



One Year Fit & Finish Warranty Service Request Guidelines

As a valued McCaffrey homeowner, we realize you will have necessary service requests covered under the *One Year Fit & Finish Warranty* and invite you to utilize our Customer Service Department to address these issues. To best serve your needs, we respectfully request that you follow the guidelines listed below.

Please submit one service request every three months as needed, per the chart below. If you have an emergency, please contact our Customer Service Department immediately at (559) 256-7000.

Month of Close of Escrow	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter (Includes 11-Month Items)
January	March	June	September	November
February	April	July	October	December
March	May	August	November	January
April	June	September	December	February
May	July	October	January	March
June	August	November	February	April
July	September	December	March	May
August	October	January	April	June
September	November	February	May	July
October	December	March	June	August
November	January	April	July	September
December	February	May	August	October

The following items are not unusual and considered normal, **but will be repaired as a one time courtesy if submitted at the 4th Quarter/11 Month Service Request. However, as your new home continues to expand and contract (a normal period) you are responsible for maintaining the following items, and for preventing them from causing further damage to your home.**

- Drywall Cracks
- Grout and Tile Cracks
- Nail Pops

(Homeowners should consult their *Home Care Guide* for caulking maintenance guidelines.)

The following items must be noted at the time of Walk-Through:

- Tub cracks and/or chips
- Sink cracks and/or chips
- Broken/cracked/scratched windows
- Scratched/cracked mirrors
- Scratched/cracked/damaged cabinets

Please contact Whirlpool Customer Service at 1-800-442-1111 for all appliance warranty issues.