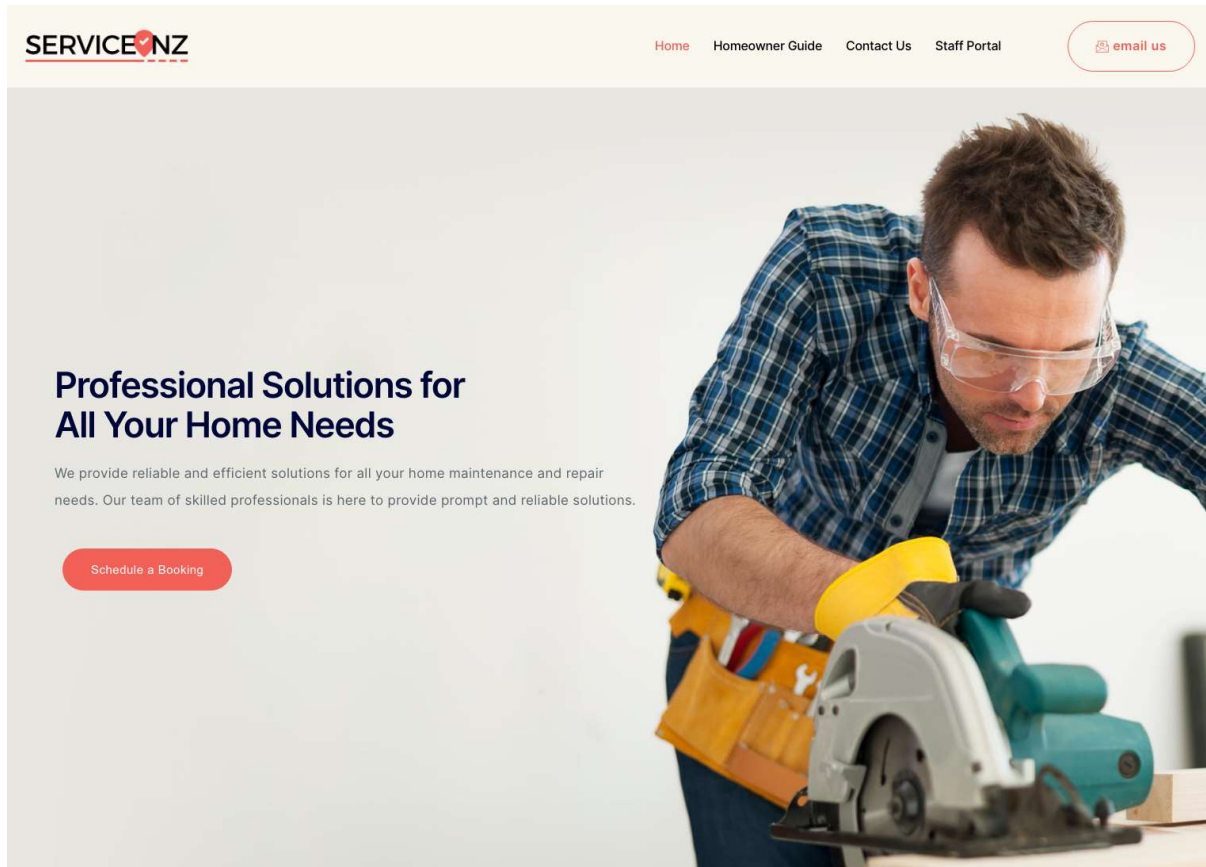




Your Guide to the ServiceNZ Web Portal

This user guide is designed to assist ServiceNZ customers in scheduling job bookings through our online portal.

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Introduction

ServiceNZ is a dedicated after-sales repair booking platform developed by Hero Construction Company for its residential projects. It is intended for:

- **Homeowners**
- **Tenants**
- **Property Managers**

After moving into a new home built by Hero, if you discover any non-human-caused damage or construction defects within the 12-month warranty period starting from the date of the *Practical Completion Certificate*, you can use the ServiceNZ platform to report the issue and schedule a service online.

Our professional team will help arrange qualified technicians to ensure your home remains in good condition.

Scope of Services

ServiceNZ covers a wide range of residential repair services, including but not limited to:

- Plumbing
- Electrical
- Carpentry, Glazing & Doors
- Painting
- Flooring & Tiling
- Roofing & Spouting
- Gardening
- Appliance Installation/Inspection
- Heat Pumps & Air Conditioning
- General Maintenance

Why choose Web Portal?

ServiceNZ web portal is designed to offer homeowners, tenants, and property managers a convenient, efficient, and transparent way to manage after-sales service needs. Here's why it's the preferred method for submitting repair request:

- **24/7 Accessibility:** Submit repair requests anytime, anywhere—no need to wait for business hours or phone support.
- **Streamlined Booking Process:** A user-friendly interface guides you through each step, reducing errors and saving time.
- **Faster Response Time:** Online submissions are immediately entered into our system, allowing our team to process your request promptly.
- **Clear Record Keeping:** All bookings are recorded in your account, providing easy reference and service tracking.
- **Transparency:** You'll receive confirmation emails and follow-up updates, ensuring you are informed throughout the process.
- **Environmentally Friendly:** Reduces paperwork and contributes to a more sustainable, digital-first service experience.

By choosing the ServiceNZ portal, you ensure your service request is handled with speed, clarity, and professionalism—backed by Hero Construction's commitment to quality care.

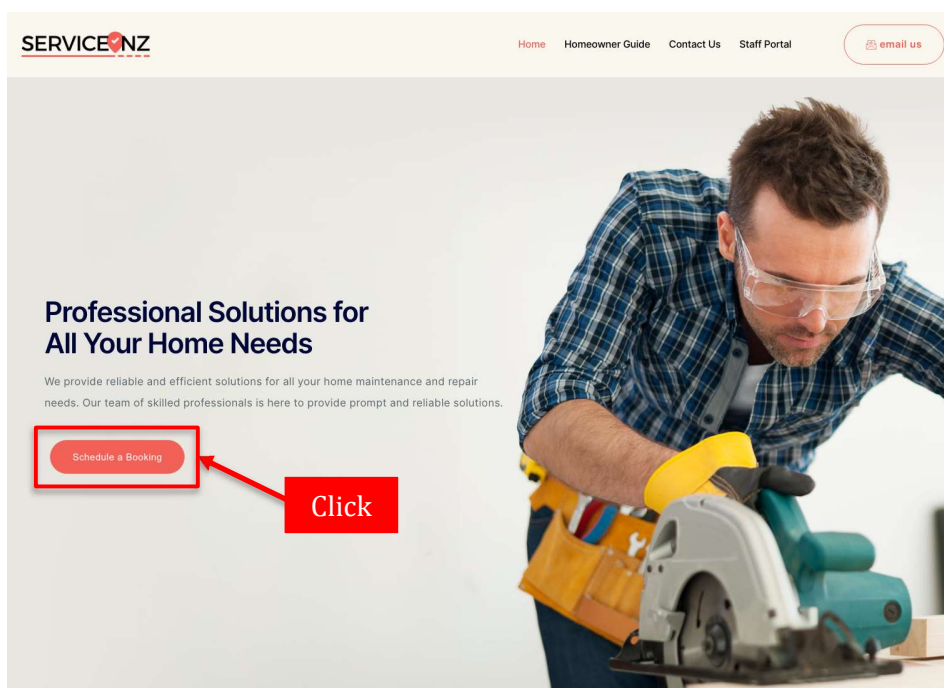
How to Book a Repair Service

Step 1: Visit the Website

Open your browser and go to: <https://www.servicenz.com>

Step 2: Click "Schedule a Booking"

On the homepage, click the "**Schedule a Booking**" button to enter the booking page.



Step 3: Fill in the Repair Booking Form

Please provide the following information:

- Contact name and phone number
- Email address (for confirmation emails)
- Repair address (specific house address)
- Type of service required (e.g. plumbing, electrical, etc.)
- Problem description (the more detailed, the better for technician assessment)
- Preferred time slots for technician visits (if applicable)

Your Name *

First Last

Email *

Phone *

Please enter your phone number

Project Address *

Please select your address

Address

Address Line 1

City State / Province / Region

Repair Categories

Please select your service category

Please provide a brief description of the work you need us to do

Please describe your issues

Please provide photos or product instruction manuals

Click or drag files to this area to upload.
You can upload up to 20 files.

Please upload relevant files for your issue

Urgency Levels

☐ Critical

☐ High

☐ Medium

☐ Low

Fill in the form

Step 4: Submit the Booking Request

Click **"Submit"**. Our customer service team will contact you within 24 hours to confirm the repair appointment.



Warranty Policy

1. **Warranty Period:** All newly built homes by Hero Construction are covered by a 12-month warranty starting from the date the *Practical Completion Certificate* is issued.

Clarification on Completion Date vs. Purchase Date

Please note: The **warranty period starts from the date the Practical Completion Certificate is issued**, not from the date of purchase, settlement, or when the homeowner moves in.

- **Completion Date:** This refers to the date when the builder has completed the construction and the developer has officially issued the Practical Completion Certificate.
- **Purchase or Move-in Date:** This refers to the date when you, as the homeowner, signed the sale and purchase agreement with the developer and completed the settlement and move-in process.

These two dates may differ by several months—or even more than a year. As a result, **some homes may have their warranty period nearing its end or already expired by the time the new owner moves in**. We strongly recommend that homeowners conduct a full inspection of the property as early as possible after moving in and submit any repair requests through the ServiceNZ platform within the warranty period, to ensure they receive free repair services provided by Hero.

2. **Warranty Coverage:** The warranty covers issues caused by material defects or poor workmanship, not resulting from user misuse or normal wear and tear. Examples include:
 - Structural problems (e.g. foundation settlement, wall cracks)
 - Waterproofing failures (e.g. roof, bathroom, kitchen leaks)
 - Electrical faults (e.g. short circuits, lighting failures)
 - Plumbing issues (e.g. burst pipes, leaks)
 - Door and window issues (e.g. hard to open/close, poor sealing)

3. **Non-Warranty Repairs:**

If the reported issue falls outside of the warranty scope — for instance:

- Damage caused by user modifications or misuse
- Normal wear and tear (e.g. minor wall stains, floor scuffs)
- Force majeure (e.g. natural disasters)

ServiceNZ will assist by offering a quote and repair plan. You can then decide whether to proceed with paid repair services.

Fees & Charges

1. **Free Services During Warranty:**

For repair requests that fall within the warranty scope and are reported within 12 months from the Practical Completion Certificate date, Hero provides on-site services and repair support at no cost.

2. **Fees for Out-of-Warranty or Non-Warranty Services:**

If the requested service falls outside the warranty scope or the warranty period has expired, the following fees apply:

- **Call-out Fee:** \$150per visit (to cover the base cost of technician attendance)
- **Labour and Materials Fee:** Quoted separately based on the specific repair

Our customer service team will clearly explain any charges before confirming your booking, and services will only proceed with your prior approval.

3. **Call-out Fee & Appliance Issues:**

For appliance-related repair requests (e.g., rangehoods, ovens, hot water systems), our technicians will first perform a basic assessment to identify the issue:

- If the issue is related to installation (e.g., wiring errors, improper positioning), it is considered a construction responsibility. In this case, Hero will waive the call-out fee and provide appropriate repair.
- If the issue stems from the appliance itself (e.g., defective parts, manufacturing fault), Hero will assist in contacting the supplier for after-sales support or replacement. You will not be charged a call-out fee.
- If the issue is determined to be non-warranty (e.g., user damage), a one-time call-out fee of \$XX will apply, and a repair quote will be provided for your consideration.

We are committed to full transparency—any potential charges will be communicated clearly before service scheduling, allowing you to make informed decisions.

Common Scenarios

- **New Homeowners:** After moving in, you may notice issues such as sticking doors/windows, leaky taps, or power outlet problems. All of these can be reported through the ServiceNZ platform for timely resolution.
- **Tenants:** During the rental period, if issues arise — such as a non-working kitchen extractor fan, wall cracks, or slow bathroom drainage — tenants can submit a warranty request through the platform to maintain a good living environment.
- **Property Managers:** Managers can submit repair requests on behalf of tenants to coordinate service bookings, enhance management efficiency, and maintain the condition of the properties they oversee.

Emergency Situations

In the event of urgent issues — e.g. risk of injury, serious health hazards, major property damage, or loss of home safety — please immediately call our emergency hotline:

0800 166 899

Provide detailed information, including the house address and nature of the emergency, so our team can respond swiftly.

In Case of Emergency Hazards (e.g. major water leakage, circuit breaker trips, or power outage):

1. Immediately shut off the main water valve or power supply.
2. Call the emergency hotline: **0800 166 899**, and then submit a follow-up request via the website.
3. If there is an electrical fire, **turn off the power only if it is safe to do so**, use a fire extinguisher, or call **111**.

Contact Us

If you encounter issues when filling out the booking form or during the service process, please contact us via:

- **Email:** service@herointernational.co.nz
- **Phone:** 0800 166 899
- **Service hours:** Monday to Friday, 9 AM – 5 PM

Privacy and Data Protection

ServiceNZ is committed to safeguarding your privacy and personal data. All information submitted during service requests will only be used for repair scheduling and communication purposes. It will not be used for marketing or any unauthorized purposes. We implement strict data protection measures to prevent leaks or misuse, ensuring your privacy is fully respected.