



Please attempt the troubleshooting items listed below before contacting a trade partner to avoid trip charges. HVAC, Plumbing, and Electrical Contractors are listed on the next page.

Emergency Service Request

In the event of an emergency, the following actions should be performed:

Emergency Issue	Troubleshooting	Contacting Further Assistance
<p>Heating Emergency Total loss of heat when the outside temperature is below 45 degrees is considered an emergency. Loss of air conditioning is not considered an emergency unless a health hazard exists.</p>	<ol style="list-style-type: none"> 1. Check to see if thermostat is registering 2. Check breaker panel for tripped breaker 	<ol style="list-style-type: none"> 1. Warranty e-mail Warranty@verticalbuilders.com M-F 8am-4pm 2. HVAC Contractor (After Hours)
<p>Water Heater In-Op Lack of hot water is not considered an emergency item but may be warrantable. Make sure to attempt the Troubleshooting before calling sub-contractors to avoid service fees.</p>	<ol style="list-style-type: none"> 1. Check breaker in panel to see if it is tripped 2. Open panel on water heater to make sure that push button is not in the "tripped" position 	<ol style="list-style-type: none"> 1. Warranty e-mail Warranty@verticalbuilders.com M-F 8am-4pm 2. Plumbing Contractor (After Hours)
<p>Plumbing Leak Leaks behind the wall should be reported and dealt with immediately. Clogged toilets and sinks, unless caused by failure of materials or workmanship, are not considered emergency items nor warrantable repairs.</p>	<ol style="list-style-type: none"> 1. Turn off water immediately 2. If leak can be isolated, attempt to shut it off locally 	<ol style="list-style-type: none"> 1. Warranty E-mail Warranty@verticalbuilders.com M-F 8am-4pm 2. Plumbing Contractor (After Hours)
<p>Electrical Our contractor handles the wires and electrical systems from the Meter Base and into the house. Electrical issues from the meter base to the street should be handled by the Utility Company.</p>	<ol style="list-style-type: none"> 1. If an outlet near a "wet" surface is not working, check the GFCI and make sure it is not tripped 2. Check to make sure the breaker in the panel is not "tripped." IF reset and it continues to trip, there may be an issue and the trade contractor should be contacted 	<ol style="list-style-type: none"> 1. Warranty E-mail Warranty@verticalbuilders.com M-F 8am-4pm 2. Electrical Contractor (After Hours)



If there is an issue with workmanship, please e-mail the Warranty e-mail (warranty@verticalbuilders.com) first for assistance, M-F 8am-4pm. For any after hour emergencies, please contact the vendors listed below.

Trade Partners & Vendors

<i>Trade Partner/Vendor</i>	Company Name	Point of Contact	Phone Number
<i>HVAC</i>	Air Flow Heating & Cooling	Jim Moore	804.378.7254
	Roxbury Mechanical	Jimmy Hall	804.966.2067
<i>Electrical</i>	Tribble Electric	Kelly Cathell	804.266.4704
<i>Plumbing</i>	Pinnacle Plumbing	Dylan Martin	804.310.4000