufactured components within your home are not covered under the Five Star Homes warranty. Many of these items carry separate manufacturer warranties.

To activate manufacturer warranties, you may be required to complete registration online or by mail according to the instructions provided. Failure to register may impact warranty coverage.

Manufacturer Warranty

Defects in appliances and other manufactured products are typically covered directly by the manufacturer and are not serviced under the Five Star Homes warranty.

If you experience an issue with a manufactured product:

1. Review the warranty documentation provided.
2. Complete any required warranty registration.
3. Contact the manufacturer directly to initiate a claim.

If you have general questions, please contact our office at 423-626-5555.