

Homeowner Guide to Submitting Repair Requests

Welcome to your new home! As a convenience to you, this house is supported by *SOS (Service Online Solution)*, a comprehensive, easy-to-use, warranty tool. **ALL** service & repair requests are to be reported using the SOS portal found on our website at (type); <https://www.schaefferhomes.com/>

Please do not call or email our office as it will DELAY your request being addressed.

Please follow these steps once you are on the homepage of our website;

1. Click on “Warranty” at the top-right side of the home page
2. Scroll down and Click on the red YouTube play button and watch the SOS Tutorial Video, AFTER watching the video, Click on the SOS-Service Online Solution logo
3. Click on “Start New List of Repairs”, Start entering the Address of your home until it auto-populates. Watch for your address to pop up as you are typing in each number or letter
4. Click on your Address as soon as it pops up & enter all remaining required info Name, Email address, and Phone Number
5. Click the Start List button. **You will receive an email from “sos” with a PIN #... SAVE your PIN #**

Learn how to enter a Repair Request at <https://youtu.be/W22WC6pQjmk> or click this link; [How to Enter a Repair Request](#) ***Please report ALL Repair Requests & Issues using the SOS Portal***

To complete submitting a service or repair request please do the following:

1. Select “Add new repair item” and then select your answers for the 3 drop-down boxes.
2. **Be sure to read the warranty coverage** displayed to confirm that your issue is a warrantable item. If the item is out of warranty the system will not let the item be added to your list.
3. Once you read the specific coverage details, click Next and answer any clarifying questions that may be asked of you, these vary based on the repair item(s) chosen. Click next.
4. Certain repair items require a picture to assist in the warranty assessment. Please upload a picture of the impacted repair area. Click on Select Files to attach a picture or take one instantly on your mobile device. Photos are not required for all repair items but are highly recommended. Press next when done.
5. Note the room(s) in your house where the concern is located and provide any additional details that would be helpful in resolving the repair. Click “Save & Add More Items”
6. You may add additional items to your list and save it to submit at a later time (select “Finish Later”) or choose “Submit”, then “Submit This Request” Once it has been submitted, you will not be able to modify the list. **“Submit” & “Submit This Request” MUST be chosen to request the repair. If both are not chosen/clicked, your builder will NOT see/receive your request.**
7. You can access a previously submitted list by choosing “Access List of Repairs” and entering your property address and the PIN that was emailed to you. The Status section will show you where your repair item is in the process. If you’ve saved your list to submit later, you can access it the same way by clicking “Access List of Repairs” and entering your property address and PIN. New repair items may be added, or existing ones may be edited or deleted. You may also update your contact information.

For assistance AFTER weekday business hours (EST), and on weekends, please email warrantysupport@qbwc.com . During regular business hours (EST) call 800-334-9143.

In the event that you need to report a service, or repair request, and cannot access our website, please visit <https://serviceonlinesolution.com/339> or click this link; [Schaeffer Homes-SOS](#)