

## **DONOVAN TRACE** **LIST OF SUBCONTRACTORS**

<b>AIR CONDITIONING / HEATING</b>	<b>Payne A/C &amp; Heating, Inc.</b>	<b>863-686-6163</b>
<b>APPLIANCES</b>	<b>Whirlpool</b>	<b>800-952-2537 opt. 2</b>
	<b>Samsung</b>	<b>1-800-SAMSUNG (726-7864)</b>

Registration form **MUST** be completed and submitted prior to contact for warranty. Form can be found at the following link:

[www.highlandhomes.org/manufacturer-warranties](http://www.highlandhomes.org/manufacturer-warranties)

<b>ELECTRICAL</b>	<b>Fore Electric &amp; Energy, LLC</b>	<b>863-937-9149</b>
<b>FLOOR COVERING (Non-Tile)</b>	<b>Stinson Carpets, Inc.</b>	<b>863-665-4434</b>
<b>GARAGE DOOR</b>	<b>Combee Insulation</b>	<b>863-682-5783</b>
<b>IRRIGATION</b>	<b>Carl Hudson / Half Acre</b>	<b>863-666-2492</b>
<b>PLUMBING</b>	<b>Hodge Enterprises, Inc.</b>	<b>863-858-2991</b>
<b>TERMITE PREVENTION</b>	<b>J.P. Termite Co.</b>	<b>863-581-2104</b>
<b>WINDOWS</b>	<b>Manning Building Supplies</b>	<b>863-668-9100</b>

**\*\*\* FOR YOUR WARRANTY TO BE COVERED, YOU MUST CONTACT A WARRANTY SUBCONTRACTOR LISTED. IF YOU CALL A 3<sup>RD</sup> PARTY CONTRACTOR YOU WILL BE LIABLE FOR THE COST. \*\*\***

### **EMERGENCY PROCEDURES**

If a service emergency occurs on the weekend or holiday, contact the appropriate contractor and then call our Customer Service Department at 863-937-8991 to leave a message or email us at [highlandcares@highlandhomes.org](mailto:highlandcares@highlandhomes.org). Be sure to include your name, address, phone #, date, time and a brief explanation of the emergency and we will contact you on the next business day.

### **PLUMBING EMERGENCIES**

Examples of plumbing emergencies are: both bathrooms are inoperable, or a significant leak possibly causing damage to your home. There will be no charge for plumbing emergencies covered under warranty.

**BEFORE** you call the plumber, please do the following:

1. If there is a leak in the line, try to contain it.
2. If there is a leak in the supply line, turn off the water at the fixture supply line and if that does not work than shut off main valve outside.

### **HEATING / A/C PROCEDURE**

**BEFORE** you call the contractor, please check the following:

1. Is the thermostat at the proper setting?
2. Is the selector switch on the appropriate setting, heat or cool?
3. Check the breaker switch at the air handler located in attic or closet and at the condenser outside.
4. Check the breakers in the main panel located in the garage; turn off and on one time.
5. Verify overflow switch @ air handler is not full of water. If so, vacuum A/C drain line at the exterior of the home, 3/4" white PVC line.

### **ELECTRICAL PROCEDURE**

1. If you have an outlet that does not work, and you have checked the breaker by turning it off and then back on, look for a GFI outlet that may have tripped and reset it at the plug.
2. If your smoke detector starts chirping please refer to the manufacturer product information on resetting them after you replace your battery.