

What Is An After Hours Emergency?

An After Hours Emergency occurs on weekends, holidays, or between the hours of 5:00 PM and 8:00 AM on typical business days and includes:



Total loss of heat, water, or power



A water leak that will not stop



Any other situation that could cause bodily harm or significant damage to your home

Campbell Homes Contacts

In the event you are experiencing an After Hours Emergency, immediately:

1. Contact the appropriate Trade Partner
2. Then, contact your Campbell Homes Customer Care Representative as soon as possible.

Please contact:

Jacob Schmidt

jschmidt@campbellhomes.com

719.291.7387

Gary Groves

ggrove@campbellhomes.com

719.491.0774

Submit a Warranty Claim

Submit a warranty claim as soon as possible via one of the methods below. In order to respond completely to your claim, Campbell Homes will only process written claims.



Customer Care tab on our website, campbellhomes.com/customer-care/



Send an email to customercare@campbellhomes.com



Mail your request to:

Campbell Homes, 9230 Grand Cordera Parkway, Colorado Springs, CO 80924

Emergency Trade Partner Contacts

Mitchell Heating

719.596.6677

www.mitchellheating.com

Allied Heating & Air

(5500 series homes only)

719.896.4574

Springs Custom Plumbing

719.593.5004

Positive Electric

719.532.1799

www.positivellc.com

Emergency Utilities Contacts



Electric, Water/Sewer, Gas

Colorado Springs Utilities

719.448.4800 or 1.800.238.5434

csu.org



Electric

Mountain View

Electric

1.800.388.9881

mvea.com

Water/Sewer

Meridian Service

Metro District

719.495.5152

meridianranchmetro.org

Gas

Black Hills Energy

1.888.890.5554

blackhillsenergy.com



Electric

Mountain View

Electric

1.800.388.9881

mvea.com

Water/Sewer

Triview Metro District

719.488.6868

triviewmetro.com

Gas

Black Hills Energy

1.888.890.5554

blackhillsenergy.com

NOTE: If a Trade Partner responds to a direct request for service from a homeowner and it is determined not to be an emergency or it is not covered under the Campbell Homes Limited Warranty, the homeowner will be held responsible for all charges incurred for materials, equipment, and labor.