



Emergency Service

For non-emergency service to your New Home please refer to the document "Metric Warranty & Service Work Policy" which can be found in your Sales Binder or the "Warranty & Service" section of our website. **The instructions below are for EMERGENCY Service only:**

If you have a need for EMERGENCY service (as defined on page 15 of the Taron Homeowner Information Package, e.g. water leak, no heating/air/conditioning/power or a dangerous situation), please call these numbers IN ORDER:

1. Metric Homes Office 613-836-8079
2. Our Construction Manager 613-302-0727

If it all possible please leave a "text message" as well when trying to contact the Construction Manager

Leave a message on BOTH numbers if no reply. If you do not get a call back within half an hour, please try again.

Once you have tried the numbers above, if you do not get a quick enough response you may need to speak to our Contractors:

Axel Plumbing

1. Tel: 613-816-6434
2. Tel: 613-816-6430

Heating Contactor

1. Look for the label affixed to your furnace for the correct contact information

Electrician

1. Look for the label affixed to your electrical panel for the correct contact information

PLEASE NOTE: Any non-warranty work will be chargeable to clients at the trades' standard rate, so please check the basics like breakers first.