

# Homeowner Guide; How to Submit a Repair Request

Welcome to your new home! **ALL** service & repair requests are to be reported using the online SOS portal. For assistance submitting a repair request in the SOS Portal, during normal business hours (EST), contact QBW at 800-334-9143. After business hours, and on weekends, please email [warrantysupport@qbw.com](mailto:warrantysupport@qbw.com)

**\*\*\*Please do not contact your builder's office for non-emergency issues as it will DELAY your request being addressed\*\*\***

Steps for Submitting a Repair Request (submitting requests on a laptop or desktop is recommended, using Chrome browser).

Please watch this tutorial video **BEFORE** submitting a repair request; [How to Enter a Repair Request](#)

After watching the video, go to; <https://serviceonlinesolution.com/392> or click this link; [BR Homes-SOS Portal](#) (submitting requests on a laptop or desktop is recommended, using Chrome)

Please follow these steps once you are on the homepage of the SOS portal;

- Click on "Start New List of Repairs", Start entering the Address of your home until it auto-populate
- Watch for your address to pop up as you are typing in each number or letter
- Click on your Address as soon as it pops up & enter all remaining required info Name, Email address, and Phone Number
- Click the Start List button. **You will receive an email from "sos" with a PIN #... SAVE your PIN #**

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

Select "Add new repair item" and then select your answers for the 3 drop-down boxes. Try to **AVOID** choosing "Miscellaneous" for the first Category; Area of Your Home. Search the drop-down options and get as close as you possibly can to the repair issue when choosing a category.

**Be sure to read the "Warranty Details"** 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.

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.

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.

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"

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.**

**Please Note: you will receive 2 emails from an SOS "service online solution" address; AFTER you "Start List", you will receive an email with your PIN & After you have successfully submitted your repair request, you will receive an email confirming receipt of your Warranty Request.**

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, contact info can be updated.