

## Welcome Home to Skyline Homes

Your Skyline retailer participates in our Customer Care Program, which utilizes our factory service technicians to complete many of the steps, after delivery and setup, required in the completion of your new Skyline home. From drywall close-up and repairs to detailing to final service, we look forward to serving you with excellent customer care.

### How to Obtain Warranty Assistance

First, contact the retailer from whom you purchased the home. If you cannot reach your retailer or your retailer is not responding, contact the factory (in writing) where your home was built.

### How to Obtain Emergency Service

First, contact your retailer. If they are not able to respond immediately, contact the factory service department. You may reach the factory service department Monday through Friday.

### Information to Have Ready When Contacting Skyline

Most important is your home's serial number. You will find this on your warranty card, in the homeowners' portfolio.

## How to Obtain Service on Components not Covered by the Skyline Warranty

Appliances, furnaces, shingles, water heaters, and items of this type have their own separate warranties. If you need warranty assistance on any of these items, you should contact the local service center as listed in the individual product warranty. Awnings, decks, carports, garages, blocking, skirting, etc., were part of your home purchase. You should contact your retailer or the contractor involved for warranty assistance on these items.

### When Does the Warranty Period Begin and End

The warranty period begins on the date that you take possession of your new home. The warranty period covers 15 months.

HOME SERIAL # \_\_\_\_\_

**SKYLINE**<sup>®</sup>

**SKY CARE**<sup>®</sup>  
**BECAUSE WE CARE**



Welcome  
Home to  
Skyline  
Homes

# Welcome Home to Skyline Homes ...



**Interior  
Drywall  
Close-Off**

**Setup /  
Installation  
Inspection**

**Interior  
Close-Off  
Inspection**

Thank you for choosing a Skyline Home and participating in our Skycare Program. Our goal is to make you feel proud, share information that will help you protect your investment, and help you enjoy many wonderful years in your new Skyline Home. The Skycare Program you have chosen is an indication that you strive for a higher standard.

**Complete  
Systems  
Check**

**Customer  
Orientation**

**Detailing  
of Your  
Home**

**Customer  
Walk Through**

**Follow Up**

**15 Month  
Warranty  
Service**

We anticipate that you will recognize the value of your Skycare personalized portfolio. We look forward to serving you with excellent customer care.

