
EMERGENCY SERVICE

If you are faced with a FIRE or LIFE-THREATENING EMERGENCY, CALL 911 IMMEDIATELY!

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

BEFORE CALLING

Check to make sure that a service (gas, electricity, water) is not out for the entire area. If there is an area-wide service outage, the local utility company will need to resolve it. Trade contractors are not able to help with such outages.

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 in 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 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.

PHONE NUMBERS

GAS	Dominion Energy	800-767-1689
POWER	Rocky Mountain Power	877-508-5088
	Heber Light & Power	435-654-2913
PLUMBING	Speirs Plumbing	801-546-0522
HVAC*	HVAC Construction	801-298-4822
	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.

* Single-family homes other than Parker Place: HVAC Construction

Parker Place:

HVAC Construction: Lots 1 through 6

McMain: Lots 7 through 14

Montebello townhomes:

HVAC Construction: Lots 1 through 3, 13 through 15, 56 through 59, 73 through 78

McMain: Lots 4 through 12, 16 through 55, 60 through 72, 79 through 84