

Welcome home

Here's how Digs sits next to you for the long haul.

Why Digs

Congrats! Closing on a home is a big moment, a long commitment, and day one in homeownership. Digs is here to help co-pilot the journey.

Your builder put real care into the work, and Digs partners with both of you from there: one place to understand what's in your house, file warranty requests, get small nudges on seasonal upkeep, and reach a real person when something feels off.

Think of it as the owner's manual that used to be handed to owners in a giant binder, but far more robust and portable.

And there's a real person on the other end when you need one.

- Every appliance, fixture, finish, and paint color in one record
- Warranty requests filed and tracked without phone tag
- An easy path for maintenance reminders you can time to the seasons in your area
- Help finding trusted local pros after warranty ends

How you got access

Your builder cares about the work they did and how you'll feel about it ten, twenty years from now. They signed up for Digs at their own expense and set up an account for you as part of handoff.

From here on out, the account is yours. Your home record, your requests, the little notes you add along the way; all of it private to you and your builder's service team while you're under warranty. Nothing leaves that circle.

Your builder passed along your name, email, and home details at handoff, so an invitation email with a setup link should already be sitting in your inbox. If your invitation got lost in spam, don't sign up without the link; your account needs it to be connected to your home. Contact your builder to have a fresh invite sent.

Pro tip You don't have to finish setup in one sitting. Sign in, knock out a step or two, come back later. Digs syncs across your phone, tablet, and computer, so wherever you pick it up, you're picking up where you left off.

Your first 15 minutes

Four short steps. Coffee in hand if you like.

1 Sign in Use the email the invite came to. Set a password.	2 Invite the household Add your spouse or anyone else who should have access.	3 Add to home screen On iPhone or Android, add Digs to your home screen so it opens like an app.	4 Take the tour Browse the Floorplan, 3D dollhouse, and Warranty page.
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Add Digs to your home screen

Digs runs in your phone's web browser. Pinning Digs to your home screen makes it easier to use. It works just like any other app, with no app store install needed and no hassles staying up to date.

iPhone (Safari)	Android (Chrome)
1. Open the Digs link from your invitation email in Safari. 2. Tap the Share button (square with an up arrow) at the bottom. 3. Scroll down and tap Add to Home Screen. 4. Confirm the name and tap Add.	1. Open the Digs link from your invitation email in Chrome. 2. Tap the three-dot menu in the upper right. 3. Tap Add to Home screen (or Install app). 4. Tap Add to confirm.

Once it's there, tap the Digs icon any time you want to check on the house.

Pro tip Two ways to find things in Digs. Search is fast for keyword lookups across all your documents, the right pick when you know what you're after. AskDigs is for when you want context, a quick summary, or a back-and-forth; it knows your home and can pull threads together. Use whichever fits the moment.

Warranty, simply

Your builder warranty has specific coverage and timelines. We keep warranty tickets all in one tab so you're not hunting through a folder to learn the status of an issue you run across. Here's how a typical request goes.

1	Spot something A door that won't close, a hairline crack, a hot water issue. Open the app and tap New request.
2	Describe it Snap photos from several angles, jot a quick note, pick the room. Record a quick video and upload it to share a sound or longer description.
3	Digs routes it We send it straight to your builder's warranty team. No phone tag, no waiting on hold.
4	Track progress Status updates land in the app and your inbox until the work is done.

Common coverage windows

Coverage area	Typical window	Where to check
Workmanship and materials	1 year	AskDigs
Mechanical systems (HVAC, plumbing, electrical)	2 years	AskDigs
Major structural	Up to 10 years	AskDigs

These are typical ranges. Your builder's exact terms live in the Warranty details. Check your warranty documents for specifics, or use AskDigs.

Pro tip When you're documenting a warranty issue, a short video showing the problem from a few angles usually beats a single photo. Audio helps too if the issue makes a sound. Your phone's camera is plenty; no fancy gear needed.

Living with Digs, week to week

Once the move-in dust settles, Digs slips into the background. Small habits, big payoff over the years you live here.

Weekly	Monthly	As it comes up
• Take a glance at the dashboard for open requests. • Snap photos or add receipts when you change something. • Check off tasks you've created.	• Swap HVAC filters and other tasks you create to make sure important milestones don't get skipped. • Test smoke and CO detectors. • Take a slow walk around outside; note anything new.	• Log any contractor visits and the work done. • Stash manuals and warranty cards for anything new. • Reach out anytime, even if it's just a question.

Beyond warranty

When your warranty winds down, Digs stays put. Your home record, your reminders, help finding a trusted electrician or plumber when you need one, and a running list of upgrades that may help come resale time. The first year teaches you a lot about your house. After that, Digs is where the story keeps living, even when the home changes hands one day.

Pro tip AskDigs isn't magic, but it can feel close. When you upload a new document, give us about 15 minutes before quizzing AskDigs about it. We use that time to process the file, index it, and check it against the rest of your home's data. That short wait is what keeps AskDigs from guessing or making things up, so you get an answer you can trust for the long haul.

Quick answers

Is my account really mine?	Yes. The home record, your requests, and your notes belong to you. Your builder's service team sees what's needed to help during warranty, and that's it. Nothing leaves that circle.
Who sees my requests?	Just you and your builder's service team.
What if it's an emergency?	Safety first. Know where your water, gas, and electrical shut-offs are and how to use them; local laws and codes may apply. For burst pipes, gas, electrical, or anything that feels unsafe, call 911 or your local utility first. Once everyone's safe, log it in Digs so we can help track the follow-up.
Can I add my own pros?	Yes. Add plumbers, electricians, or handymen you like to your Contact list for easy reference, and invite them as collaborators when there's work to be done. Just be mindful that collaborators can see any documents and folders which you have not marked as private. Their visits become part of your home's history.
What happens if I sell?	If that day comes, you can transfer the home record to the next owner. The history of care becomes part of what you're handing off.

Need a hand?

Email support@digs.com