

DEFECT LIABILITY WARRANTY

Whether it is real time construction or property management (in case of developer) Facility Management (FM) and Property Quality Assurance (PQA) is undeniably a cornerstone of the development industry.

Property Quality Assurance (PQA) is streamlined on the visionary principles of Emaar to provide qualitative services to its precious customers by enhancing values to the properties by adding quality standards, proactive response, and well organized management to respond to the customer's applicable service request with a goal of total customer satisfaction.

Please see below for some frequently asked questions on the Defect Liability Warranty period.

What is the duration of my Defect Liability Warranty?

Emaar holds its contractors liable for a period of one year from the completion of construction, project handing over of your property for the repair and / or replacement of defective materials, fittings, and fixtures. This is limited to defaults due to manufacturing or faulty workmanship.

What happens after the first year of Warranty is over?

After the first year, you are protected by extended warranties issued by some subcontractors and suppliers. To avail the extended warranties provided by the suppliers for the materials/appliances after expiry of the vendors one year DLP, the home owners should contact and coordinate with the supplier directly.

What is covered in the one-year Defect Liability Warranty?

- Defects in materials and workmanship including caulking of windows and doors so that the villa envelop prevents water penetration.
- 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 or deterioration of exterior cladding, leading to detachment or serious deterioration.

Important Note:

Cosmetic surface damage caused during construction is readily noticeable during the Home Orientation and must be raised or recorded by customer at the same time.

What is not covered in the Defect Liability Warranty?

- Defects in materials, design and workmanship supplied by the Purchaser or his/her contractors.
- Consequential damage resulting from defects that are under warranty. The defects themselves are covered, but the consequential damage to personal or property damage they may cause is not.
- Normal wear & tear.

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- Damage caused by improper maintenance use or misuse.
- Work done by the customer after taking handover or any work adversely affected by such changes.
- Painting, wallpapering or refreshing of any drywall / plaster repairs or modifications made by the customers.
- Plumbing blockage 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.
- Deficiencies caused by homeowner neglect or improper maintenance.
- Items not reported in writing within the applicable defect liability period.
- Damage from insects and / or rodents. Damage due to the effects of vandals, acts of nature (e.g. floods, high winds), civil commotion, riots, insurrection, or war.
- Defects not notified on timely basis (thus leading to further damages).
- Design issues as accepted at handover.

How should I notify Emaar of the snags in my property during the warranty period?

Homeowners are responsible for notifying Emaar in writing of applicable defects during the one year DLP period. You may call the Concierge of your apartment to report snags that require urgent attention. Service Requests can also be raised by calling the contact centre on 800-EMAAR (800 36227).

What happens after I raise a Service Request?

Shortly after receiving and acknowledging your Defect Liability Service Request, Property Quality Assurance Executive will review the items raised in your service request. When the review is complete and the scope of work determined and found within our responsibility, work orders are issued to the appropriate contractor, there by authorizing them to perform your DLP warranty service work.

What is meant by the “11-month request” form?

Emaar holds the contractor liable for one year for rectification of snags in your unit and hence we require you to notify us by filling this form before the expiry of the DLP warranty to ensure any pending snags are rectified by the contractor before the warranty expires.

What should be my role in the defect liability warranty period while I am occupying my home?

Your role during your initial occupancy is very important. There are few things you should keep in mind to make certain your defect warranty serves you well.

- It is recommended that you do not cover your walls, particularly with vinyl coverings, until the end of the DLP warranty period. This will enable you to identify problems such as shrinkage hair line cracks in the wall and allow us to make the necessary repairs. Of course, you are free to paint and otherwise decorate your home as you wish.

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- Use and maintain all equipment properly as recommended in the manuals. This is especially true in regards to your air-conditioning and ventilation systems. It is highly recommended to service your A/C filter every three months for better performance.
- If you wish an item covered by your DLP warranty to be corrected by Emaar please do not attempt the repairs yourself or contact anyone else to do the work. Please note this does not apply to very minor paint or plaster flaws that are not covered by your DLP warranty. You can correct these at any time.
- Insure your home for risks that are not covered by the one year DLP or extended warranties.
- Consequential damages to persons or properties are not covered under warranty. Homeowners are requested to insure their property to cover this.

What is meant by Preventive Maintenance?

As a homeowner, it is essential to maintain your property during and after the warranty period has expired. Regular maintenance checks are necessary to maintain the upkeep of your home. As such, we advise Home owners to contact a recognized service provider to maintain their property on a regular basis. The service provider should have a valid trade license for the service they provide.

Please make your own decision about the accuracy, reliability and correctness of information provided by the service providers prior to signing up for any maintenance contract or service. In the event any defects, damages or problems resulting from improper maintenance of your home, you understand that Emaar Properties PJSC, sister companies and subsidiaries (including the Vendor) shall in no manner be held liable or responsible for rectifying the said defects, damages or problems, even if the property is under warranty.