



Customer Service and Emergency Contact Information

Should an emergency occur during office hours, please contact our Customer Service department.

McCaffrey Homes
Customer Service Department
7020 N. Van Ness Boulevard
Fresno, CA 93711
Tel (559) 256-7000
Fax (559) 256-7010
mccaffreyhomes.com

In the unlikely event that you should require assistance after our office has closed, please call the following emergency trade contractor or utility company direct at the telephone numbers listed below. If you are greeted by voicemail, please follow the instructions. It is important to speak clearly, and leave a valid phone number so your call can be returned.

Air Conditioning/Heating	Donald P. Dick	(559) 255-1644
Appliances	General Electric	(800) 432-2737
	Whirlpool	(800) 442-1111
Electric	Hodges Electric (if not a PG&E issue)	(559) 298-5533
	Pacific Gas & Electric	(800) 743-5000
Fiber Optics	AT&T	(800) 264-0002
Plumbing	Richard's Plumbing	(559) 277-1645

McCaffrey Homes defines emergencies as:

- Total loss of heat or air conditioning
- Total loss of electricity
- Total loss of water or sewer system
- A plumbing leak that requires the entire water supply to be shut off
- A gas leak

If you believe that you have an actual emergency, you should first take any steps necessary to protect you and your family from harm. After you have secured your personal and family's safety, you should check the emergency tips under the appropriate category in your Homeowner's Manual such as air conditioning, electrical, water heater and plumbing. Often the appropriate action by you can solve the problem immediately or mitigate the situation until a technician arrives such as turning off the main water valve if you have a severe water leak or closing the gas valve at the meter if you have a gas leak. Do not delay in reporting an emergency. Subsequent damage caused by a delay in reporting an emergency is the homeowner's responsibility as it is not covered by the Limited Warranty.

Remember it is your responsibility to protect your home and your personal property from possible damage in an emergency, including the cost of any non-warrantable emergency repairs.