

Discover the Gold Standard in Service
with our

5-Year Protection Plan



Year 1

Your Discovery Custom home is warranted by Palm Harbor Homes to be free from substantial defects in materials and workmanship. The warranty extends to the first retail purchaser and any subsequent purchaser for a period of twelve consecutive calendar months.

Warranty service is available at no cost to the homeowner for defects reported within the warranty period as stated in the New Modular Home Warranty.

This brochure outlines the primary aspects of our Gold Key Care coverage to accomplish our mission of completely satisfying our customers throughout the process of becoming a Discovery homeowner.

The following items are included in the coverage of your New Modular Home Warranty.

Appliances: All appliances that were installed by Discovery Custom Homes (including, if applicable): refrigerator, dishwasher, oven, range and cooktop, garbage disposal, trash compactor, built-in microwave, furnace, water heater, washer, dryer and smoke detectors

Plumbing fixtures: Shower stalls, bathtubs, sinks, toilets and faucets

Light fixtures: Exterior and interior lights, switches, receptacles and circuit breakers

Roofing Materials: Shingles, underlayment, fireplace and appliance vent stacks, flashing and sealants

Floor covering: Carpet, carpet pad, hardwoods, ceramic floor tile, vinyl floor covering

Ceiling fans: Kitchen and bathroom exhaust fans, decorative paddle fans

This brochure is not a warranty commitment. Please refer to the new Modular Home Warranty for specific warranty information, limitations and exclusions.

Years 2-5

The 5-Year Protection Plan for Discovery Custom Homes offered by Palm Harbor Homes lengthens the coverage of the following structural, electrical and plumbing systems:

Sub-Floor Structure: Wood floor joists supporting floor decking; Oriented Strand Board (OSB) and plywood decking; insulation and support lumber within the floor

Roof Structure: Roof trusses and rafters, main support beams, roof decking, all support lumber contained within the roof, shingles, insulation and metal roofing

Interior and Exterior Walls: Exterior siding and insulation, studs and support lumber within the walls, column members and framing members

Home Plumbing Systems: Hot and cold water distribution piping; drain, waste and vent (DWV) piping; all piping fittings; all piping connections, all fixture and appliance connections

Home Electrical Systems: All wiring, fittings and connections; fixture boxes and junction boxes, main panel and sub-panel boxes

All repairs or replacements made under this 5-Year Protection Plan in years 2-5 are subject to a \$50 deductible charge per occurrence per system defect.

The replaced or repaired parts or components are covered only until the 5-Year Protection Plan expires. All parts or components repaired and/or replaced under this plan are the property of Palm Harbor Homes. Final determination whether to repair or replace parts or components will be made by Palm Harbor Homes.

Gold Key Care



DISCOVERY
CUSTOM HOMES

A DIVISION OF Palm Harbor Homes
www.discoverycustomhomes.com

Our *SmartPlus* building system is not complete until our professionally certified Gold Key technicians complete the home and escort you on a thorough walk-through. Your Gold Key Technician will answer all of your questions about your new home. When you are completely satisfied, you will be given a Gold Key Care Card with our toll-free 24-hour* service hotline you can call anytime for repairs covered by your 5-year Protection Plan.

The Discovery Way

- We build with our *SmartPlus* Construction.
- We transport your home to your site.
- We coordinate and supervise site installation.
- We coordinate and supervise site improvements.
- Our Gold Key technicians complete your home.
- Our Gold Key technicians walk through with you.
- You are ready to move in your beautiful new home with complete peace of mind.

Other Builders

- ?
- ?
- ?
- ?
- ?
- ?

We know how to build a better home. And our 95% customer satisfaction rating from an independent agency proves we deliver service and quality that delights our homeowners. We want you to know that your new Discovery home is a great investment. So we cover every detail from the sale to the setup to the final signoff with your Gold Key Care Technician. And then we follow up to ensure your complete satisfaction and peace of mind.



***SmartPlus* CONSTRUCTION + GOLD KEY CARE
= CONFIDENT HOMEOWNERSHIP**

*Weekend calls will be answered within 24 hours of the next business day.

COMPLETE PEACE OF MIND

DISCOVER

