



**EAGLE HOMES
NATURE'S CROSSING
EMERGENCY PHONE NUMBERS**

For emergency service during normal business hours (Monday through Friday 7:30am-4:30pm)
contact the Warranty Department at 847-838-3500 ext.102.



ELECTRIC

TWIN ELECTRIC

815-378-8259
815-728-0016



HEATING & A/C

**PETE'S HEATING &
COOLING**

847-837-0697



PLUMBING

**EWING DOHERTY
MECHANICAL**

630-929-2682

EMERGENCIES REQUIRING IMMEDIATE ATTENTION

Please **DO CALL** the Warranty Department **IF**:

1. Plumbing leak which requires water in the ENTIRE home to be shut off.
2. Total loss of heat.
3. Basement flooding.
4. Internal electrical problem requiring power to the house to be shut off.
5. Loss of power not due to Com-Ed shut down.
6. Gas smell or leak. Call your gas company to determine source of leak.
7. Frozen pipes.
8. Major roof leaks. Protect the affected area until repairs are made.
9. Loss of air conditioning. Repairs will be made within a 72 hour period.
10. Total stoppage of sewer system. No toilets operating. (*NOTE: IF STOPPAGE IS DUE TO SOMETHING OTHER THAN CONSTRUCTION RELATED DEBRIS, YOU WILL BE RESPONSIBLE FOR THE SERVICE CALL.)

For emergency service outside of normal business hours (7:30am-4:30pm) please refer to the **Emergency Phone List** above. By phoning any of these numbers, you will reach a 24-hour emergency service that will contact the subcontractor for you. Please state your subdivision, lot number, closing date, last name, street address, and phone number where you can be reached. We ask that you please then notify the Warranty Department immediately at the start of the next business day of any emergency service work which you initiated. We will then update your file to reflect the emergency situation and also take care of any necessary follow up work with the subcontractor.

If your one year Limited Warranty Period has expired, it is your responsibility to contact the contractor of your choice. Our emergency service is for homes under warranty ONLY.