

# EMERGENCY SERVICE

## WHEN TO CALL

Our trade contractors and local utility companies provide emergency response to the following conditions:

- Total loss of heat when the outside temperature is below 45 degrees Fahrenheit
- Total loss of air conditioning when the outside temperature exceeds 95 degrees Fahrenheit
- Total loss of electricity or power to refrigerator or furnace
- Major water leak or no water to home
- Natural Gas leak

## PHONE NUMBERS

Gas	Dominion Energy	800-767-1689
Power	Rocky Mountain Power	877-508-5088
Power (Heber Only)	Heber Light & Power	435-654-2913
Plumbing	Speirs Plumbing	801-546-0522
HVAC (Single Family & Townhomes)	HVAC Construction	801-298-4822
HVAC (Townhomes Only)	McMain Comfort Solutions	435-830-1250
Electrical	Eyre Electric	801-571-3211

**NOTE:** DO NOT call these numbers for non-emergency warranty requests. **All non-emergency requests must be submitted through Liberty Homes' online warranty request system** (see next section). If you call in what is determined to be a non-emergency, you may be charged an emergency service call fee.

While emergency warranty situations are rare, prompt response is essential for resolution. Begin by checking items that are accessible to you. You can find troubleshooting tips throughout this manual to help with checking several of your home's components. Often, by taking the appropriate actions, you can solve the problem immediately or mitigate the situation until a technician arrives. However, do not do anything beyond the basic troubleshooting items listed in this manual or attempt to repair the defect yourself unless authorized by Liberty Homes. Any attempt to repair a defect, other than an authorized emergency repair, will make it impossible to assess whether the defect was covered by the Limited Warranty. Unless an emergency defect repair is authorized, Liberty Homes will have no responsibility to reimburse any costs due to repair, replacement, and other expenses. Unauthorized repairs will also void the Limited Warranty for any future issues that arise on the repaired item or area. If you are unsure whether to attempt to repair an item, contact Liberty Homes first.

Note that if a service (gas, electricity, water) is out in an entire area, attention from the local utility company will be needed. Trade contractors are not able to help with such outages.

## IMPORTANT INFORMATION FOR NEW HOMEOWNERS

As a new homeowner, we encourage you to familiarize yourself with the following information.

**Electrical Shutoff:** In case of electrical emergency, turn off the main circuit breaker located inside the electrical service panel. The electrical service panel is found on the outside of the home.

**Water Shutoff:** In case of a plumbing emergency, water shutoff valves are located in the basement of your home and at the water meter found in the street park strip.

**Gas Shutoff:** Gas to your home can be turned off at the natural gas meter on the side of your house. You should only use this shutoff in emergency situations, and it best to call the gas company and have them turn it back on. There are also separate shut offs at each appliance that runs on gas.

**Grading and Drainage:** Your home has been graded in such a manner as to keep water away from your home and otherwise comply with code requirements. Altering the grading of your homesite can restrict water surface drainage and cause structural or water damage to your home or concrete flatwork. Altering the grade and damage caused by that is not covered by warranty. In addition, maintaining this grade is a homeowner responsibility.

**Concrete and Flatwork:** Concrete drives, walks, and patios can be severely damaged by heavy vehicles or equipment. Do not allow heavy trucks or equipment to cross concrete flatwork. Especially during the first year of the new concrete, do not use ice melt or salt.