

CMS Homes Emergency Warranty Info



What Constitutes an Emergency Warranty Service Repair?

The only time a repair needs immediate attention is if it's an issue that would cause further damage by continued use and without immediate attention. This includes but is not limited to electrical, plumbing, and HVAC.

See the final page for the CMS Homes contractor contact list.

Emergency Service Situations

If any of these occur and your home is unlivable, please contact the contractor or company listed. Some issues are considered warranty repairs, others are not.

- **HVAC** (heating and/or air conditioning) not working during extreme weather conditions.
- **Whole-home electricity** not working. Check with the utility company before reporting this circumstance to the contractor.
- **Whole home, kitchen, or bathroom water supply** not working. Check with your water company prior to reporting this circumstance to the contractor.
- **Natural gas leak.** If you suspect a gas leak, **leave your home immediately!** Call Ameren's 24/7 Emergency Line at (800) 552-7583 or call 911.
- **Sewer system or septic tank not working.** If you suspect the main sewer line is clogged, your septic tank is full, or sewage is backing up, making it impossible to use the plumbing, please call the city or a sewer/septic tank repair company. Your home warranty does not cover downstream sewer issues.
- **Plumbing leak.** If there's a large water leak damaging your home or its contents and it requires turning off the main water supply, this is an emergency. Turn off the individual water valve where it's leaking and/or the main shut-off valve to your home (in the basement usually along the front wall), then call a plumber.



Emergency Service Situations Continued

- **Roof leak.** Roof leaks not related to construction are not covered under your home warranty, including wind and storm damage. If there's a roof issue related to construction causing a leak, please notify us promptly to avoid further damage.
- **Windows or doors leaking.** If it is raining and water is coming into your house through a window or door seal, contact Jacob Wilson at CMS Homes via email or in Buildertrend. He will get back to you as soon as possible.
- **Appliances malfunctioning.** For appliance issues, please contact GE Appliances or the company you chose if it's not GE.
- **Other.** Personal property damage is not covered by your CMS Home Warranties.

Utilize Buildertrend for Optimal Communication

If you are experiencing one or more non-emergency warranty issues, please use the [60-day](#) or [10-month service request form](#) and submit them together in [Buildertrend](#). We will work closely with you to schedule repairs when it is convenient for you. We do not fix or repair warranty issues one issue at a time unless it is a true emergency.

Thank you for building your home with us!
We love having you as part of our CMS Homes community and are here for you to help make your house a home.

CMS Homes Emergency Contractor Contact Information



Plumbing

- **Orchard Grove & Waterbrooke Estates**

Holder Plumbing: Denise [636-978-1515](tel:636-978-1515)

- **The Village at Indian Creek, Harmony Hills & Build Anywhere**

Silverberg Plumbing: Daren [636-295-0131](tel:636-295-0131)

Heating & Cooling

- *HOFF Heating & HVAC:* Matt [636-240-4633](tel:636-240-4633) or Brian [636-324-3156](tel:636-324-3156)

Electrical

- *Mas Electric:* Cory [636-262-4694](tel:636-262-4694)

Sewer, Water & Septic

- *Trinity Ditching Septic & Sewer:* Kevin [636-299-2134](tel:636-299-2134) or Devon [636-358-1315](tel:636-358-1315)
- *Flynn Well Drilling:* Kurt [636-299 6363](tel:636-299-6363)
- If you experience a downstream sewer backup, please call your city utility department. You can also call a plumber who specializes in sewer line repairs.

Natural Gas

- *Ameren:* [800-552-7583](tel:800-552-7583)

Appliances

- *GE Appliances:* gecares.com or [800-432-2737](tel:800-432-2737)

Cities & Counties

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| ● City of Moscow Mills: 636-356-4220 | ● St Charles County: 636-949-7900 |
| ● City of Troy Dispatch: 636-528-6100 | ● Lincoln County: 636-528-6300 |
| ● City of Warrenton: 636-456-3535 | ● Warren County: 573-634-2120 |