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## 4U Homes

### Emergency Procedures Guide

#### 1- Purpose of This Guide

These procedures are provided as general safety guidance for homeowners. They are intended to help occupants respond to urgent situations that may occur in any home.

Emergency situations are **not necessarily related to builder warranty coverage** and may require assistance from emergency services, utility providers, insurance companies, or licensed professionals.

The purpose of this guide is to help homeowners:

- protect the safety of occupants
- minimize potential property damage
- respond quickly to hazardous situations

These procedures **do not replace instructions provided by emergency responders or licensed professionals.**

#### 2- What Is Considered an Emergency

A residential emergency is a situation that involves:

- immediate risk to personal safety
- active water or gas leakage
- fire or electrical hazards
- conditions that may cause rapid property damage

Examples of emergencies include:

- active plumbing leak or burst pipe
- gas leak inside the home
- electrical sparks, burning smell, or smoke
- fire or smoke inside the home
- severe roof damage causing immediate water intrusion

If a situation presents immediate danger to occupants, homeowners should **leave the home immediately and call emergency services (911)**.

A residential emergency is a situation that involves:

- immediate risk to personal safety
- active water or gas leakage
- electrical hazards
- conditions that may cause rapid property damage

Examples of emergency situations may include:

- an active plumbing leak or burst pipe
- suspected gas leak inside the home
- electrical sparks, burning smell, or visible smoke
- fire or smoke inside the home
- severe roof damage causing immediate water intrusion

If a situation presents immediate danger to occupants, homeowners should **leave the home immediately and contact emergency services (911)**.

Emergency situations should be addressed by the appropriate emergency services or licensed professionals.

### **3- What Is NOT Typically an Emergency**

Many common home issues are **maintenance or service matters rather than emergencies**.

Examples include:

- slow plumbing leaks
- a dripping faucet
- clogged sinks or toilets
- HVAC system not cooling properly
- appliance malfunction
- cracked stucco or exterior cosmetic issues
- garage door adjustment issues

The situations listed above represent common examples of non-emergency home conditions. Many routine service issues may appear concerning but do not require immediate emergency response.

If a condition is not creating an immediate safety risk, active water intrusion, fire hazard, or rapid property damage, it can typically be addressed by scheduling service with a qualified professional.

These conditions generally **do not require immediate emergency response** and can be addressed by scheduling service with a qualified contractor.

Understanding this distinction helps ensure that true emergencies receive immediate attention.

#### **4- General Emergency Response Principles**

When an emergency situation occurs:

- 1. Prioritize personal safety first.**
- 2. Stop the source of the problem if it can be done safely.**
- 3. Shut off utilities if necessary.**
- 4. Contact the appropriate professional or emergency service.**

Homeowners should become familiar with the location of the following before an emergency occurs:

- main water shutoff valve
- electrical breaker panel
- gas shutoff valve (if applicable)

Knowing these locations allows a faster response during emergencies.

#### **5- Plumbing Emergency – Water Leak**

Water leaks can cause significant property damage if not addressed quickly.

Examples of plumbing emergencies include:

- burst water supply lines
- broken washing machine hoses
- failed plumbing fittings
- leaking water heater connections

##### **5.1- Immediate Actions**

- 1. Shut off the main water supply valve.**

The main shutoff valve typically controls the water supply for the entire home.

It is commonly located:

- near the exterior wall where the water line enters the home
- inside the garage
- in a mechanical or utility area

Turn the valve **clockwise until it stops** to shut off the water supply.

**2. Open a faucet inside the home to relieve internal pipe pressure.**

After the main valve is closed, water may still remain inside the plumbing system under pressure.

Opening a faucet will release the remaining pressure in the pipes and help stop the flow of water from the leak.

It is normal for water to continue draining briefly after the valve is closed.

This does not mean the shutoff valve has failed.

**3. Turn off electricity in affected areas if water is near outlets or appliances.**

Water and electricity can create a serious hazard. If necessary, turn off the corresponding circuit breaker.

**4. Remove standing water if it can be done safely.**

Using towels or mops may help limit damage to floors or cabinets.

**5. Contact a licensed plumber immediately.**

Contact a licensed plumber immediately **if the leak cannot be safely controlled or stopped.**

If the situation is stabilized (for example, the water supply has been shut off and the leak has stopped), the homeowner should submit a **warranty service request to 4U Homes** for inspection and evaluation.

Emergency plumbing repairs performed by third-party contractors are **not automatically covered by the builder warranty.**

Homeowners are encouraged to contact the 4U Homes warranty service team as soon as possible to determine the appropriate next steps.

## **6- HVAC Water Leak**

Air conditioning systems remove humidity from the air, which creates condensation that drains through a condensate line.

If the drain line becomes clogged, water may accumulate inside the HVAC system.

### **Signs of an HVAC Water Issue**

- water near the indoor HVAC unit
- water dripping from ceiling near air handler
- HVAC system shutting off unexpectedly

### **6-1 Immediate Actions**

1. **Turn off the HVAC system at the thermostat.**
2. If accessible, **turn off the HVAC breaker at the electrical panel.**
3. Check for visible water accumulation around the indoor unit.
4. If the condensate drain line is clogged and the system cannot operate properly, the homeowner may contact a **qualified HVAC technician** to inspect and clear the drain line.

Clogged condensate drain lines are typically considered **routine homeowner maintenance** and are not covered under the builder warranty.

If the homeowner believes the issue may be related to an installation defect, a **warranty service request may be submitted to 4U Homes for evaluation before any repairs are performed.**

### **Important Note**

Clogged drain lines commonly occur when routine maintenance is not performed.

Periodic drain line cleaning helps prevent this condition.

## **7-Electrical Hazard**

Electrical hazards may present serious safety risks.

Examples include:

- sparks from outlets
- burning smells near electrical devices
- frequently tripping breakers
- exposed wiring

### **Immediate Actions**

1. **Turn off the affected circuit breaker if it can be done safely.**
2. **Avoid touching exposed wiring or damaged outlets.**
3. If smoke or fire is present, **evacuate the home immediately and call 911.**
4. **Contact a licensed electrician** if electrical hazards are suspected or if the system cannot be safely operated

Electrical issues should always be handled by qualified professionals.

If the condition may be related to the home's electrical installation, homeowners may submit a **warranty service request to 4U Homes for inspection and evaluation before repairs are performed.**

Unauthorized repairs may affect warranty evaluation.

### **8-Roof Leak or Active Water Intrusion**

In rare situations, roof damage or severe weather conditions may allow water to enter the home.

Signs of a possible roof leak include:

- water dripping from ceilings
- wet drywall near ceiling areas
- visible water stains forming during rainfall

### **Immediate Actions**

1. If possible, place containers or towels under the leak to capture dripping water.
2. Move furniture or personal belongings away from the affected area.
3. If water is approaching electrical fixtures, turn off the corresponding circuit breaker if it can be done safely.

4. Contact a **qualified roofing professional** if severe roof damage or active water intrusion cannot be controlled safely.

Roof leaks may worsen during active rainfall and should be evaluated promptly.

If the leak appears to be related to roof installation or construction, homeowners should submit a **warranty service request to 4U Homes for inspection and evaluation before permanent repairs are performed.**

Temporary measures may be taken to minimize interior damage when necessary.

### **9-Gas Leak**

Gas leaks can present serious health and safety hazards.

Possible signs of a gas leak include:

- a strong sulfur or “rotten egg” smell
- hissing sounds near gas appliances or pipes
- dizziness, headaches, or nausea indoors

### **Immediate Actions**

1. **Do NOT turn on lights or electrical switches.**
2. **Leave the home immediately.**
3. If it can be done safely and the valve is easily accessible, **shut off the gas valve outside the home.**
4. **Call the gas utility provider or emergency services (911).**

Do not return to the home until emergency personnel confirm it is safe.

### **10-Fire Emergency**

In the event of a fire:

1. **Evacuate the home immediately.**
2. Ensure all occupants are safely outside.
3. **Call 911 immediately.**

4. Do not attempt to re-enter the home until emergency personnel confirm it is safe.

Small contained fires may be addressed using a household fire extinguisher **only if it is safe to do so**.

Personal safety should always be the first priority.

After the emergency has been resolved, homeowners should contact their **homeowner's insurance provider** to report the incident and receive guidance regarding property damage.

Fire damage and related losses are typically handled through the homeowner's **insurance policy and are not covered under the builder warranty**.

## **11-Severe Weather or Storm Damage**

Strong storms may affect roofing, exterior components, or trees surrounding the property.

After severe weather:

- inspect the property for visible damage
- check the roof for missing shingles or debris
- verify that no water is entering the home

If damage is suspected, contact a **qualified roofing contractor** for inspection.

Storm-related damage is typically handled through the homeowner's **insurance provider** rather than the builder warranty.

Homeowners should contact their **insurance carrier** to report storm damage and receive guidance regarding inspection and repairs.

## **12-Emergency Contact Information**

Homeowners should keep the following contacts readily available:

- Local emergency services — **911**
- Gas utility provider
- 4U Homes Warranty Service Contact
- Licensed plumber

- Licensed electrician
- HVAC technician

Emergency service providers may vary depending on the homeowner's location.

For **emergency situations involving immediate safety risks**, homeowners should contact **911 or the appropriate utility provider immediately**.

For **non-emergency issues that may be related to construction or system installation**, homeowners should submit a **warranty service request to 4U Homes before contacting outside contractors**.

Independent contractors hired directly by homeowners are **not automatically covered under the builder warranty**.

### **13-Utility Shutoff Locations**

Every homeowner should become familiar with the location of the main utility shutoffs in the home.

Knowing where these controls are located allows homeowners to respond quickly during emergency situations such as water leaks, electrical hazards, or gas leaks.

Homeowners are encouraged to **locate these shutoff points soon after moving into the home** and ensure all adult occupants know where they are located.

#### **Main Water Shutoff Valve**

The **main water shutoff valve** controls the flow of water entering the entire home.

This valve is used to stop water flow during plumbing emergencies such as:

- burst pipes
- leaking supply lines
- water heater leaks
- major plumbing failures

#### **Typical Locations**

The main water shutoff valve is commonly located:

- in the garage near the wall facing the street
- where the water line enters the home
- near the water heater or mechanical area
- in an exterior utility box near the house

### **How to Shut Off the Water**

Turn the valve **clockwise until it stops** to shut off the water supply.

After closing the valve:

1. Open a faucet inside the home to release remaining pressure in the pipes.
2. Water may continue to drain briefly — this is normal.

### **Electrical Main Breaker Panel**

The **electrical panel** distributes electricity throughout the home and contains circuit breakers that protect electrical circuits.

#### **Typical Locations**

Electrical panels are typically located:

- inside the garage
- inside a utility room
- on an exterior wall of the home

### **When to Use the Main Breaker**

Homeowners may need to shut off electricity when:

- electrical sparks or burning smells are detected
- water is present near electrical outlets or appliances
- electrical work is being performed

To shut off power to the entire home, switch the **main breaker to the OFF position**.

### **Gas Shutoff Valve (If Applicable)**

Homes equipped with natural gas appliances may have a **gas shutoff valve** located near the gas meter.

## **Typical Locations**

The gas shutoff valve is usually located:

- outside the home near the gas meter
- along the exterior wall where the gas line enters the house

## **When to Shut Off the Gas**

The gas valve should only be shut off during situations such as:

- suspected gas leaks
- damaged gas lines
- emergencies involving gas appliances

If a gas leak is suspected:

1. Leave the home immediately.
2. Avoid operating electrical switches.
3. Contact the gas utility provider or emergency services.

## **Important Safety Reminder**

Utility shutoff valves should only be operated **when it is safe to do so**.

If a homeowner is unsure how to safely shut off utilities during an emergency, it is recommended to **contact emergency services or a licensed professional for assistance**.

## **Recommended Homeowner Action**

After moving into the home, homeowners should:

- ✓ Locate the main water shutoff valve
- ✓ Locate the electrical panel and main breaker
- ✓ Locate the gas shutoff valve (if applicable)
- ✓ Ensure all adult occupants know where these controls are located

This simple preparation can significantly reduce potential damage during emergency situations.

## **14-Important Notice**

The procedures described in this guide are intended to provide **general guidance for common residential emergency situations**.

Homeowners remain responsible for contacting qualified professionals when necessary and for maintaining their home's systems according to recommended maintenance practices.

For additional guidance on routine care and maintenance of the home, homeowners should refer to the **4U Homes Homeowner Manual**, available through the **4U Homes website**.