

# How to Submit a Warranty Claim

First of all, we are sorry you are having an issue. While we always strive for perfection, we realize that warranties exist for a reason. Let's get it resolved, shall we?

If you signed a Sales Agreement before 1/1/24, these are the steps to follow to submit a warranty request. Select the proper date range on the Warranty Resources page at BuildKeystone.com, then select the submit a claim button. After logging in, you will see a screen similar to the one below:

**Step 1.)** Verify that your issue is covered under warranty.

Here is a copy of the Warranty Agreement through QBW:

<https://www.buildkeystone.com/userfiles/File/REG-2021-073.pdf>

Here is a copy of the Warranty Flyer telling you what is covered:

<https://www.buildkeystone.com/documents/Warranty/My-Coverage-Flyer-1.pdf>

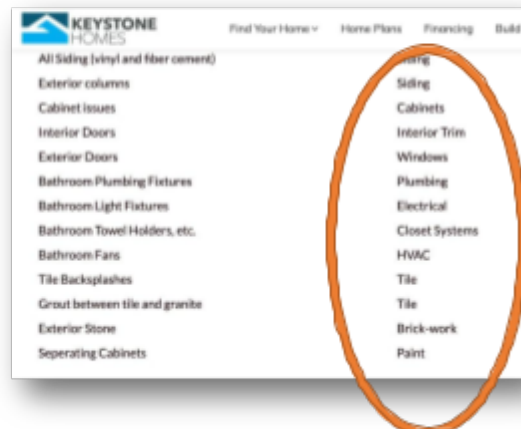
**Step 2.)** Is this issue a warranty emergency?

If so, click the link below to find the appropriate emergency contact numbers:

[https://www.buildkeystone.com/userfiles/File/Keystone\\_EmergencyNumbers\\_Flyer\\_Sept28th-1-.pdf](https://www.buildkeystone.com/userfiles/File/Keystone_EmergencyNumbers_Flyer_Sept28th-1-.pdf)

EMERGENCY CONTACT INFORMATION:	
<b>Electrical</b> Ferrell Electric - (706) 533-1300 or (706) 833- 1531	<b>Plumbing</b> Hardy Plumbing - (706) 863-2110
<b>Heating &amp; Air</b> Greater Augusta: Southern Mechanical - (706) 823-0004 Greater Savannah: Beasley's Conditioned Air - (912) 858-2085	<b>Septic Tank</b> Aiken Area: Carolina Septic Service - (803) 202-0442 Statesboro Area: Southern Piping - (912) 690-2599 Savannah Area: Rahns Septic Services - (912) 826-5585
	<b>Whirlpool Appliances</b> Whirlpool Customer Service - (800) 253-1301

If it is not an emergency, determine the category of your claim. Options include: plumbing, electrical, carpentry, HVAC, tile, cabinets, windows, closet systems, paint, brickwork, and many more. Take time to choose the one that most closely matches your issue, to ensure it goes to the correct place.

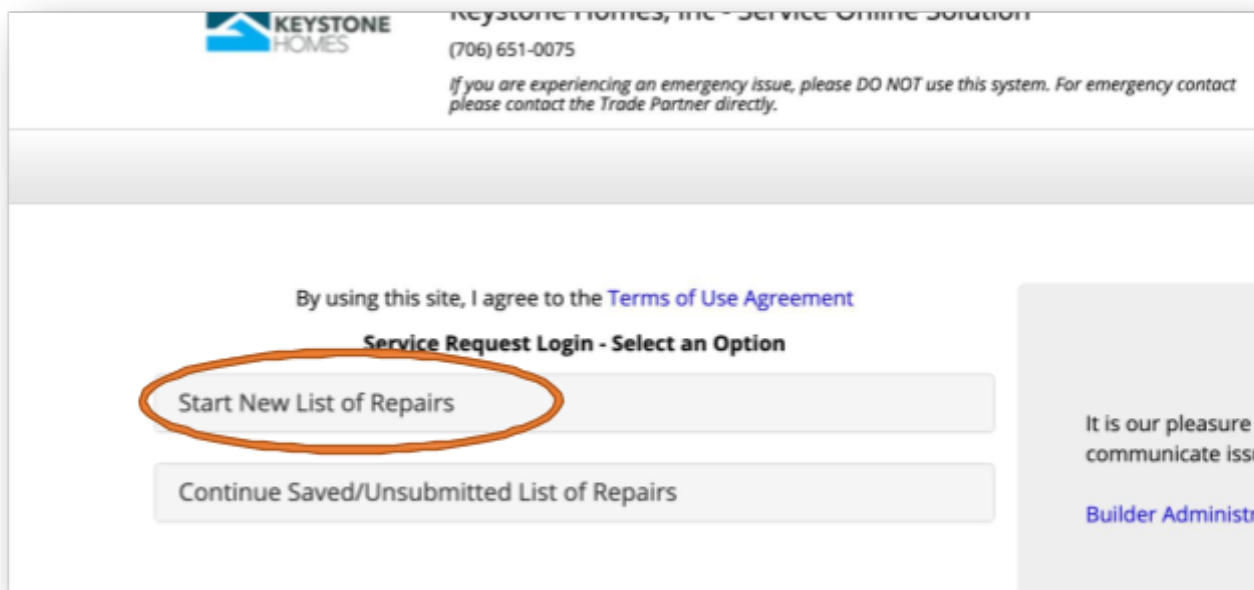


Step 3.) Go to <https://buildkeystone.com/warranty-submission-instructions/>

Step 4.) Under the list provided, click “here” to indicate you would like to begin your warranty submission.



Step 5.) Click “Start New List of Repairs”



Step 6.) Begin typing in your address into the first box.



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### Service Request Login - Select an Option

Start New List of Repairs

**Enter Address of Property\***

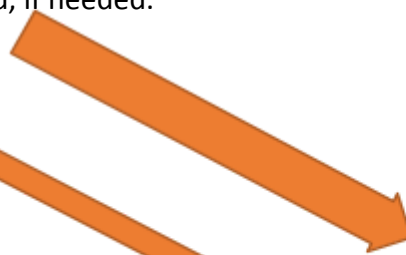
- 6307 Southbroom Drive Evans, GA 30809
- 6309 Southbroom Drive Evans, GA 30809
- 6310 Southbroom Drive Evans, GA 30809
- 6317 Southbroom Drive Evans, GA 30809
- 634 Brewer Dr Aiken, SC 29803
- 633 Colston Ave Aiken, SC 29801
- 636 Colston Ave Aiken, SC 29801
- 637 Colston Ave Aiken, SC 29801**

**Enter Contact Phone Number\***

[Start List](#)

Step 7.) **VERY IMPORTANT!!** You must select your address from the dropdown list. (You cannot let your browser autofill your address.) Otherwise, the system will not work, and you cannot submit your claim. If your address does not appear please email [warranty@buildkeystone.com](mailto:warranty@buildkeystone.com)

Step 8.) Fill in your best contact information. This is how they will reach out to you, if needed.



Step 9.) Click "Start List"



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### Service Request Login - Select an Option

Start New List of Repairs

**Enter Address of Property\***

**Enter Current Homeowner Name\***

**Enter Contact Name\***

**Enter Contact Email Address\***

**Enter Contact Phone Number\***

[Start List](#)

Step 10.) Click "Add New Repair Item"

Repair Items

[Add New Repair Item](#) | [Save and Submit Later](#) | [Submit Request](#)

Req. No.	Request Date	Category	Issue Description	IP Address	Upload File(s) or Photo(s)
No data available in table					

\*Allowable File Types: MS-Word, Text, PNG, JPEG, GIF, and PDF. Maximum Size: 5MB

Showing 0 to 0 of 0 entries

Repair Attachments

Req. No.	File Name	Type	Date	Delete
No data available in table				

\*Allowable File Types: MS-Word, Text, PNG, JPEG, GIF, and PDF. Maximum Size: 5MB

Showing 0 to 0 of 0 entries

### Step 11.) Fill in the pop-up form.

Select the category that you chose earlier. Be specific about the location. For example: “The hose bib on the back-right corner of the home; it is behind the fence,” or “the master shower, on the lower half.” For the description, give them as many details as possible. Under what circumstances does the problem occur? You will have a chance to add photos later.

**New Repair Item**

**Property**  
1016 Swan Court

**Locations\***  
This is fake please ignore.

**Category\***  
Lot drainage

**Description of Issue (2000 chars. max)\***  
I am attempting to create a demonstration to help people use the warranty system. Please disregard.

**Add to Repair List** **Cancel**

### Step 12.)

Click “Add to Repair List.”

**Step 13.)** Save your PIN number and check your contact info for accuracy. You will need your Pin to access this repair list in the future for any reason. No PIN = No Access.

**Repair List PIN: 1804828** You MUST save this PIN in order to access this list in the future. An email containing the PIN has been sent to the email address you supplied.

**Property Information**

Enrollment No.	Development	Lot Number	Settlement Date
559728	Gregory Landing	2-B	11/14/2018
Address	Current Owner	Contact Name	Email Address
1016 Swan Court North Augusta, SC 29860	Your Name	Name of person to contact	email@yahoo.com
Phone Number			
(555) 555-5555			

**Change Contact Info.**

Step 14.) You may add photos, or other repair items from here. Make sure your first item looks right.

Req. No.	Request Date	Category	Issue Description	IP Address	Upload File(s) or Photo(s)	
0038-0052219	04/18/2019	Lot drainage	I am attempting to create a demonstration to help people use the warranty system. Please disregard.	50.251.23.113	Choose File Upload	Delete

\*Allowable File Types: MS-Word, Text, PNG, JPEG, GIF, and PDF. Maximum Size: 5MB

Showing 1 to 1 of 1 entries

Req. No.	File Name	Type	Date	Delete
No data available in table				

\*Allowable File Types: MS-Word, Text, PNG, JPEG, GIF, and PDF. Maximum Size: 5MB

Showing 0 to 0 of 0 entries

**MOST important Step!!**

Step 15.) Click "Submit Request" and Submit This Request"

Submit Request

Please be sure that you are ready to submit this request.

Once the request is submitted, the repair items will be sent to the builder and you will no longer be able to access them.

Submit This Request Cancel

**Now, you're all done!!**

#### What's Next?

- At this point you should receive an email confirming your submission.
- The warranty submission will go directly to the trade person who needs to handle it (plumbing issues will go to the plumber, etc.)
- Please allow 3 weeks for nonemergent issues.
- When the work has been completed, you will receive an email notification letting you know the ticket has been closed.
- If you still have questions or concerns, please direct them to [warranty@buildkeystone.com](mailto:warranty@buildkeystone.com)