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Warranty Work Request Guidelines

Because workmanship and quality are important to us we address all warranty issues in-house.

To help us address your issue as promptly as possible please provide the following information when reporting the problem.

Homeowner Name
Homeowner Phone
Street Address
Builder Name
Development/Project Name
Lot or Building Number
Description of the Issue that needs to be addressed

If you are a builder or contractor reporting a pre-settlement or warranty period issue please fax this information to our office at 215-702-0952.

If you are a homeowner, with a waterproofing warranty issue and the builders warranty period has passed, you can call us directly at 215-702-9871.

(Builders track warranty issues during their warranty period to ensure that all matters receive the attention and prompt response they require. For this reason we ask that all warranty work be coordinated through the builder whenever possible.)

We will make arrangements for the repair work to be completed and contact you directly to set up an appointment, if necessary.