



## **AFTER HOURS EMERGENCY PROCEDURES**

An After Hours Emergency is defined as:

- 1) **TOTAL** loss of heat, water or power,
- 2) Water leak that will not stop,
- 3) Any other situation that could cause bodily harm or significant damage to your home,
- 4) And occurs on weekends, holidays or between the hours of 5:00 PM and 8:00 AM on typical business days.

In the event you are experiencing an After Hours Emergency, immediately contact the appropriate Trade Partner listed on the Emergency Contact Phone List provided to you at your New Home Orientation to schedule an appointment to evaluate the problem. Then contact your warranty representative as soon as possible:

**Gerrick Claypool**

Customer Care Manager

[gclaypool@campbellhomes.com](mailto:gclaypool@campbellhomes.com)

**(719) 491-5743**

**Patrick Little**

Customer Care Representative

[plittle@campbellhomes.com](mailto:plittle@campbellhomes.com)

**(719) 491-2672**

And submit a warranty claim via:

- 1) **Website:** At [campbellhomes.com](http://campbellhomes.com), click on the "Customer Care" tab in the upper right hand corner of our homepage or,
- 2) **Email:** At [customercare@campbellhomes.com](mailto:customercare@campbellhomes.com) or,
- 3) **Mail:** At Campbell Homes, 4850 Austin Bluffs Parkway, Colorado Springs, CO 80918

Campbell Homes will then follow up with you on your After Hours Emergency the next business day.

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If you are **NOT** experiencing an After Hours Emergency, please submit your claim to us via:

- 1) **Website:** At [campbellhomes.com](http://campbellhomes.com) by clicking on the "Customer Care" tab in the upper right corner of our home page or,
- 2) **Email:** At [customercare@campbellhomes.com](mailto:customercare@campbellhomes.com) or,
- 3) **Mail:** At Campbell Homes, 4850 Austin Bluffs Parkway, Colorado Springs, CO 80918

**Campbell Homes will NOT process warranty claims in person or over the phone.**