



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.

Plumbing Leak

Contact us if you have a leak in your plumbing that requires the entire water supply to be shut off.

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.

Total Stoppage of Plumbing System

Sewer stoppages caused by the home's occupants will not be covered by the Trendmaker Homes' limited warranty program.


Total Stoppage Loss of Air Conditioning or Heating


During the hot months of the year, AC 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, please follow the following procedures:

During Business Hours (Mon-Fri: 8am-4pm)

 (281) 675-3235- Trendmaker Customer Care Dept

 Follow-up with written request for service through the [homeowner portal](#).

During Weekends or Holidays

 Call the appropriate subcontractor or utility contractor directly (see sticker under sink). Please also leave a message on the Customer Care line (above) so we can ensure proper repairs are completed



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Trade Partner Emergency Phone Numbers

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

* Please ensure that you are contacting the correct company by double checking your emergency sticker located on the inside of your kitchen cabinet.

Electrical

IES Residential (Katy)	(281) 391-2402
IES Residential (South)	(281) 332-7528
Moore Home Solutions	(281) 936-0327
Standard Electric	(281) 255-6900
DS Electric	(281) 216-3263
MSF Electric	(281) 232-2158

Plumbing

EPI Plumbing	(713) 896-0821 ext. 300
E&M Plumbing	(281) 277-5328

Heating & Air

Airteam LLC	(713) 956-8326
Davis Mechanicals	(888) 710-5530

Appliances

General Electric	Help Line: (800) 626-2000 Service: (800) 432-2737
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Water Conditioning System

Dupure	(281) 890-7900
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