



## **EMERGENCY SERVICE INFORMATION**

### **IF YOUR ROOF IS UNDER MANUFACTURER WARRANTY**

- IF ROOF IS CURRENTLY UNDER WARRANTY WITH THE MANUFACTURER, PLEASE FOLLOW THE DIRECTIONS PROVIDED ON THE ORIGINAL WARRANTY (SEE ATTACHED LIST OF CONTACT INFORMATION FOR MANUFACTURERS).
- HAVE WARRANTY NUMBER AVAILABLE, AS IT WILL BE REQUESTED BY THE MANUFACTURER REPRESENTATIVE. IF UNSURE OF YOUR WARRANTY NUMBER THEY CAN ALSO SEARCH BY BUILDING ADDRESS.
- THE MANUFACTURER WILL SEND A WORK ORDER TICKET TO CRS COMMERCIAL, AND WE WILL BE DISPATCHED OUT FOR SERVICE (AN E.T.A. WILL BE PROVIDED UPON RECEIPT).

### **IF UNDER INSTALLERS WARRANTY (OR IF A NEW CUSTOMER WITHOUT A WARRANTY)**

- IN ORDER TO START LEAK CALL PROCESS COMPLETE THE ATTACHED SERVICE REQUEST FORM, AND EMAIL TO CRS COMMERCIAL AT : [repairs@crscommercial.com](mailto:repairs@crscommercial.com)
- CRS WILL NEED: BUILDING ADDRESS, REPORTING AGENCIES CONTACT INFORMATION, BUILDING REPRESENTATIVES CONTACT INFORMATION, LOCATION OF LEAKS (LOCATION WITHIN THE BUILDING IF LOCATION ON ROOF IS UNKNOWN), SEVERITY OF LEAK, INFORMATION REGARDING ROOF ACCESS, & BILLING INFORMATION TO PROCEED WITH ANY REPAIRS.

*ONCE THE ABOVE STEPS ARE COMPLETED, CRS COMMERCIAL WILL SEND A QUALIFIED REPRESENTATIVE TO DETERMINE CAUSE OF LEAK. YOUR COOPERATION IS VERY MUCH APPRECIATED.*

**THANK YOU,**

**CRS COMMERCIAL**

[P] 951-681-6000 [F] 951-681-6040 | 2220 CEDAR STREET ONTARIO, CA 91761  
[repairs@crscommercial.com](mailto:repairs@crscommercial.com)



## COMMERCIAL

2220 E. Cedar St. Ontario, CA 9171  
Ph.: 951-681-6000 Fax.951-681-6040

# SERVICE REQUEST

### Information of notifier:

Date of request: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

### Information of leak/repair:

Name of business: \_\_\_\_\_

Address: \_\_\_\_\_

Location of leak (be as detailed as possible): \_\_\_\_\_

\_\_\_\_\_

Onsite Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

### Entity liable for Invoice:

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

By signing below you're acknowledging an invoice will be generated for having CRS techs travel to determine the cause of leak(s) as well as performed temporary repairs at the standard rate of \$145.00 per man, per hour with a 4 hour minimum. The invoice will be sent to the email provided and is due upon receipt. If under warranty, the Mfr. will be sent the invoice or CRS will comp. If not under warranty the service requester or the liable party will be billed. Please submit this form to [repairs@crscommercial.com](mailto:repairs@crscommercial.com). Allow a minimum 72 hour turnaround time after submission.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_