



## *Emergency Warranty Procedures*

While it is extremely unlikely, emergencies do occur. An emergency would include severe plumbing problems, no heat during very cold weather, hazardous electrical problems, or any circumstances that endanger the occupants of the home.

In the event that an emergency should occur **outside the normal business hours**, please refer to your Warranty Booklet provided to you at the New Home Orientation and reference the appropriate sub-contractor to call directly. Please understand and respect that our sub-contractors have established this procedure for **emergency items only**. Any non-emergency calls made to a sub-contractor under this emergency procedure may make you liable for a service charge from the contractor.

In the event of an emergency, we will make every effort to resolve the problem as soon as possible to minimize the inconvenience and possible damage. We will repair or replace any items provided under your original purchase agreement with Ideal Suburban Homes. However, our warranty does not extend to consequential damage to personal property or to other items supplied or installed by others. In the unlikely event of such problems, you should refer any claims to your insurance company.