

AFTERHOURS & EMERGENCY SERVICES

PROHOME understands that not all situations requiring immediate attention happen during normal business hours. Therefore, your BUILDER has provided you with the PROHOME Emergency Assistance number.

Do not contact Subcontractors directly if you have an emergency. Call our office at the number listed on the front cover of this Limited Warranty to report your emergency. We will assist you in triaging the situation, documenting your emergency, and taking the appropriate follow up action.

AFTERHOURS & EMERGENCY REQUESTS



1. Total Electrical Outage

a. Ensure the electrical grid isn't down by checking with your utility company before reporting this situation to PROHOME.



2. Electrical Sparks



3. Total Loss of Heat or A/C

a. Applicable when the outside temperature is below 45 degrees (Heat) or above 80 degrees (A/C). All other Heating and Cooling issues will be addressed the next business day.



4. Gas Leak

a. If you suspect or have a gas leak leave your home immediately and do not use the phone in your home. Contact your utility company and then PROHOME.



5. Water Leak of any Nature

a. Applicable when the main water shut off valve needs to be turned off to your home. All other water leaks will be addressed the next business day.



6. Non-Operable Exterior Passage Door or Lock

If you feel you are facing a life-threatening emergency, call 911 or your local authorities.

To help PROHOME serve you better, please observe the procedures outlined in this section when reporting any emergency to us.

AFTER HOURS EMERGENCY - CALL 800-899-2451