

## CONTACTING CUSTOMER CARE

### Appliances

Contact the manufacturer directly with the model and serial number, your close of escrow date, and description of the problem.

#### **GE**

1-800-432-2737

[geappliances.com/ge/service-and-support/](http://geappliances.com/ge/service-and-support/)

#### **Whirlpool**

1-800-253-1301

[whirlpool.com/owners.html](http://whirlpool.com/owners.html)

#### **Samsung**

1-800-726-7864

[samsung.com/us/support/home-appliances/](http://samsung.com/us/support/home-appliances/)

### Emergency

During JMC Homes business hours contact the corporate office by telephone at the phone number listed below. After business hours, on weekends or holidays, directly contact the appropriate subcontractor or utility company using the emergency contact telephone numbers provided in the JMC Homes Customer Care Guide.

If you believe you have an emergency requiring our immediate attention, telephone or otherwise notify us verbally of the emergency. You must follow up your verbal notice with a completed Customer Care request form. Emergency items are listed below

Electrical malfunction: this includes the complete loss of power, a situation that could cause harm to either an occupant of the residence, or the residence itself.

Moisture intrusion: plumbing leak, window leak (does not include vapor break between the dual panes), wall leak, roof leak

Heating & cooling: heating and cooling issues are only considered an emergency when either small children, the elderly, or a resident with an illness is affected.

Please understand that we need your completed [customer care request form](#) before we can begin to process your request.

### Non-Emergency

Please see the page entitled "Customer Care Request Process" for more information regarding the JMC Homes appointment process

### Contact JMC Homes Customer Care Department

**Phone** **FOR EMERGENCIES ONLY: Mon-Fri 8 am - 5 pm**  
**(916) 689-2010**

Refer to the provided Subcontractor/Supplier List for Emergency phone numbers

**Online** Fill out our online [Customer Care Request Form](#) at **3 Months and 6 Months**  
Go to: [jmchomes.com/homeowners](http://jmchomes.com/homeowners)

A JMC Homes Customer Care Representative will contact you at 10 Months to go over any warrantable fit and finish concerns.

**Mail** **JMC Homes**  
**1430 Blue Oaks Blvd, Ste 190**  
**Roseville, CA 95747**