



Luxury. Style. Design. *Personalized.*

GUIDELINES FOR EMERGENCY SERVICE

If you experience an emergency, we recommend the following steps toward resolving it. Please make particular note of the information pertaining to emergencies after normal business hours.

1. First step is to immediately check on your **Warranty Contact** list for the names and emergency telephone numbers of plumbing, electrical, heating and cooling, roofing, siding and insulation subcontractors that should be contacted for the emergency. If the emergency involves a utility please immediately contact their emergency hotline. These contacts all maintain 24 hour on call service line. During evenings, weekends and holidays you will probably need to leave a message and a trade partner representative will contact you. It is important you remember to leave as many points of contact so they can be sure to return your call. **Prior to calling one of these numbers, please read the guidelines below to see what constitutes an emergency. It is important that you only call these numbers if the problem cannot wait until normal working hours**
2. Refer to your **Homeowner's Maintenance Manual** and your product warranty booklets for particular issues. You may find them helpful to solve the most frequent items that commonly concern new homeowners.
3. If you experience an emergency, you must immediately call your trade contractor. Additionally, contact Mid-Atlantic Builders' Customer Care Department at (301) 231-0009 extension 253, and leave a clear voicemail message with your name, community address and homesite, purpose for your call, and the phone numbers where and when you can be reached.

What is an emergency? A quick guideline regarding whether or not a condition is considered an emergency is to ask yourself whether further property damage will result or if there will be a medical consequence if an item is left unattended by a professional until normal working hours. In general, if the answer is "yes", then you should consider the situation an emergency. If the answer is "no," please wait to call during our regular business hours.



UNNECESSARY CALLS INTERFERE WITH MORE CRITICAL ONES. IN ORDER TO ENCOURAGE CAREFUL USE OF EMERGENCY NUMBERS, YOU MAY BE CHARGED A SERVICE FEE IF YOU REQUEST EMERGENCY SERVICE FOR A MATTER THAT IS NOT A TRUE EMERGENCY.



We also offer the following additional guidelines for specific issues:

Electrical

An emergency condition often exists when any part of the electrical system in your home is not functioning properly. Questions about the guidelines should be directed to your electrical subcontractor or electric service provider.

The following conditions, however, are not considered an emergency:

1. Your circuit breakers are not in the full “ON” position.
2. An appliance or light fixture is not operating properly and can be unplugged or turned off until normal business hours.
3. Power outage exists outside your home.
4. A Ground Fault Circuit Interrupter (GFCI) breaker is tripped or not reset.

Plumbing

An emergency condition exists only when one of the following conditions exists:

1. *Water line leaks.* Turn off water from the main water supply and contact the plumber listed on your subcontractor directory (found at the end of this section).
2. *No water supply is available.* As long as water is available at some point inside your home, an emergency does not exist and corrective action should be taken during normal business hours.
3. *All toilets in the home are stopped up.* If this condition results from improper use by the homeowner, a charge will normally be made for an emergency service call.

Heating and Air Conditioning

An emergency condition exists only in the following cases:

1. *Heating.* An emergency condition exists when there is no heat coming from the main system in your home. All service calls placed after normal business hours will be handled promptly.
2. *Cooling.* All calls will be handled during normal business hours. Cooling failures **do not** constitute an emergency condition, unless a life-threatening health problem requires conditioned air in the home. Please consult with our Customer Care Department should you have any questions.
3. *Gas line leaks.* Leave your home immediately and contact your gas service provider for immediate response.