



As you get settled into your new home, warranty questions and service requests may arise. In order to simplify the warranty process, StrucSure Home Warranty's First Call Warranty Service Program™ will be your primary point-of-contact.

### PROGRAM DETAILS

If you have a warranty question or would like to submit a warranty service request, please login in to our StrucSure First Call portal and complete our online form at <https://firstcall.strucsure.com>.

- If you have a warranty item, your StrucSure First Call representative will serve as your administrator through the process and will work with you on a successful resolution to your warranty request.
- We will monitor the progress and follow up with you for status updates.
- Once all warranty requests have been completed, we will close your warranty file and you will receive a letter of completions for your records.



### EMERGENCY CONDITIONS

(Defined as a condition that if not immediately repaired may cause damage to the home or a home component, may cause danger to the home's occupant, and/or may make the house uninhabitable)

- Water leak or no hot water
- Gas leak
- No A/C if outside temperature is above 80 degrees
- No heat if outside temperature is below 65 degrees
- New customer key not operating locks
- Total home sewer system back up

WARRANTY SERVICE <a href="https://firstcall.strucsure.com">https://firstcall.strucsure.com</a>		
EMERGENCY CONTACTS		
StrucSure's First Call Warranty Service Program™ - 1.877.344.2182		
TRADE	COMPANY	PHONE
HVAC		
PLUMBING		
ELECTRICAL		
ROOFING		

Please contact the appropriate contractor listed on your "Emergency Contacts" sticker (located on the back of one of your kitchen sink cabinet doors). If you cannot locate your sticker, please contact the First Call Warranty Service Program™ at 1.877.344.2182 for assistance.

## FIRST CALL WARRANTY SERVICE PROGRAM™

<https://firstcall.strucsure.com> | 1.877.344.2182

