



WARRANTY AND CORRECTION PROCEDURES:

SCHWEITZER MOUNTAIN PROPERTIES – 5 NEEDLES

Please report any warranty complaints to: 5Needles-Warranty@smpdevelopment.com (monitored by SMP Development)

PURPOSE AND WARRANTY TEAM

The purpose of this summary is to share how building complaints are reported and rectified after the substantial completion of 5 Needles.

Warranty Team:

Schweitzer Mountain Properties (SMP):
OAC Services, Inc. (SMP's Representative)
Jackson Contractor Group, Inc. (General Contractor)

PROCESS INTENT

The Warranty Team in conjunction with its subcontractors and project Design team, will identify, report, and quickly/correctly repair defects in building materials and workmanship. This will ensure Owners in 5 Needles are provided with a stellar warranty experience in the One (1) Year after the closing date of the Residence. Please Review your Purchase and Sale Documents for additional details.

WHAT IS COVERED?

Per the Contract Documents, the following language describes the warranty inclusions and exclusions on the Work.

The Contractor warrants to the Owner and Architect that materials and equipment furnished under the Contract will be of good quality and new unless the Construction Contract Documents require or permit otherwise. The Contractor further warrants that the Work will conform to the requirements of the Construction Contract Documents and will be free from defects, except for those inherent in the quality of the Work the Construction Contract Documents require or permit. Except as provided otherwise in the Construction Contract Documents, the warranty period shall be one year from the date of Substantial Completion Work, materials, or equipment not conforming to these requirements may be considered defective. The Contractor's warranty excludes remedy for damage or defect caused by abuse, alterations to the Work not executed by the Contractor, improper or insufficient maintenance, improper operation, or normal wear and tear and normal usage.

PROCESS CONCEPT

Please report any warranty complaints to: 5Needles-Warranty@smpdevelopment.com (monitored by SMP Development)

Please provide the following:

- 1.) Description of the complaint (example: constant drip at Vanity Faucet)
- 2.) Location of the complaint (example: Unit 315 - Master Bathroom Sink)
- 3.) Photo of the condition, if possible

Pro Tip: Offer as much detail as possible and avoid broad or vague descriptors.



SMP Development will coordinate by, with, and through Jackson Contractor Group, Inc. and its subcontractors to provide warranty repair coverage for the building in a reasonable timeframe.

PROCESS STEPS

1. Identify & Report the Complaint (By Resident Owner)
2. Verify the Complaint (By SMP Development)
3. Assess the Complaint (By SMP Development)
4. Document & Disseminate the Complaint (By SMP Development to Contractor)
5. Contractor Assign Repair to Subcontractor (By Contractor)
6. Complete the Repair (By Contractor)
7. Verify the Repair (By SMP Development)

SEVERITY OF COMPLAINTS

The severity of complaints varies from superficial, low-impact craftsmanship errors or manufacturer defects (e.g. edge banding on cabinet door peeling) to critical system outages (e.g. – an inoperable appliance, PTAC heater/AC does not function) that justify the level of responsiveness by the Contractor. Complaints compromising Owner safety, warmth/comfort, access to hot/cold water, and/or failure of building waterproofing (i.e. – emergencies) take immediate precedent requiring a prompt response.

Building complaints of higher complexity are reported to the design team to “deep dive” the diagnosis.

Due to the remote nature of the building, the Contractor will be provided a reasonable amount of time to make repairs or replace the Work. Non-emergency warranty claims will be responded to at months 3, 6, 9 and 11 after Substantial Completion.