



## **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 Tarion 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: 613-299-6431
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.