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To: All existing and future customers
From: Jim Stephens, President
RE: Revised Warranty Policy
Date: November 7, 2018

I am pleased to announce the next stage in 11400's Post Construction development. As with previous changes, these changes are the direct result of customer requests and needs.

11400 will now be utilizing a form for receiving all warranty work request. We are certain the use of this form will expedite repairs by providing all the needed information with the first request. It will speed up many requests resulting in faster repairs. The form is attached and will also be on our website as a downloadable PDF or web completed page.

In 2018 we established warranty@11400inc.com as the place for reporting warranty work requests. This email address has been very successful at providing rapid reporting of warranty work requests. The use of the email has been far more successful than a phone number. The address is staffed by multiple representatives of the post construction team ensuring your request will always be received as quickly as possible. In order to build on the success of the email address and ensure all customers are able to reach a team member; all future warranty work requests will be process exclusively through warranty@11400inc.com or the form provided on our website.

In response to numerous requests from customers, 11400 has revised our warranty policy. We believe you will find the guarantees and assurances spelled out in the new policy to be a significant improvement over our old policy. We also hope the several added points of clarification help eliminate any confusion over scope of work and processes. The revised policy is attached.

The next step in our evolution is to have the reporting form tied directly to our project management system. This will allow the requester to submit requests directly into our system and pre-populate it with all the project and item specific information. As part of that process, the requester will be able log in through a customer portal and get status updates on each request. We hope to have this customer log in system be fully functional by the end of 2019, so stay tuned.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Jim Stephens', with a long horizontal flourish extending to the right.

James M. Stephens, CFSP, LEED® AP ID+C
President