

TUSCANY BAY

LIST OF SUBCONTRACTORS

AIR CONDITIONING / HEATING	Natural Air Energy	863-679-2665
APPLIANCES	Whirlpool	800-952-2537 opt. 2
	Samsung	1-800-SAMSUNG (726-7864)

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

ELECTRICAL	Strada Services, Inc.	877-906-1113
FLOOR COVERING (Non-Tile)	Stinson Carpets, Inc.	863-665-4434
GARAGE DOOR	D & D Garage Door	941-371-7242
IRRIGATION	Riley Irrigation	813-986-1450
PLUMBING	Northwest Plumbing General Contact	770-941-5421
	Emergency (during business hours)	813-293-9349
	EMERGENCY AFTER HOURS	813-549-7041
TERMITE PREVENTION	J.P. Termite Co.	863-581-2104
WINDOWS	Manning Building Supplies	863-668-9100

***** FOR YOUR WARRANTY TO BE COVERED, YOU MUST CONTACT A WARRANTY SUBCONTRACTOR LISTED. IF YOU CALL A 3RD 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. 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 shutoff 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, ¾" 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.