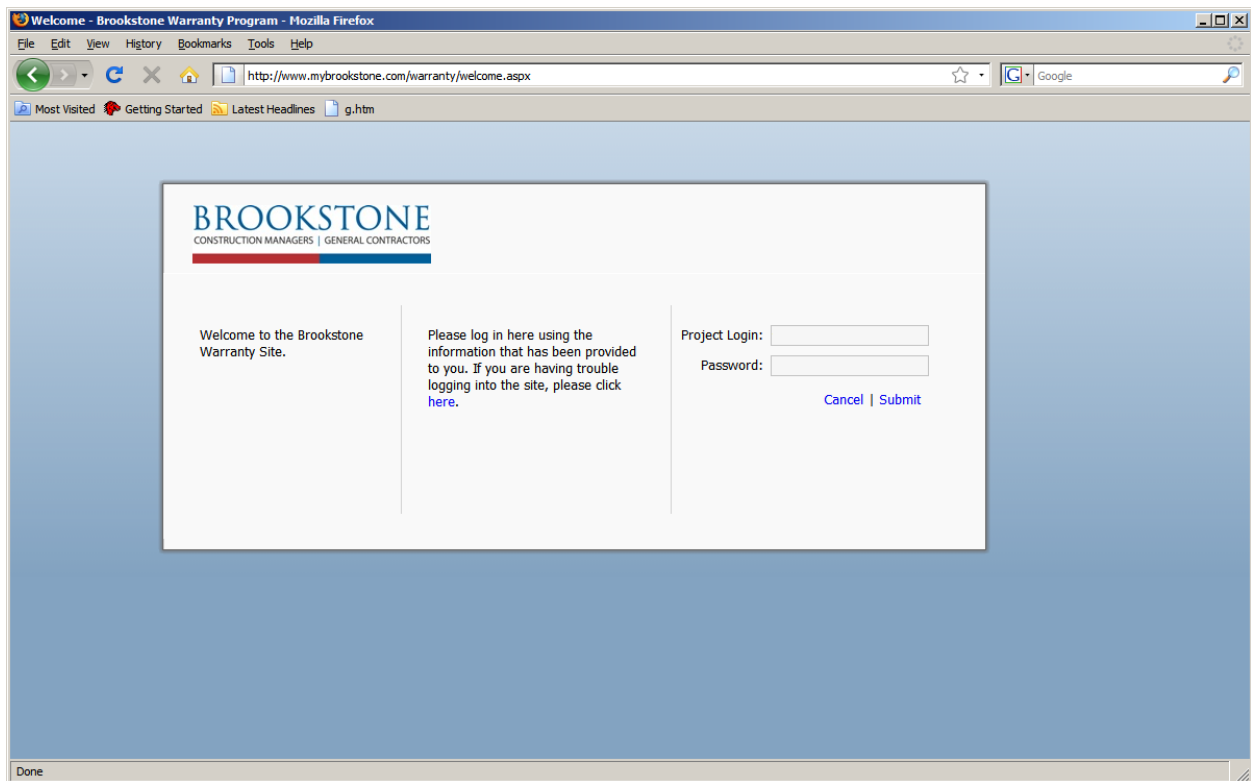


Project Closeout Documents & Warranty Guide

The following document is a guide to the Brookstone Warranty Program. Please contact your project manager if you have any questions.

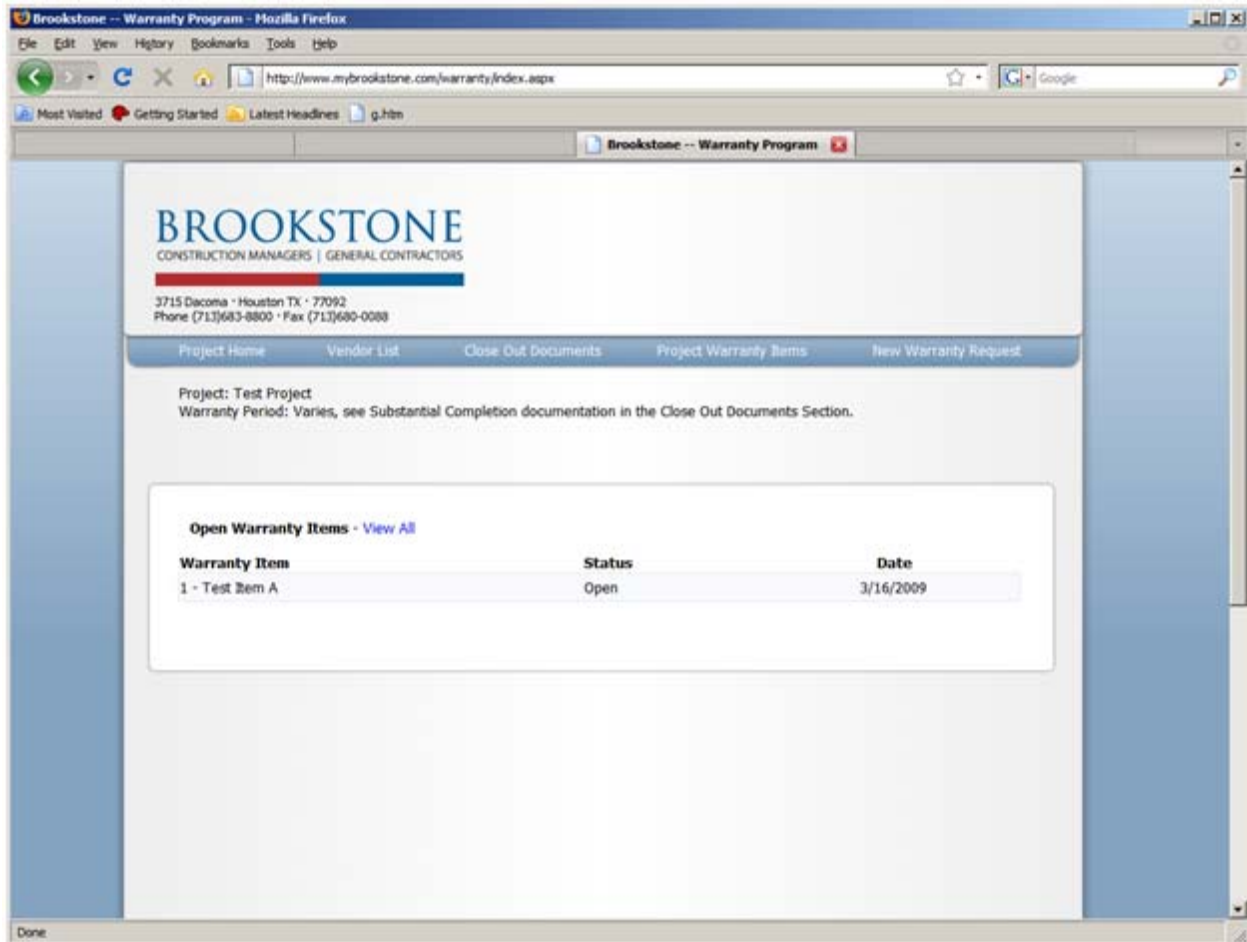
Client Login

You should have received information to access your project from your project manager. By navigating to www.mybrookstone.com and selecting Warranty, you can access the Warranty Application.



Client Project Home

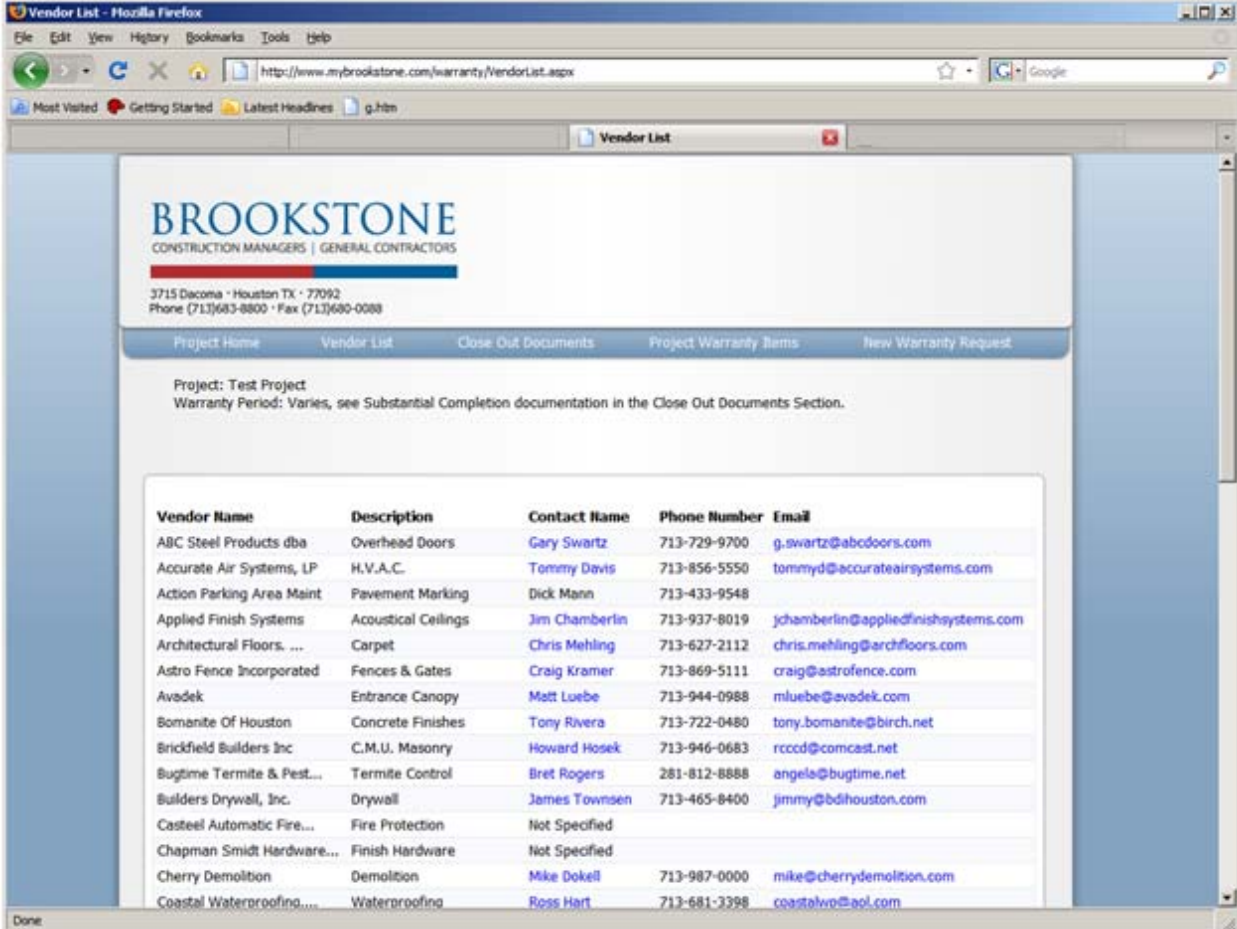
After logging in, you are taken to the project home page. You can view the Vendor List, view warranty items, submit a new request, etc.



The project home page lists the current warranty items associated with the project. All warranty items can be viewed by clicking the View All link next to Open Warranty Items. Clicking on a warranty item will take you to the detail about the item.

Client Vendor List

By clicking on Vendor List, you are shown the Vendor List for your project. This list is administered by Brookstone. If you have trouble finding the correct vendor information, contact your project manager.



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Project Home Vendor List Close Out Documents Project Warranty Items New Warranty Request

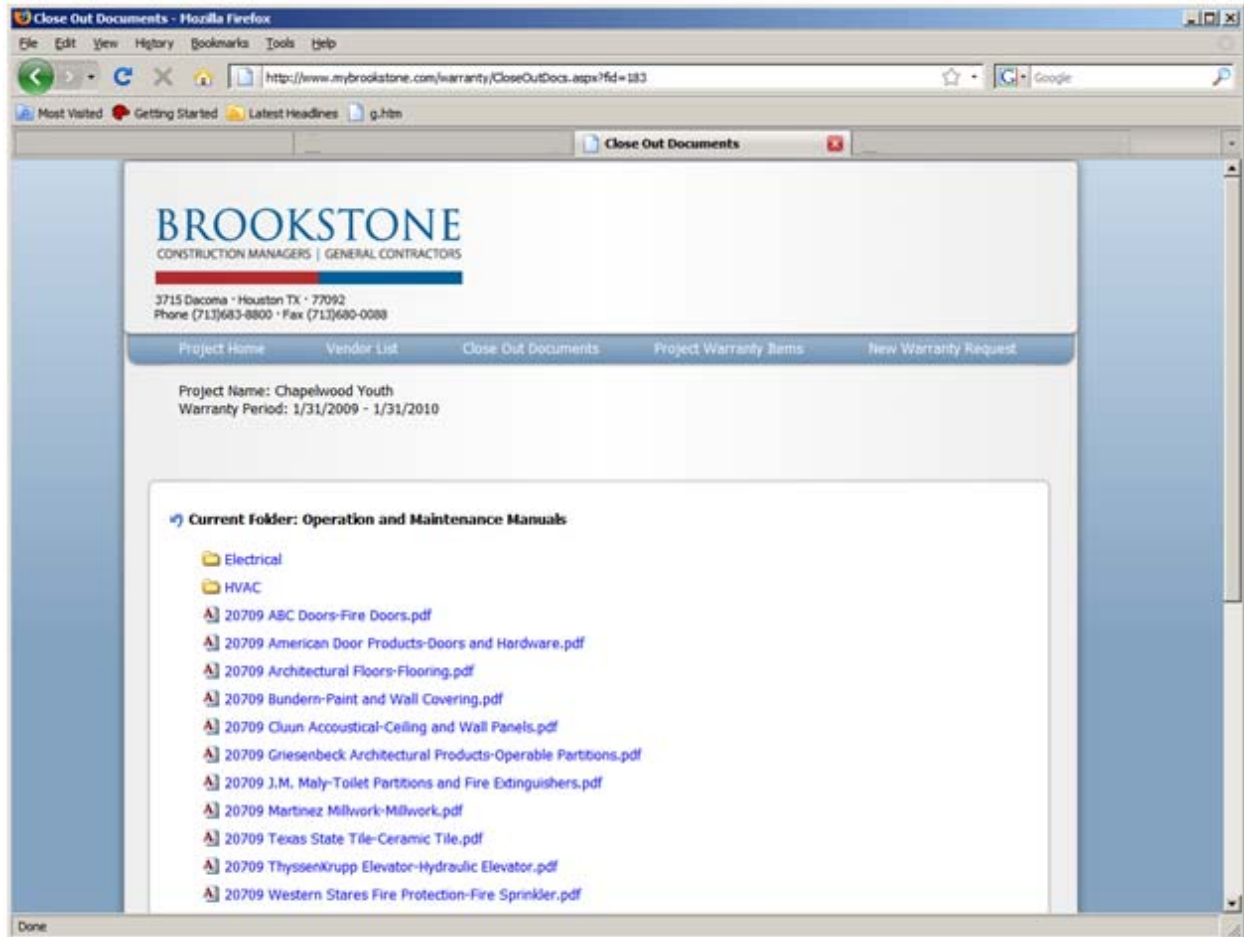
Project: Test Project
Warranty Period: Varies, see Substantial Completion documentation in the Close Out Documents Section.

Vendor Name	Description	Contact Name	Phone Number	Email
ABC Steel Products dba	Overhead Doors	Gary Swartz	713-729-9700	g.swartz@abcdoors.com
Accurate Air Systems, LP	H.V.A.C.	Tommy Davis	713-856-5550	tommyd@accurateairsystems.com
Action Parking Area Maint	Pavement Marking	Dick Mann	713-433-9548	
Applied Finish Systems	Acoustical Ceilings	Jim Chamberlin	713-937-8019	jchamberlin@appliedfinishsystems.com
Architectural Floors, ...	Carpet	Chris Mehling	713-627-2112	chris.mehling@archfloors.com
Astro Fence Incorporated	Fences & Gates	Craig Kramer	713-869-5111	craig@astrofence.com
Avadek	Entrance Canopy	Matt Luebe	713-944-0988	mluebe@avadek.com
Bomanite Of Houston	Concrete Finishes	Tony Rivera	713-722-0480	tony.bomanite@birch.net
Brickfield Builders Inc	C.M.U. Masonry	Howard Hosek	713-946-0683	rcccd@comcast.net
Bugtime Termite & Pest...	Termite Control	Bret Rogers	281-812-8888	angela@bugtime.net
Builders Drywall, Inc.	Drywall	James Townsen	713-465-8400	jimmy@bdihouston.com
Casteel Automatic Fire...	Fire Protection	Not Specified		
Chapman Smidt Hardware...	Finish Hardware	Not Specified		
Cherry Demolition	Demolition	Mike Dokell	713-987-0000	mike@cherrydemolition.com
Coastal Waterproofing.....	Waterproofing	Ross Hart	713-681-3398	coastalwo@aol.com

You can send email to the vendors that have email addresses associated with them (blue links).

Close Out Documents

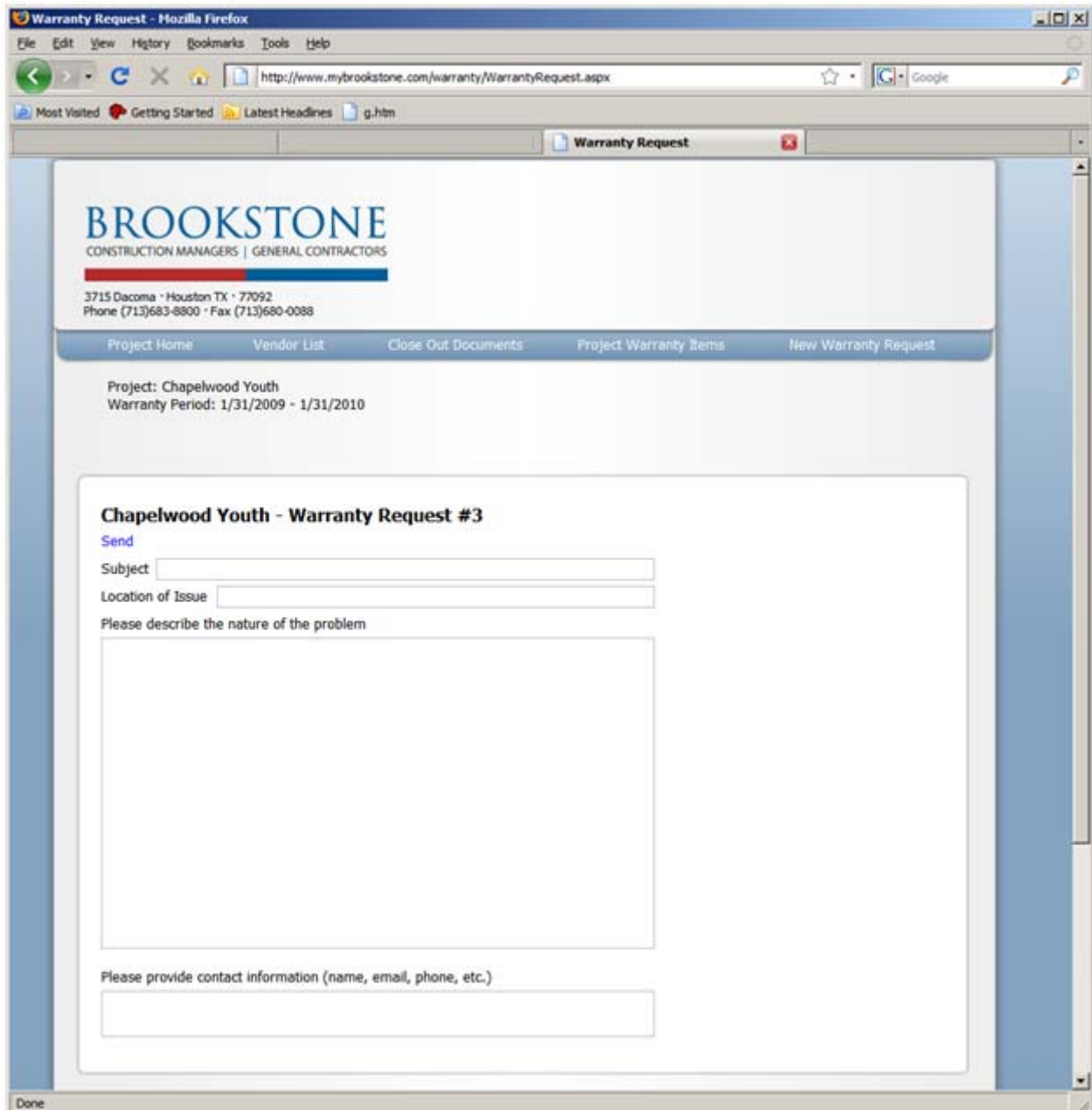
By clicking on the Close Out Documents link, you can access the warranty files that have been uploaded to your project.



The project manager is in charge of the files that are uploaded to the project. If you receive an error, or you do not see a file that you feel should be on the site, contact your project manager.

New Warranty Request

You can submit new warranty requests by clicking the New Warranty Request link.



The screenshot shows a web browser window titled "Warranty Request - Mozilla Firefox". The address bar displays the URL "http://www.mybrookstone.com/warranty/WarrantyRequest.aspx". The browser's menu bar includes "File", "Edit", "View", "History", "Bookmarks", "Tools", and "Help". The browser's toolbar shows navigation buttons (back, forward, home, stop, refresh) and a search engine (Google). The browser's tab bar shows a single tab titled "Warranty Request".

The main content area of the browser displays the Brookstone logo and contact information:

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Below the logo is a navigation menu with the following items: "Project Home", "Vendor List", "Close Out Documents", "Project Warranty Items", and "New Warranty Request".

The main content area displays the following information:

Project: Chapelwood Youth
Warranty Period: 1/31/2009 - 1/31/2010

Chapelwood Youth - Warranty Request #3

[Send](#)

Subject

Location of Issue

Please describe the nature of the problem

Please provide contact information (name, email, phone, etc.)

The browser's status bar at the bottom left shows "Done".

After completing this form and sending the request, an email will alert the Brookstone Warranty Administrator that a new Warranty Request has been made.