

Emergency Service

What is considered an emergency?

An emergency service is one that requires immediate remedial attention to protect you and your family, avoid any immediate and/or significant damage to your property, and should be acted upon with a sense of urgency.

Examples of Emergency Situations	
Total Sewer Stoppage	<p>Defined as a situation in all plumbing ceases function improperly (sinks, tubs, toilets, etc.).</p> <p><i>A single toilet stoppage when others are working properly is not an emergency.</i></p>
Water Supply Leak	<p>A water leak which requires the shutoff of water supply to the entire home to avoid serious water damage.</p> <p><i>A leak which can be isolated by the shutoff valve under the cabinet or at a specific plumbing fixture is not an emergency.</i></p>
Total Loss of Heat or Air Conditioning	<p>This is only considered an emergency during extreme weather conditions.</p> <ul style="list-style-type: none"> ▪ No Heat and the outside temperature is below 40°F ▪ No Air Conditioning and the outside temperature is above 90°F <p><i>It is not considered an emergency if a home has two units and one is not working properly.</i></p>
Total Electrical Failure	<p>An electrical issue unable to be remedied by the troubleshooting guidelines handout.</p> <p><i>In the event of a total electrical failure, check with your neighbors to determine if the failure is widespread or limited to your house. If the failure is widespread, contact your electrical utility company.</i></p>
Natural Gas Leak	<p>Most often determined by the smell of gas in the home. Immediately vacate the home and contact your gas utility company from another location.</p>
Total Loss of Water	<p>In the event of total water loss, please check with your water company to determine if there is a general outage in your area.</p>
Plumbing Leak	<p>If you are experiencing a plumbing leak that requires you to shut off the water to the entire home.</p>
Potential for Bodily Harm	<p>Any other problem that, without immediate correction and precautionary measures, creates a potential for bodily harm that cannot be reasonably avoided.</p>

Disclaimer of Warranties

Warranties - Express, implied, written, or oral, including but not limited to any implied warranty of merchantability or fitness and strict liability in tort and is provided in lieu of all obligations and liabilities of seller/builder with respect to defects in materials and workmanship. The rights and remedies contained in the Builder's Limited Warranty on Workmanship and Materials constitute the buyer's sole recourse against Builder for costs and expenses to cure defects in the property or loss in value caused by such defects. This warranty excludes any right to consequential damages, incidental expenses related to inconvenience or relocation during repairs. The homebuyer is responsible for mitigating damages.

What do I do if I am experiencing an emergency and need to request emergency service?

- 1) Reference the 'Troubleshooting Handout' to determine if the issue is in fact an emergency or if it can be remedied without a service technician using the list of suggestions provided.
- 2) If it is an emergency, contact the sub-contractor directly to schedule a homesite visit. See list of emergency contacts below.
- 3) Submit a service request through your **Warranty Portal** or service@kiella.com so that we may log the issue in our system and schedule a follow up. Request should include:
 - a. A note of 'Emergency Service' and whether you have contacted the sub-contractor directly. We advise you to contact them immediately to get their homesite visit scheduled as quickly as possible.
 - b. Your address, contact information, and how you prefer to be contacted.
 - c. Complete description of the problem
 - d. Detailed photos of the area or item affected.
- 4) Expect our Warranty Manager to contact you and the subcontractor to ensure the issue was addressed.

You are also responsible for informing the subcontractor of your warranty with Kiella Homebuilders.

**If the service technician does not deem the issue an emergency (lack of maintenance or damage caused by the homeowner, etc), a service charge could be imposed by the vendor. The homeowner will be required to make payment in full at the time the work is done.*

Emergency Contacts:

ELECTRICIAN | Royce Electric (254) 699-2685 or (254) 394-0071 *(After hours)*

HVAC | Ellis Air (254) 598-2074 or (254) 526-5410 *(After hours)*

PLUMBING | Cooper & Bright (254) 698-2909 or (254) 535-0508 *(After hours)*

Is there a cost associated with an Emergency Service Request?

Emergency service is provided for your convenience and safety. It is a function of the Warranty & Service Department and does not extend the coverage of the Limited Warranty. The cost of any repairs that are made in response to an emergency request that are **not** covered by the Limited Warranty will be the responsibility of the homeowner. If a technician does a homesite visit for emergency service and does not deem the issue an emergency (lack of maintenance or damage caused by the homeowner, etc.) then a service charge could be imposed by the vendor that is due when the work is complete.

Is there anything I can do to minimize the damage while I wait for the service technician?

Please refer to the 'Troubleshooting Handout' for a list of ways you can minimize damage to your property while you wait for the service technician.

What if my emergency service request is not during business hours?

You have a responsibility to inform Kiella Homebuilders of the emergency as soon as it occurs and provide the emergency subcontractor information to contact Kiella Homebuilders, as well. If the issue is determined not to be an emergency, there will be no reimbursement for service charges.

(PLEASE BE SURE THAT YOU ARE UTILIZING THE AFTER-HOUR EMERGENCY SERVICES FOR **QUALIFYING EMERGENCIES ONLY**)

**Manufactured products and appliances are not warrantable per the warranty contract. Contact the manufacturer (GE Appliances) directly for service.*

Troubleshooting Guidelines

Am I experiencing an emergency that requires immediate attention, a service issue but not an emergency, or an issue I can remedy on my own without a service technician?

Emergency: Your issue is something that requires immediate attention for your safety and the safety of your property. Please follow the Emergency Procedures Handout and refer to these troubleshooting suggestions to minimize damage.

Service Issue (Not Emergency): The troubleshooting suggestions do not solve your issue, but your issue is not something that requires immediate attention for your safety and the safety of your property. Submit a service request through our Warranty Department through your Warranty Portal or by emailing service@kiella.com.

No Need for Service: The troubleshooting suggestions help you remedy the solution, and you are not in need of service.

Total Loss of Heat or Air Conditioning

Check the following to determine if any are the cause of the issue:

- Thermostat temperature setting and switches.
- ON/OFF switch on your air handler
- Breaker on the electrical panel located in the garage
- Safety switch for the fan cover
- Float switch

If none of these items corrects the problem, call the HVAC vendor listed on the Emergency Service Request Handout. If the technician arrives to the service call to turn on a switch, replace a fuse, or reset a breaker, you will be obligated to pay the service charge.

Total Sewer Stoppage

If a clogged sewer line ***prevents using water anywhere*** in your home, the ***problem is categorized as an emergency***.

Troubleshooting Guidelines

Total Loss of Electricity

Issue	Potential Remedy
Electrical Short	<ol style="list-style-type: none"> 1) Check breaker panel in garage and restore affected circuit (labeled to indicate what it operates). Circuit breakers have three positions: on, off, and tripped. When a circuit breaker trips it must first be turned "off" before it can be turned "on." Switching the breaker directly from "tripped" to "on" will not restore service. 2) Check the main breaker in the panel next to the meter outside of your home.
Total Loss of Power	<ol style="list-style-type: none"> 1) Check the main breaker in the panel next to the meter outside of your home. If it is tripped or turned off, wait 2 to 3 minutes before turning it on. Next, restore power to the other circuits one by one. 2) Check with your local utility company.
Wall Switch Not Working	<ol style="list-style-type: none"> 1) If it is a 3-Way Switch, check the additional switch. 2) Check that the bulb, appliance, or item this switch operates on is functioning.
GFIC Outlet	<p>'Ground Fault Interrupter Circuits' are required by building code for bath, kitchen, exterior and garage outlets. These outlets can sense excessive moisture and heavy appliances such as power tools, faulty appliances, and hair dryers are common causes of a tripped GFIC.</p> <ol style="list-style-type: none"> 1) Push the 'reset' button to return the service.

Loss of power in a limited area of the home is not considered an emergency.

Total Loss of Water

Issue	Potential Remedy
Isolated Item not Working (Example – Toilet)	<ol style="list-style-type: none"> 1) Turn off water supply at valve located under the sink/behind the toilet or at the main house cut off location in the garage.
Water Supply Stops	<ol style="list-style-type: none"> 1) Check the main water shutoff valve located at the water meter box at the street to ensure the valve is open. 2) Check with your local water utility to confirm there are no issues in your area.
Isolated Plumbing Leak	<ol style="list-style-type: none"> 1) Turn off water supply valve located under sink/behind toilet.
Major Plumbing Leak	<p><i>This is an emergency.</i></p> <ol style="list-style-type: none"> 1) Turn off the water supply valve located under the sink/behind the toilet. 2) Shutoff the water to the entire home at the cutoff in the garage, then turn on an exterior faucet to drain the lines.
Lack of Hot Water	<ol style="list-style-type: none"> 1) Check the pilot (if gas unit) or the breaker located in the garage (if electric unit). 2) Check the temperature setting. 3) Check the water supply valve for your hot water heater.