



PLEASE READ AND UNDERSTAND PROCESSES FOR SUBMITTING WARRANTY

BuildPro Warranty Customer Portal – Submission Guide

This guide walks homeowners through the process of submitting warranty requests using the BuildPro Warranty Customer Portal. **WE DO NOT PROCESS NEW WARRANTY REQUESTS THAT ARE CALLED IN, MENTIONED TO A FLINTROCK REPRESENTATIVE BY WORD OF MOUTH, OR EMAILED. NEW WARRANTY TICKETS WILL ONLY BE ADDED THROUGH THE BUILDPRO CUSTOMER PORTAL.**

Accessing the Portal

1. For initial access to the portal please refer to the separate document on our website titled "Important Update: Warranty Submission Process Has Changed"
2. For easy access to the BuildPro Warranty Customer Portal link after setting it up please visit our website.
3. It will be located on the contact us, customer care page by clicking the dropdown titled "Customer Care Request" We highly recommend you bookmark or favorite the link itself: <https://myhome.hyphensolutions.com/>
4. Log in using your email and password. If this is your first time, please check your mailbox for an email from BuildPro prompting you to set up your account or refer to the "Important Update: Warranty Submission Process Has Changed" document.
5. Next, login using the login information you set up. Once logged in, you will be directed to your main dashboard.

Submitting a Warranty Request

1. On the dashboard, after hitting the 3-lined dropdown, select 'Home Warranty' and then 'Submit New'.
2. You will see 3 areas to input information (Item description, Location, & Upload).
3. Enter details of the issue, including a clear description of the issue and **YOUR AVAILABILITY (MULTIPLE DAYS WITH TIMEFRAMES FOR EACH DAY YOU ARE AVAILABLE).**
4. Always attach photos (multiple angles wide and close up) or documents (ex. third party inspections) when possible.
5. Select the location or room where the issue is occurring.
6. Please be sure to only submit one item per description. If the ticket has multiple items please hit the add another item button to create another item. It will contain the same 3 prompts (description, location, & upload).
7. Once all items have been added click 'Submit' to send your request to the Flintrock Builders warranty team.

Tracking Your Requests

8. Go to the “Home Screen” section or “view outstanding” to see your open tickets.
9. Any notes added by a Flintrock representative will be found under the view notes button within the ticket.
10. To view specifics on the list of items within a ticket click on 'View Details' to see all submitted items.
11. Within each item you can view the particular work orders for each item and their status.

Communication

- Failure to abide by the communication guideline will result in your request not being processed.
- Email notifications from BuildPro may be sent when updates are made, but always log in to check the portal for the latest information. **You cannot respond to the automated updates BuildPro sends. For any questions on BuildPro updates, please reach out to the warranty email.**
- Calls may be made for scheduling purposes from our warranty phone number. This is an outbound phone line NOT A PHONE NUMBER TO SUBMIT WARRANTY REQUESTS.
- If you miss a call from our warranty line, please call the phone number back and leave a detailed voicemail to the individual who attempted to reach you.
- For communication regarding warranty tickets, we use email. If our warranty email reached out to you, please keep correspondence with them. If one of our designated Warranty Technicians reached out, use their email.

Completion of Your Ticket

1. All completed tickets must receive an in-person sign off, email, pictures of completion, or text verification from the homeowner the item was completed. Failure to respond to a Flintrock Builders representative regarding receipt of one of these items will result in the immediate closing of newly submitted tickets until one of these verification methods is fulfilled.
2. If you do not respond to a Flintrock Builders representative or subcontractor within 2 business days your ticket will be closed, and you will need to resubmit the ticket at a later date.
3. If a Flintrock Builders representative or subcontractor schedules a time with you and you do not show, or attempt to reschedule day of your appointment, your ticket will be closed and you will need to resubmit it at a later date.

Tips for Successful Submissions

- Provide detailed descriptions of the issue,
- Upload clear and relevant photos or documents whenever possible,
- Submit requests as soon as you notice an issue to avoid delays,
- Review your StrucSure warranty coverage, and Flintrock Builders-specific warranty guidelines before submitting a request.