



TRENDMAKER HOMES

Emergency Situation Qualifications

Trendmaker Homes defines an Emergency Service as the following:

- GAS LEAK
 - If you have a gas leak, leave your home immediately and do not use the phone in your home. Contact your utility company or plumber right away.
- TOTAL LOSS OF POWER
 - Check with the utility company before reporting this to Trendmaker Homes or your electrician.
- TOTAL LOSS OF WATER
 - First, check your main water shut-off and contact the water department to be certain the problem is not a general outage in the area.
- PLUMBING LEAK
 - Contact us if you have a leak in your plumbing that requires the entire water supply to be shut off.
- TOTAL STOPPAGE OF PLUMBING SEWER SYSTEM
 - Sewer stoppages caused by the home's occupants will not be covered by the Trendmaker Homes' limited warranty program.
- TOTAL LOSS OF AIR CONDITIONING OR HEATING
 - During the hot months of the year, air-conditioning contractors can be very busy and will give priority to homes without **any** cooling. If your home has multiple air-conditioning units and one or more of them are still working, you may have to wait a little longer for service. While we recognize that it is extremely important that an air conditioning problem is treated as a top priority, please note that air-conditioning problems of any kind and regardless of weather conditions are not considered emergency service.

Procedures

- If a warranty emergency occurs during business hours, then call Trendmaker's Customer Care Department at **281-675-3235**. Please also follow-up with a written request for service through the homeowner portal.
- If a warranty emergency occurs on weekends or holidays, then call the appropriate subcontractor or utility contractor directly. Also, leave a message on the Customer Care line at **281-675-3235** so we can assist and follow up to ensure the proper repairs are completed.



Subcontractor Emergency Phone Numbers

Please contact the Customer Care Department at 281-675-3235, so we can follow-up on your emergency repairs on the following business day.

Electrical

- DS Electric: 281-216-3263
- Paramount Electric: 713-535-3063
- Bob Grimmer Electric: 713-460-5596
- Cornerstone Electric: 281-357-5445
- Moore Home Solutions: 713-443-2774
- Standard Electric: 281-255-6900
- Rave Electric: 832-738-1356

Plumbing

- Meistad Plumbing: 713-466-5159
- EPI Plumbing: 713-896-0821 extension 300
- E&M Plumbing: 281-277-5328

Security and Wiring

- Home Pro: 713-493-7550
- Eyeon Systems: 713-460-8662
- Connect One: 713-977-5887

Aerobic Systems (Septic)

- A & P Aerobic Service: 936-321-8191

Heating & Air

- Airteam: 713-956-8326

Appliances

- General Electric: 800-626-2000
- Factory Builders: 281-477-6464

Water Conditioning System

- DuPure Int'l Inc.: 281-890-7900