

EMERGENCIES

In the case of an emergency please contact the Builder immediately. We will respond without delay upon receiving your phone call. Our company considers an emergency as “*an occurrence within your home that causes a dangerous living situation for you and your family.*” Please note below what comprises an emergency to this Builder:

- -Complete electrical failure in your home, not an outage in the community.
- -Heating or Air Conditioning system failure in your home during drastic weather.
- -Complete shutdown of your plumbing system during the period of warranty. (Not a toilet stoppage or sink clog.)
- -Water damage due to leaks from plumbing, roof, or exterior finishes.

Please take precautions to first protect your family in case of an emergency. It is critical that you know how to shut off your water and electrical system. You should also form a family plan in case of an emergency. Call the Builder’s emergency line as soon as you have taken steps to reduce the danger of the emergency situation.

Damage from water can be drastic. You can minimize the damage by taking steps to stop the water as soon as you discover it. Shutting off water to an appliance or fixture can stop the flow of water and hinder any further damage. You must hereby agree to call the Builder and report any water damage as soon as discovery is made. Builder considers a window leak, plumbing leak, fixture leak, roof leak as emergencies, but not limited to such. You must allow Builder complete access and authorization to assess conditions and repair as necessary. It is the Builder’s goal to correct the situation as soon as possible to allow you to return to your normal routine, without any difficulty. Builder will conduct testing as necessary to determine level of emergency and how to repair. During the applicable warranty periods Builder will remove and replace any product or material that has been damaged. We will replace it with a comparable product or material available at the time. If it is determined that the cause of the leak was the homeowner responsibility, and not the Builder, the homeowner will be responsible for all costs. If you fail to take action to avoid damage, you will be charged for the additional remediation necessary.

Always report any problems to the Builder immediately. This will allow us to minimize the damage that might have occurred. Builder is not responsible for any damage to personal property.

In case of an emergency contact Builder emergency line, 800-785-0646.