



TO: Leasing Office and/or Maintenance

RE: Warranty Policy, Procedures & Form

GILBERT PLUMBING WARRANTY POLICY

Gilbert Plumbing Company guarantees each project one year from the date of completion.

In general, warranty issues do not include these instances (or similar to the following):

- Stopped up commode (improper disposal of paper products)
- Stopped up kitchen sink (poured grease in the drain)
- Stopped up washing machine drain line (debris/trash)
- Any type of foreign object stopping up plumbing lines, for example; towels/rags, plastic bottles, wood/wood chips, construction debris, concrete, grout, mud. *(Typically, the stoppage would not be determined until after the line has been cleared.)*

These instances occur often and they are considered **Service Calls, not Warranty Issues** and they will result in **charges** to your property. You have the option of calling a service company of your choice to avoid Gilbert Company charges. We recommend it, given that you will typically receive a faster response since warranty issues must take priority over service calls for Gilbert Company. It is our intent to make the process as simple as possible so we can provide quality warranty coverage quickly.

****NOTE** Not following the warranty procedures will result in unnecessary delays and may interrupt your warranty coverage.**

GILBERT PLUMBING WARRANTY PROCEDURES

In an effort to warranty your property as proficient as possible please adhere to the following Gilbert Company procedures:

DURING HOURS OF OPERATION

- If you have warranty issues during our hours of operation please fill out the "Request for Warranty Work" form and fax to our office @ 713-460-5073 or you can email a request to warranty@gilbertcotx.com. The office is open M-F 7:00AM to 5:00PM. We do our best to complete requests the same day although our contract allows us 24 hours to respond to any situation. **Please note that occupied units take priority over unoccupied, single bath units over multiple bath, etc...**

AFTER HOURS

- If you have **emergency** warranty issues **after hours** please call the office @ (713)460.5027 for emergency procedures. **Please note warranty issues like a "dripping faucet" are not considered an emergency and will be handled when our hours of operation resume. In addition, our service technician will not respond to direct calls during our hours of operation; therefore, if you do not send our completed form via fax or email, do not expect Gilbert Company to respond.**

Your cooperation is greatly appreciated.

Sincerely,

Gilbert Plumbing Company

REQUEST FOR WARRANTY WORK

Date: ____/____/____

Job Name and Address: _____

Phone: _____

Mobile: _____

Fax: _____

Unit #: _____

Occupied/Vacant: _____

Single/Multi Bath: _____

Description: (Please print a detailed description of problem below)

Submitted By: _____

(Please Print)

Use one work order per warranty item. Fax this form to (713) 460-5073 or email it to warranty@gilbertcotx.com. As a rule, the work order will complete within 24 hours of receipt. If you have an emergency please send the fax or email, then contacts us by phone at (713) 460-5027.