

# EMAAR

## SERVICE REQUEST PROCESS

If there are any new snags that appear immediately after you take handover of your home, you may call the Emaar Contact Center on +971 4 366 1688 / 800 EMAAR (36227) to register your service request. Alternatively, you can fill the 'Service Request Form' (included in homeowners' manual) and email this to [customercare@emaar.ae](mailto:customercare@emaar.ae).

Shortly after receiving and acknowledging your Service Request, our personnel will contact you to set up an appointment to meet you in your home, if necessary. Thereupon based on requirements Work Orders will be issued to the appropriate sub-contractor, authorizing them to perform your defect liability service work. Once these Work Orders are issued, Emaar's contractor will contact you, to schedule a time for your defect liability service work to be completed.

### WATER TANKS

If you plan to move-in 2 months later than the handover date, it is important that water in your tank is flushed out and refilled prior to you occupying the villa. As an owner this is your responsibility and EMAAR will not be liable to flush out or refill your tank. Water if left unused for an extended period of time may stagnate and pose a health hazard.

If you are on leave, please ensure that you shut off the gate valves in the kitchen and bathrooms and switch off the water pump and water heaters. Under normal usage please keep the water heaters at max 75° C.

## Contacts

For any enquiries please contact:

**Emaar Customer Care Department**  
PO Box 9440, Dubai, U.A.E.  
Tel: 800 EMAAR (36227)  
Tel: +971 4 366 1688  
Fax: +971 4 367 3011  
Email: [customercare@emaar.ae](mailto:customercare@emaar.ae)/  
[www.emaar.com](http://www.emaar.com)

Location: Emaar Square B2, Ground Level,  
Emaar Customer Center.

# Preventive Maintenance & Defect Warranty Period

Dear Homeowner,

Kindly read the information provided in this document for easy reference on information related to Servicing and Preventive Maintenance during Defect Warranty Period.

## SERVICING / PREVENTIVE MAINTENANCE DURING DEFECT WARRANTY PERIOD

Emaar will respond to in-unit warrantable requests during the 1-year defect liability period from the date of Snag Completion or the Contract Completion Date whichever later.

As a home owner, it is imperative that you enter a preventive maintenance contract to regularly service, condition and rectify equipment faults caused by wear and tear.

## WARRANTY DEFECT LIABILITY PROTECTION

### WHAT IS COVERED:

- Defects in material and workmanship in the electrical, plumbing and cooling delivery and distribution systems.
- Defects in materials and work, which result in the detachment, displacement or deterioration of exterior cladding, leading to detachment or serious deterioration.
- Defects in materials and work including caulking, windows and doors so that the building envelope prevents water penetration.

Cosmetic surface damage caused during construction is readily noticeable during the Home Orientation and must be notified at that time. Such damage including scratches, dents, gouges, paint or tears can also occur during the move-in process or through daily activity. Therefore, after we correct any items noted on the Orientation form, repair of cosmetic surface damage is your responsibility. Please be advised that this also includes paint touch-ups.

Please note that the building is considered ready for beneficial occupancy once the works are completed save for minor defects and repairs that can be made good after the handover of the premises to the owner.

### WHAT IS NOT COVERED:

- Defects in materials, design and workmanship supplied by the Purchaser or his/her contractors.
- Secondary damage resulting from defects that are under defect liability. The defects themselves are covered, but not any other personal or property damage.
- Normal wear and tear.
- Damage caused by improper maintenance and misuse.
- Normal weathering of exterior finishes.
- Damage to parking garage caused by the misuse or lack of cleanliness
- Painting, wallpapering or refinishing of any drywall/plaster repairs.
- Plumbing blockages (including roof, balcony drains) other than those caused by construction debris.
- Damage of plumbing fixtures due to abrasive cleaners or careless use.
- Replacement of faucet washers and "O" rings.
- Exact colour match of any replacement material.
- Marble and granite are natural materials and as such graining cracks and color variations occur naturally and are not defects.
- Items not reported in writing within the applicable defect warranty time frames.
- Damage from insects and/ or rodents.