



## A Message from Artisan Communities Regarding Coronavirus

March 19, 2020

To all our valued partners, clients, employees', guests' we wanted to relay that our thoughts are with you and your family as well as everyone affected by the global outbreak of coronavirus (COVID-19).

We continue to monitor the situation and listen to reports from the CDC. Being prepared is the most critical thing we can do right now, so out of an abundance of caution, here are the steps Artisan Communities is taking to ensure we prevent exposure, support health officials, and continue business operations to the best of our ability.

We are a family, behind the families and your health and safety are always our highest priorities.

### **BUSINESS OPERATIONS CHANGES TO-DATE**

- Warranty Department

#### **Warranty**

Please note the updated response time expectation for your type of service request below:

Non-emergency warranty items: As a precaution against the spread of COVID-19 (coronavirus), Artisan Communities has postponed all non-emergency in-home warranty request service appointments until further notice. We will stay in touch regarding reimplementing in-home warranty visits as more information becomes available. When in-home warranty work resumes, we will address all warranty requests in the order they were received.

To submit a warranty request, please complete the warranty request form on our website [artisannevada.com](http://artisannevada.com) and an Artisan Community representative will be in contact with you.

#### **EMERGENCY WARRANTY SERVICE –**

**IMPORTANT:** If you need emergency warranty service **DO NOT** use the online request form. See below for instructions regarding emergency warranty service.

### **EMERGENCY CONTACT TELEPHONE NUMBERS**

**Artisan Communities Customer Service Department –**

**Office: (775) 562-3128 Fax: 355-5702**

#### **ITEMS THAT QUALIFY FOR EMERGENCY SERVICE:**

- **A RUPTURED WATER LINE** that requires the **MAIN SERVICE VALVE** turned off in order to avoid any further damage
- **TOTAL STOPPAGE OF PLUMBING SEWER SYSTEM** (limited 30 days after occupancy)
- **TOTAL LOSS OF HEATING AND COOLING SYSTEM** during extreme weather conditions.
- **A NATURAL GAS LEAK**-In the event of a suspected natural gas leak, contact your gas company immediately.
- **ALL WATER LEAKS (Excluding dripping faucets)** – Water leaks must be reported within 24 hours of notice of leak- failure to report a leak may void the warranty.
- **A SERIOUS ROOF LEAK**



Listed below are the names and telephone numbers of our established and reputable subcontractors. Should you experience any emergency, especially during the evenings or weekends, please contact the company directly.

Electrical	High Voltage Electric	(775) 813 8997
Plumbing	Zephyr Plumbing	(775) 331-1277
Heating & Air	Truckee Meadows Heating & Air	(775) 329-2288
Roof	Burke Roofing	(775) 453-1323

**APPLIANCES** are warranted by the manufacturer and service calls should be directed to their service department as follows:

Range & Oven	GE Appliances	(800) 432-2737
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Please remember to notify the warranty department when subcontractors are contacted by you directly, so that we may document any repairs made. This will help us ensure proper follow-up in the case of a reoccurrence of the problem.

We are here to ensure your risk management needs are met, and we strive to do so with integrity, innovation, and customer-service. We will continue to make decisions in accordance with health organizations and government authorities and will keep you updated as to any changes to business operations. We are in this together!

Thank you for your understanding as we all work through these circumstances.

Sincerely,

Dave Gipe

Warranty Manager