

### Expanded Warranty Adds Peace of Mind

*BOWA Announces New 3/15 Year Warranty Coverage*

At BOWA Builders, we strive to provide our clients with a superior experience from their first phone call through the entire design and construction process. But our promise to our clients does not end there, it continues long after the project has been completed. One expression of BOWA's commitment to our clients' long-term peace of mind is our newly extended and simplified warranty coverage.



Until recently, BOWA's written warranty coverage had followed local code requirements and general industry standards, with basic coverages ranging from one to two years and structural coverage extending to five years. However, in looking back over the last 20 years, it became evident that BOWA was standing behind its work for much longer periods of time, in essence extending an "unwritten" warranty. Having performed thorough internal and external research, BOWA Builders is pleased to raise the bar for the industry by formalizing this offering with a new *3/15 Year Warranty*.




The *3/15 Year Warranty* covers two types of issues that could occur following completion of construction. First, we cover all major structural issues for a period of 15 years – five is typical, ten is great, 15 is exceptional and demonstrates our confidence in the structures we build. The second part of the warranty covers everything else, with a limited number of exclusions, for a period of three years. This extended warranty covers all of BOWA's new projects, whether a renovation or a custom home.

Our ability to provide this industry-leading warranty coverage is made possible by three key factors. First, BOWA has a dedicated Customer Service Team with years of experience investigating and correcting warranty issues. Its goal is to ensure that warranty issues are given the same level of attention, expertise and professionalism that the original project received, while putting the clients' best interests



above all else. Second, BOWA has recently created a position focused on construction best practices. Doug Horgan, a longtime employee, has taken on this role with the goals of ensuring our standards continue to meet or exceed those of the industry and keeping abreast of new product developments. With a focus on continual improvement, we expect these high standards will help to minimize warranty issues. Finally, the strength of our relationships with our subcontractors and vendors ensures reliable and efficient service from them in the event they are called to correct an issue.

We are proud to offer our clients an industry-leading warranty, and are pleased that our unwavering commitment to quality construction practices enables us to do so. In the event an issue does arise, our clients will see that BOWA's *3/15 Year Warranty* is another part of our process that provides peace of mind and reassures them of their decision to build with BOWA. 

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### Plan Now For a Safe Winter

To ensure your home is ready to withstand whatever this winter may bring, it's important to plan ahead by scheduling service people or setting aside time to follow our winterizing checklist.

**Interior:** So simple, yet invaluable...you can't afford to neglect these tips!

- Replace smoke detector batteries.
- Replace carbon monoxide batteries.
- Check and clean fireplaces and chimneys.

**Exterior:** These few projects can help to ensure the long-term health of your home's exterior.

- Clean debris from gutters and downspouts.
- Shut off and drain hosebibs.
- Check and clean septic system.
- Caulk and re-touch exterior paint.
- Lock windows to keep them square.
- Make sure drainage is heading away from the house.

**HVAC:** A 'Fall Start Check,' consisting of the following, should be performed on each unit of the HVAC system.

- Check and replace air filter.
- Check combustion chamber.
- Check charge on heat pumps, if applicable.
- Check humidifier operation and replaceable parts.
- Clean away leaves and debris from outside units.
- Adjust dampers to favor northern, not southern, rooms.




### Seeking Service-Minded People

*Know anyone who is a good fit for BOWA?*

BOWA Builders is looking to fill a couple of positions on the team. If you know anyone who is committed to providing superior customer service, has experience in residential construction, would enjoy working for an industry-leader and is interested in either of the following positions, let us know.

**Project Coordinator:** Facilitates the design process and participates in the development of budgets, bids, selections and other planning to ensure projects are off to a strong start. Must be familiar with the residential construction industry and possess strong computer skills.

**Production Manager:** Oversees the production of simultaneous projects by managing multiple crews and sites from ground-breaking through completion. Also involved in regular client meetings, the production of change orders and other project-related materials. Must have residential construction experience and possess strong computer skills.

For additional information or to submit a resume, please contact Juliana Ehrlich, Human Resources Manager, at (703) 873-9118 or [careers@bowa.com](mailto:careers@bowa.com). 



### HAVE PLANS FOR A CHARITY EVENT?

*If you have plans for a fundraiser or awareness event in your BOWA-built space, let us know.*

*As part of our community outreach program, BOWA Builders is looking to support our clients in their philanthropic efforts by partnering to sponsor charitable events.*

*We have proudly worked with clients on events benefitting a variety of local and national charities, and look forward to supporting many more.*

*For additional information, contact your BOWA representative or Kathy Kelly, Director of Marketing, at (703) 873-8005.*

### Whole-House Renovation

Potomac, Maryland


This project involved an extensive renovation of the home's interior, several additions, total regrading of the rear of the property and modifications to the front elevation. The additions provided an opportunity to create an entirely new feel to the home's architecture inside and out. Among the client's wishes was a fresher, more inviting entranceway. This was accomplished through the addition of a new porch structure, which uses stone, copper and elegant columns to soften the home's original elevation.

Inside, the renovated kitchen and adjoining breakfast room addition feature rich, warm colors and materials to create an inviting, functional, space. Upstairs, the master suite underwent a significant transfor-



mation. The new retreat includes a luxurious bath, morning bar and his and her dressing areas. The expanded, spa-inspired master bath features a soaking tub, steam shower, her dressing area and sleek, clean finishes. Sliding doors lead to a rooftop balcony.



At the rear of the home, the breakfast room and screen porch additions and new rooftop balcony allow the interior areas to flow nicely into the renovated outdoor living space. These spaces, along with the multiple outdoor seating areas, all focus on the new pool, spa, water features, fire pit and extensive landscaping. The well-planned and executed outdoor renovation creates a wonderful resort-like retreat, which can be enjoyed by all. This house now feels like an entirely new home, which suits the family's current needs. 

### Lower-Level Renovation

Great Falls, Virginia

As the client desired additional space for their growing family, this project entailed a total renovation of the home's lower level in order to create finished spaces designed with each family member in mind. Individual program areas were defined while making the most of the circulation throughout the entire space.

At the bottom of the stairs is a custom built-in desk, which serves as a scrapbooking area for the homeowner, as well as a place for the children to do crafts projects. The cabinets and drawers provide ample storage for all of the related supplies. The adjacent room serves as a lower-level family room and media area. The room includes comfortable seating for the




whole family, built-in audio speakers and display areas and space for the owner's fitness equipment.

Down the hall is the children's playroom with plenty of built-in storage for toys and games. Off of this room is a renovated full bath for family and guests.

Through the custom sliding pocket doors is the bar area, which was designed for entertaining guests both in the house and



at the pool. The full wall of custom built-ins provides significant storage space and houses another television and media equipment. The built-ins also conceal a Murphy bed, which allows the homeowners to accommodate occasional overnight guests without sacrificing valuable space. Two sets of French doors were added and the patio was expanded to improve access to the pool area, and to make a more appropriate exterior statement. 

## BOWA's New Site

### We've Completed a Renovation of our Own!

*BOWA recognizes 20th anniversary by launching new website*



We are pleased to announce the launch of BOWA Builders' newly renovated website, available at [www.bowa.com](http://www.bowa.com).

In addition to the usual company information, the new site features an extensive Gallery with before and after photos from a sampling of our recent projects and a Client Tools area. Client Tools, a password-protected area which is still being developed, will enable project teams to securely store and share with their clients information regarding selections, project schedules, meeting notes, etc.

Renovated in honor of our 20th Anniversary, the new site reflects the quality work and remarkable transformations we are creating for our clients. We invite you to take a tour of our new home!



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