



## WELCOME TO WARRANTY SERVICES

Our dedicated team of Warranty Services professionals are here to support you as you move into your new Andrin home.

We've also created **The Andrin Guide to Homecare** that is full of maintenance and non-emergency troubleshooting tips which is always online for you at [www.andrinhomes.com](http://www.andrinhomes.com)

## WARRANTY SERVICES

Our Warranty Services teams are available Monday – Friday between 8:30 am to 4:30 pm.

Phone: **437.993.1083**

Email: **service@andrinhomes.com**

## EMERGENCY WARRANTY SERVICES

While emergency warranty requests are rare, they can happen on occasion and sometimes they happen after business hours or over the holidays. To keep your Andrin New Home Warranty and Tarion Warranty in good standing, only Andrin approved and certified trades may service your home. In addition, you may continue to contact our trades for service at your cost after the warranty period expires or, you may choose to use others. However, we recommend that you only ever use fully certified trades when servicing your home.

If you ever have an emergency warranty request outside of our business hours, please contact one of the approved emergency response service teams directly. They will guide and assist you through the immediate next steps to address your emergency.

Please note that, if your home is still under warranty, you will need to update your Andrin Warranty Services team by the next business day so we can support you in any important next steps to record and complete all work covered by your warranty.

## WHAT'S AN EMERGENCY?

Emergencies are defined as a total loss of heat or electrical power in your home and/or a major water leak from the interior or water penetration from the exterior.

## EMERGENCY CONTACTS

SERVICE PROVIDER	COMPANY NAME	CONTACT NUMBER
Plumber	Icon Plumbing	<b>905.737.7700</b>
Furnace	Tranquility Comfort	<b>905.571.3444</b>
Electrical	Tagus Electric	<b>416.763.6645</b>
Hydro	Hydro One	<b>1.800.434.1235</b>
Gas	Enbridge Gas	<b>1.866.763.5427</b>
Roofing	Jackson Roofing	<b>416.858.0657</b> <b>647.282.4409</b>

