



## Warranty Request Guidelines

To assist Maracay Homes Warranty Department in processing your request for service efficiently, we ask that you review your Maracay Homes Homeowner Warranty carefully prior to submitting your request.

If any warranty repairs arise during the warranty period, they will be scheduled for completion within 14 days of our receipt of your written request. Occasionally, due to circumstances beyond our control, this process may take more than 14 days. Delays can be caused by shortage of materials, backordered parts from manufacturers, labor problems or weather.

---

WARRANTY APPOINTMENTS ARE SCHEDULED BETWEEN THE HOURS OF 8:00 A.M. AND 4:00 P.M., MONDAY THROUGH FRIDAY - NO EXCEPTIONS.

---

### EMERGENCY REQUESTS (After hours and/or weekends/holidays)

**Emergency Requests are defined as follows:**

- Total stoppage of the main sewer line.
- A water leak requiring water service to be shut off in order to avoid serious damage to your home or furnishings.
- Total loss of electrical service (if not SRP or APS related).
- No air conditioning during summer months.
- Roof leak: While we agree with our customers that a roof leak is indeed an emergency, the reality is that repairs cannot safely or effectively be performed while the roof is wet. During business hours, contact the Warranty Department as soon as you notice the leak. Please remember, it is the customer's responsibility to take the appropriate steps needed to mitigate damage and protect personal property until the repair can be arranged by your Warranty Representative. These repairs will be scheduled as soon as the weather conditions allow.

Please note that should you have any emergencies after normal business hours you may contact us through our after hours answering service at 480-303-1112. Our service will be able to direct you to the applicable contractor along with their contact number.

If your emergency happens during regular working hours (Monday through Friday, 8:00 a.m. to 5:00 p.m.), please contact our Warranty Department at 480-346-5214.

Please be sure to inform our office of any emergency you may experience outside of regular office hours as this information is pertinent to your lot file for future reference along with any additional repairs that may be needed following the emergency.

*If you have questions prior to submitting your request,  
please contact your Warranty Representative.*