

Hollands Crossing Homeowners Association

Homeowners Tip – Window Warranty

November 30, 2005

Dear Homeowner:

This instruction and procedure is for the replacement of windows which are defective. If your windows are “foggy” and can’t be cleaned, chances are you have lost the vacuum between the window glass. The Pulte Warranty covers replacement for 10 years. After 10 years, a \$30.00 charge per window will be made.

To replace these defective window panes, the following needs to be done:

1. Contact Pulte Customer Relations

- Main tel. 919-816-1166
 - Hollands Crossing service rep is Christin Bowen tel 919-816-1128
- They will direct you to file a claim with M I Windows, Inc

2. Contact M I Windows, Inc

- Customer Service 1-800-949-3818 or 717-365-3300
- Fax 717-365-3780
- Model # 8500 Single Hung Welded Sash and Top

They will mail or Fax forms to be completed. Note: you will need a Closing Statement copy which establishes the construction date for the warranty period to be determined.

The entire process takes up to 4 weeks before you receive the replacement Windows via UPS (or similar carrier). Upon receipt of replacement windows, Re-contact Pulte Customer Service for someone to install them.

Very Truly Yours,

Hollands Crossing Board of Directors