



## 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](tel:8005527583) 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.