



Maynardville



Communities

INFORMATIONAL & RESOURCES



Maynardville

Partner together for the best customer experience.

About Us

We offer quality, affordable homes with real choices.

QUALITY CONSTRUCTION & MATERIALS THAT LAST

- 2×6 Floor joist with 16” on center construction
- Full length outriggers
- Solid 5/8” OSB T&G Decking
- 2×4 exterior walls with 16” on center construction

AFFORDABLE HOMES THAT FIT YOUR BUDGET

- The Blazer Extreme BLX/BRX16763C
- The Blue Ridge Powerhouse BLR16763Q
- The Entertainer FAC16763A
- The Social BLR16723A

REAL CHOICES YOU LOVE TO LIVE WITH

- High-quality cabinets
- Durable, long-lasting vinyl floor
- Additional kitchen options and upgrades
- Master bath layouts

And these are just a few! View our design center, options and upgrades.



Communities Contacts

Partner together for
the best customer experience.

COMMUNITY SALES REP

Ross Mueller

Ross.Mueller@ClaytonHomes.com
(865) 809-7328 (cell)



SALES COORDINATOR/CLERK

Kristina Gold

Kristina.Gold@ClaytonHomes.com
(865) 992-3851 (office)

SHIPPING COORDINATOR

Paula Hancock

Paula.Hancock@ClaytonHomes.com
(865) 992-3851 (office)

QUALITY ASSURANCE**

Jimmy Muse

Jimmy.Muse@ClaytonHomes.com
(865) 992-3851 (office)

SERVICE MANAGER

Jeff "JJ" Jenkins

Jeff.Jenkins@ClaytonHomes.com
(865) 992-3851 (office)

PARTS MANAGER

Sharon Carpenter

Sharon.Kiser@ClaytonHomes.com
(865) 992-3851 (office)

**Please copy your community sales rep on all correspondence.*

***Quality Assurance can help with questions/issues related to technical details, schematics, and home construction.*



Our Communities Staff

We're here to serve you! As top performers in NPS, we offer you decades of management and support experience.

ROSS MUELLER, COMMUNITY SPECIALIST

Ross joined the Maynardville team in 2014 as a Market Development Manager specializing in community sales. He is responsible for the management and growth of the community business. Working closely with single and multi-park operators within a 500+ radius of East Tennessee, Ross aggressively pursues new points of distribution. He is a UT graduate and greatly enjoys Knoxville and East Tennessee.

MIKE BUNCH, SALES MANAGER

Mike joined the Clayton Homes team in 1997 as Market Development Manager at the Rutledge facility. In 2006, he was promoted to Sales Manager of the Maynardville facility, where he has since enjoyed serving retailers. He takes great pride in ensuring customers are getting the best quality built home. He resides in Knoxville with his wife, Vanessa, and his two children, Brandon and Allison.

KRISTINA GOLD SHERRITZE, SALES COORDINATOR

Kristina began working for Clayton Homes in 2006 as a member of the production team. In 2013, she was promoted to Sales Coordinator and is proud to be able to utilize her production experience to better serve her retailers and customers. Kristina resides in Maynardville with her husband Daniel and their four children, Kaylee, Chase, Wade, and Eve.

CARSON FIELDS, SALES COORDINATOR/CLERK

Carson began working for Clayton Homes in 2014 as a member of the production team. In 2016 he was promoted to Sales Clerk in the Maynardville facility. Carson resides in Corryton with his wife Krista.

JEFF JENKINS, CUSTOMER SERVICE MANAGER

Jeff "JJ" began working with Clayton Homes in 1985 as a member of the production team. The last 5 years of his production line work, he served as an Area Coordinator until he was promoted to Service Manager in 2004. He has spent many years providing our customers with exceptional service for the Maynardville facility. "JJ" enjoys spending time with his wife Sherri and his grandson Kyle in the Halls Community area.

SHARON CARPENTER, SERVICE & PARTS ASSISTANT MANAGER

Sharon began working for Clayton Homes in 1999 in the parts and service department for the Maynardville facility. After assisting in the purchasing department for two years, she is currently the Parts Assistant Manager. Sharon resides in Maynardville with her son Gregory.

JEFF HARWOOD, GENERAL MANAGER

Jeff has been in the industry since 1976 and has worked for Clayton Homes since 1992. He has served as the General Manager for Maynardville since 2000. His background with the company includes production, material acquisitions, sales, and management. Jeff enjoys spending time on the lake with his wife, Melinda and daughter, Megan.

Our Product

EXTERIOR

FEATURE

- George Pacific vinyl siding
- CertainTeed asphalt/fiberglass roof shingles
- Oriented strand board (OSB) roof and floor decking
- 36" six-panel steel front door with storm (opt)
- Raised panel vinyl shutters front of home
- 2"x4" exterior walls 16" on center
- Standard R11-11-21 Zone II insulation
- Low E Vinyl insulated windows (opt)
- 100% United States produced steel frame
- Full length outriggers
- Removable hitches
- GFI outside electrical outlet
- Frost-proof outside faucet std (core product)

BENEFIT

- Maintenance-free exterior with lifetime warranty
- Limited 20-year warranty
- Stronger product & more durable against moisture
- Vinyl-clad steel insulated door for more security
- UV protected from fading
- Great structural strength for load bearing walls
- Tighter insulation fit with moisture barrier
- Easy cleaning, no condensation, energy efficient
- Stronger & more reliable than other steel
- More structural strength for weight transfer
- Easier on setup crews & frame not visible
- Easy access to power source on outside of home
- Easy access to outside water for cleaning

FLOORING

FEATURE

- Rebond carpet pad
- Shaw carpets
- 5/8 OSB T&G decking
- Congoleum vinyl floor
- 2"x6" transverse floor joist 16" O.C.
- One-piece aluminum heat duct
- Vinyl entry at front door (core product)

BENEFIT

- Bounces back in high traffic areas (carpet last longer)
- Industry leader known for quality
- Structural strength, higher integrity flooring
- Brand name, durable in high traffic areas, free floating
- Stronger floor system, less floor squeaks
- Efficient system equals less heat loss
- Keeps carpet cleaner from front door traffic

KITCHEN

FEATURE

- Frigidaire appliances
- Wilsonart high-definition countertops
- 30" electric range
- 30" overhead cabinets
- Side-mounted metal drawer guides
- First alert fire extinguisher in kitchen
- Power range hood with light
- Cabinets include center shelves (opt)
- Stainless steel sink
- Multiple appliance packages (opt)

BENEFIT

- Brand name, very dependable, direct customer support
- Upgraded mill, high definition, scratch-resistant
- Easy oven cleaning with removable door & heating elements
- Large overhead storage space
- Smoother than wood on wood drawer guides
- Easy access in case of emergency
- Vented to exterior with cook top lighting system
- More storage space for pots & pans
- Easy clean sink, don't worry about chipping paint
- Color & upgrade flexibility

Procedures

DELIVERY

Our homes typically ship immediately upon completion. Your sales rep or our shipping coordinator will call to discuss the time frame as it approaches. Though it is difficult to anticipate an exact delivery time, we generally offer a range of three-to-five hours. As a rule, the drivers will reach out within one hour of final delivery. We strongly advise that you coordinate with a local set-up company to provide final service in your community and to have an auxiliary parking spot available if possible.

Once the drivers have dropped the home they will request a delivery signature. Please perform an initial walk-through of the home and note any delivery damage on the 48-hour checklist (provided in the black house pack). Over the following 48 hours, take an opportunity to further inspect the homes and start creating requests for parts. Instruction for where to submit the 48-hour checklist are provided in the black house pack along with warranty info, invoicing, and material details.

PARTS

Parts must be coordinated directly with our parts manager, Sharon Carpenter. She will need a completed parts request form including serial numbers for the house. Parts needed for warranty repairs will be provided at no cost.

Due to the nature of manufactured housing parts and the volume of houses Maynardville produces, please allow for ample delivery time. We typically ship within five business days and delivery will take an additional five-to-seven business days. *See the attached parts request form.*

SERVICE

Service is to be performed by the community for warranty work. We reimburse for labor (\$25/hour) and mileage (variable). Due to the nature of manufactured housing and the stress of over-the-road transit, minor service is to be expected on new homes. Standard service includes re-squaring of doors, adjusting trim, replacing shingles, and replacing damaged vinyl.

Occasionally, service work will fall outside of the abilities of a local contractor or maintenance person. Please discuss your specific circumstances with our service manager. *See the attached bill-back request form.*



Online Resources

Virtual support accessible 24/7 at **ClaytonMaynardville.com.**

WEBSITE

Our website is continually improving with new design features and optimized viewing for phones, tablets, and desktop computers.

FLOOR PLANS & VIRTUAL TOURS

We provide instant access to custom, interactive floor plans, videos, and virtual tours.

DESIGN CENTER

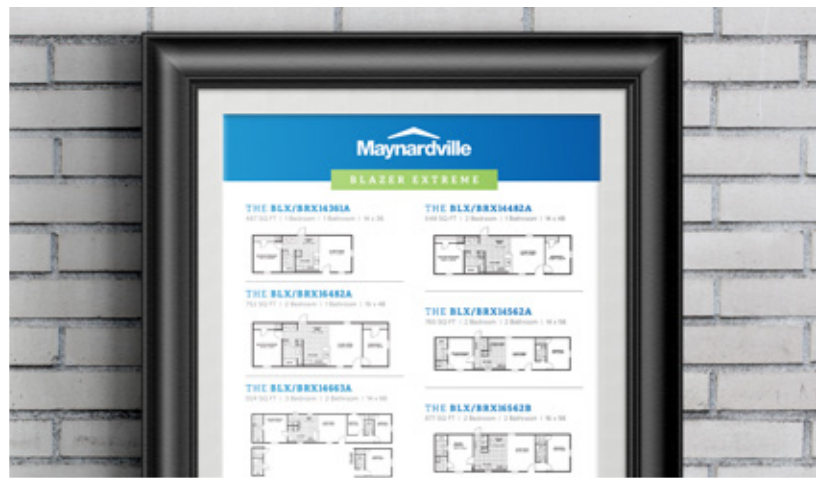
Easily view and compare all available decor options and upgrades in our design center.

CMH CONNECTION

CMHConnection.com allows you to get connected to your home building facility, quotes, orders, services/parts information, homeowner information, and references all in one place.

MARKETING SUPPORT

Our staff is dedicated to helping you. We provide marketing materials, including banners, sales literature, and market information.



CMH Connection

Get connected all in one place at
CMHConnection.com.



QUOTES

A listing of your active quotes.

Review summary quote information.
View the full quote.



SERVICE & PARTS

A page with access to:

Review and track current service
and parts requests.
Submit a request for a stock part.
Edit a service or parts request.



ORDERS

**A list of your quotes which have been
converted to orders.**

Review summary order information.
View the full order.



HOMEOWNERS

**A list of all customers who have purchased
a home that have a completed a warranty card
and has been input into our system.**

View & edit summary information for the warranty.
Add a service request or a parts request.
View customers who purchased from you.
View the home invoice.



INVENTORY

**A list of homes that represent your
display models for sale.**

View models that are showing as inventory.
Enter warranty information on the home.
Enter a service request to be made on the home.
Enter a parts request for the home.
View home invoice.



REFERENCES

**A library of documentation covering alternate
construction information and setup manuals.**

Setup/installation resources.
Alternate construction (AC Letter) information.

CMH Manufacturing Inc.

PARTS ORDER FORM

CUSTOMER: _____ REPORTED BY: _____ RETAILER PURCHASE ORDER #: _____

CUSTOMER'S CURRENT ADDRESS: _____

TELEPHONE: (HOME) _____ (WORK) _____ (CELL) _____

HBF: _____ HOME CENTER: _____ PURCHASE DATE: _____

MODEL: _____ COMPLETE SERIAL #: _____ TODAY'S DATE: _____

DIRECTIONS: _____

| ITEM # | QUANTITY | PART NUMBER | DESCRIPTION (PLEASE INDICATE REASON PART REQUIRED) | SIZE REQUIRED | RETAILER CHARGE | WARRANTY CHARGE |
|--------|----------|-------------|--|------------------|--------------------|--------------------|
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Service Order/Bill Back Request Form

BILL TO (COMPLETE ADDRESS): _____ RETAIL CENTER: _____ FACTORY AUTHORIZATION/PO#: _____
 MODEL: _____ COMPLETE SERIAL #: _____ REQUEST DATE: _____
 OWNER: _____ WHO CALLED: _____ PURCHASE DATE: _____
 ADDRESS: _____
 TELEPHONE # (HOME): _____ (WORK): _____ (CELL): _____

[Remit payments to Clayton Homes, ATTN: Inventory Control, PO Box 4007, Maryville, TN 37802 (Note: Applies to Non-Clayton Manufacturers Only)]

| ITEM # | DESCRIPTION OF PROBLEM | DETERMINED CAUSE | LABOR HOURS | MATERIAL COST | RETAILER SERVICE | WARRANTY CHARGE |
|--------|------------------------|------------------|-------------|---------------|------------------|-----------------|
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MATERIAL COST (ATTACH RECEIPTS): _____ LABOR: _____ HRS@: _____ /HR. MILEAGE _____ MILES@ _____ /MILE TOTAL COST \$ _____

This manufactured home, after the above repairs, is acceptable in at least average or better condition, and is accepted and fit for the purpose for which purchased.

Do not sign unless satisfied or exceptions noted below.

Exceptions, if any, are noted here: _____

Service Representative _____ Date _____ Customer _____ Date _____

Maynardville



FIND US

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Maynardville, TN 37807

☎ 800-849-6603