

How To Obtain Emergency Warranty Service

The following information has been provided to insure efficient handling of all warranty service requests. Except for the emergencies specified below, Liberty Home Builders will require **ALL** service requests to be submitted via the Liberty Home Builders website under the “Homeowner Homepage” section. **A valid email address and phone number are required for prompt service.**

How to Obtain Emergency Service or After Hours Service

Emergency Service is defined as:

- Water Intrusion
- No heat if outside temperature is below 50°F
- No air conditioning if outside temperature is above 80°F
- Electrical problems of a life-threatening nature that cannot be solved by turning off breaker
- Plumbing problems which affect the main supply or drain lines

Contacting a Contractor

Before calling the contractor, please have the following information to provide them:

- Your Name
- Street Address
- Subdivision Name
- Date you closed on your new home
- Home and Work Telephone Numbers
- Exact nature of your problem

Example of Warranty Sticker:

Location of Homebuyer
Homepage Login Information

Location of Emergency
Contact Information

If you are experiencing any of the issues defined above, please refer to the Warranty Sticker located on the inside of the cabinet under your sink to obtain the contact information for the contractor corresponding to the problem.

How to Obtain Warranty Service

*Requests must be made through
our warranty portal at:*

libertyhomebuilders.com/homeowners-central

Username: _____

Password: _____

Emergency Contact Numbers

Plumbing:

HVAC:

Roofing:

Appliances:

Electrical: