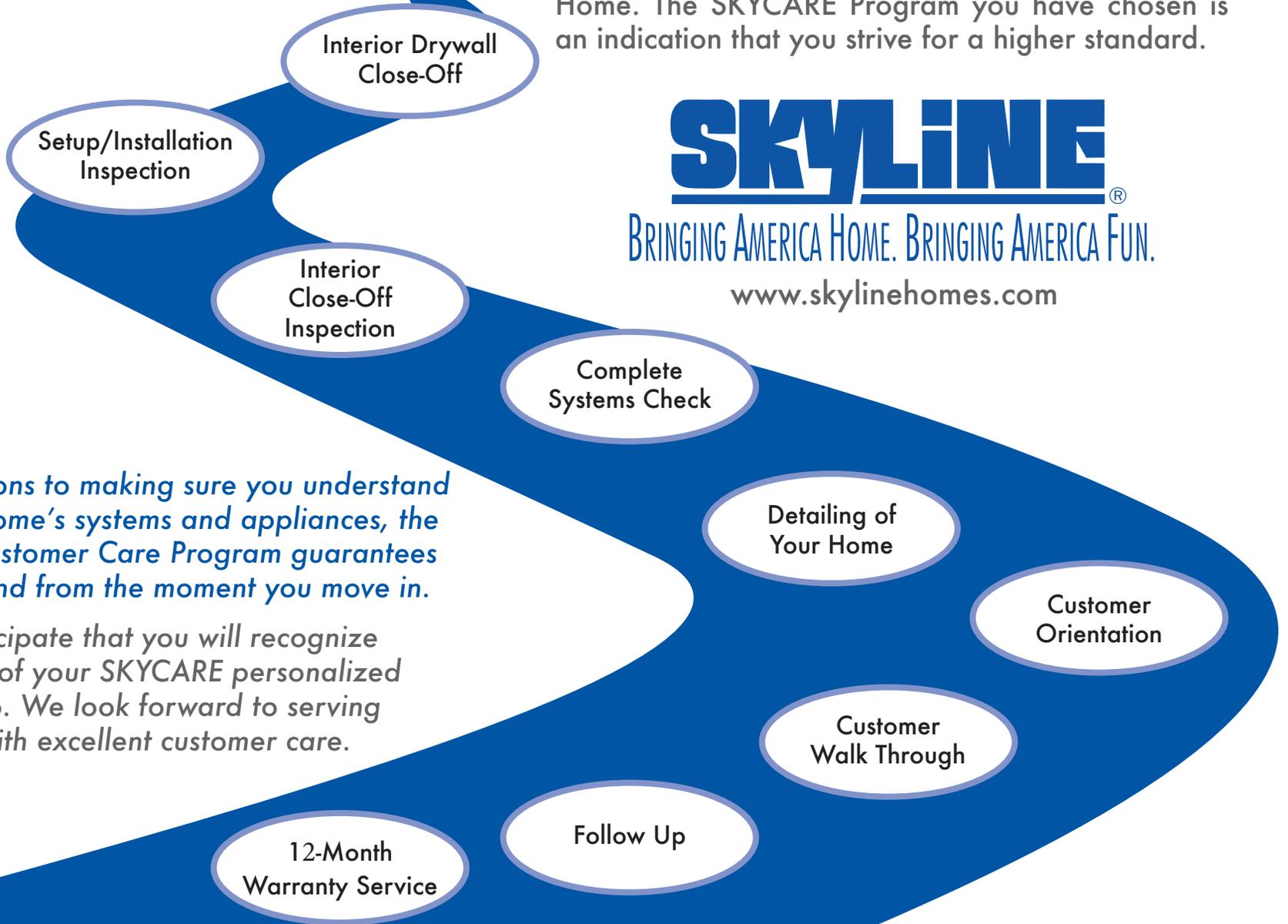


# SKYCARE

Thank you for choosing a Skyline Home and participating in our SKYCARE program. Our goal is to make you feel proud, share information that will help you protect your investment and help you enjoy many wonderful years in your new Skyline Home. The SKYCARE Program you have chosen is an indication that you strive for a higher standard.



## SKYLINE®

BRINGING AMERICA HOME. BRINGING AMERICA FUN.

[www.skylinehomes.com](http://www.skylinehomes.com)

*From inspections to making sure you understand all of your home's systems and appliances, the SKYCARE Customer Care Program guarantees peace of mind from the moment you move in.*

*We anticipate that you will recognize the value of your SKYCARE personalized portfolio. We look forward to serving you with excellent customer care.*



## SKYCARE AGREEMENT

ARKANSAS CITY, KANSAS

### SKYCARE

Retailer will set home, complete the entire exterior, complete all utility hook-ups and install the carpet.

Skyline will check the set-up, complete the interior of the home (except carpet), detail the home, install all light bulbs and do a walk through with the customer.

The goal is that the customer will not have a deficiency at the walk through and should the customer have a deficiency at walk through the deficiency will be corrected before the Skyline representative leaves the home.

### FIRST CALL

A dedicated factory employee will complete the interior close-up. Typically this process would be scheduled for an average of two days. On tape and texture homes, Skyline will complete the tape and texture and all crack repairs. The home must have power at this time.

*Note: There is no provision for secondary drywall crack repair or year-end type crack repair within the costs of this program. If the retailer wishes to offer this service, it would be at his/her expense.*

### Proactive Factory Service (VERY IMPORTANT)

Skyline will make every attempt to have all substantial defects completed. We will thoroughly inspect both the home and the installation at this time. Our representative will field coordinate or complete the service he/she finds, with the goal of having all of the service completed before the customer move-in date.

### FACTORY TO PROVIDE THE FOLLOWING ADDITIONAL SERVICES

- Installation of standard 60 wall light bulbs
- Installation of 40 watt range hood bulb
- Installation of light globes and fixtures
- Interior door squaring and finishing of split marriage wall doors
- Electrical function test (complete home) – if power present during detail visit
- Water function test (complete home – flushing of fresh water system with aerators removed from all faucets) – if water present during detail visit
- Sewer function test (complete home) – if water present and sewer connected during detail visit
- Proper start of water heater
- Installations of floor trim at center line
- Adjustment of cabinet doors
- Adjustments to toilet tank fill level and flush toilet to check for possible leaks
- Securement of trim loosened from transport or set-up
- Re-caulking of countertops where caulking pulled loose from transport or set-up
- Regrouting of ceramic tile where cracking occurred during transportation or set-up (factory to supply grout)
- All standard interior detail work