



Emergency Service

Occasionally, an emergency will arise which may compromise personal safety, health or security, such as:

- ☐ No heat when the outside temperature is below 45 degrees.
- ☐ Loss of electricity-not a general area outage.
- ☐ A plumbing leak requiring the water supply to be shut off.
- ☐ Complete loss of water.
- ☐ Gas leak not controllable at the fixture shut-off, i.e. fireplace, furnace or hot-water tank.
- ☐ Roof, window, or skylight leak that will cause additional damage.

1. If an emergency occurs during Sea Pac Homes office hours, please follow the procedure below:
 - A. Call our general line at 425-953-2800. We are available Monday-Friday 8am-5pm. We will initiate the appropriate action upon receiving the pertinent information.
 - B. If your home is still within the Sea Pac Homes Express Limited Warranty period, review the warranty and Builder Backed Standards section of the warranty to determine if the repair is covered. Document warrantable items and submit to Sea Pac Homes for evaluation.
 - C. **Costs incurred for emergency service calls for items that are not covered according to the Builder Backed Standards are the homeowner's responsibility.**
2. If an emergency occurs after Sea Pac Homes office hours, please follow the procedure below:
 - A. Call the appropriate utility company or subcontractor from the service numbers listed below. If the listed vendor cannot respond to the emergency, contact another licensed and bonded contractor.
 - B. If your home is still within the Sea Pac Homes Express Limited Warranty period, review the warranty and Builder Backed Standards section of the warranty to determine if the repair is covered. If your repair is covered, submit documentation of work performed with receipts to Sea Pac Homes for review within 5 business days.
 - C. **Costs incurred for emergency service calls for items which are not covered according to the Builder Backed Standards are the homeowner's responsibility.**



Urgent Service

In the case of a non-emergency, but urgent situation, direct contact to the appropriate subcontractor may be required. In all cases, initiate appropriate action to minimize any compromise of safety, health, security or further damage.

- A. If your home is still within the Sea Pac Homes Express Limited Warranty period, review the Builder Backed Standards section of the warranty to determine if the repair is covered. Document warrantable items and submit to Sea Pac Homes for evaluation.
- B. If the problem is covered under warranty, call our general line at 425-953-2800. We are available Monday-Friday 8am-5pm. We will initiate the appropriate action upon receiving the pertinent information.
- C. If the problem is not covered under warranty, you may still contact the appropriate sub-contractor from the list below. Costs incurred for service calls for items not covered according to the Builder Backed Standards are the **homeowner's responsibility**.

Service Numbers

Make sure to locate the correct subcontractor for your community, home or unit. If an emergency occurs, please follow the steps above. Please not, if you need to call a subcontractor from this list and they are not available, please try to contact another appropriate subcontractor from this list.

Plumbing

B&L Plumbing 425-626-5287
soren@blplumbing.pro

Electrical

Provident Electric (Ron) 253-631-7750 Ext.1004

Heating

Bob's Heating & Air 800-840-3346
customerservice@bobsheating.com

Roofing

JNS Construction Inc. 425-210-1992

Appliances

Judd & Black (Taylor) 360-659-0822

Garage Doors

Fireside Home Solutions 425-747-3473