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WEEKEND/ AFTERHOURS EMERGENCIES Call us and we'll send the on-call super

(Monday-Friday, 8:30AM to 5PM)
(212) 727-8737

(All other times)
(646) 715-3642

Give your name, the building address and apartment number, state the emergency and your phone number.

For any personal, non-emergency situation or repair please call the (212) 727-8737 and we will assist you Monday through Friday during business hours. The following is a list of building emergencies where it is important that you call the On-Call Super.

1. **SMOKE:** this can be tricky as we've found that most calls about smoke is relatively harmless, such as related to food burns or chimney backdraft of smoke. So, call us first if you're not sure.
2. **FIRE:** First call 911 and then call us.
3. **GAS:** Ventilate the area and call anytime you smell gas.
4. **WATER LEAKS:** Call us right away. There are many sources when it comes to a water leak inside an apartment: the shower, toilet, sink, radiator, air conditioners, outside elements, such as rain or snow. It could come from the apartment directly above or from many floors above. The leak could be ongoing and continuous (supply) or temporary (conditional) such as whenever someone uses the shower or flushes the toilet. Because water can cause a lot of damage in its wake, call us right away if you detect water where it's not normally expected to be, such as on the floor or coming from overhead near the windows or AC.
5. **ELECTRICAL:** If a circuit breaker or fuse has blown and you are unable to reset, let us know. Remove the appliance or equipment from the outlet. Burning smell from an outlet must be reported as soon as possible.
6. **PLUMBING FAILURE:** In general, this section includes any problem that you cannot stop or control, such as water running due to a broken fixture handle. Also,

any sludge or debris coming up sink/tub drain that you cannot control must be reported. Running water in the toilet should also be reported as soon as possible as this causes an accelerated wear and tear of the toilet seal, which can cause a worsening water leak.

7. CLOGGED TOILET: This problem may require a quick pump or two with a plunger to resolve. If this doesn't work, a toilet snake should do. DO NOT use chemical products in clogged plumbing.

8. WATER SUPPLY: Report lack of hot or cold water or sudden lack of water pressure.

9. NO HEAT IN BUILDING: Call us. Sometimes, this can signal a serious issue. At other times, this is due to the normal setup of the boiler. I'll be sending a complete guide on how to survive the heating season soon.

10. ELEVATOR: Elevator breakdown or malfunction

11. ALARM(S): These include alarm(s) going off that residents cannot address, such as front door buzzer stuck in the on-position, boiler alarm sounding audibly, alarms for the emergency exit doors on the roof and/or in basement.

12. ANY OTHER THING THAT AFFECTS RESIDENTS' IMMEDIATE SAFETY: For example, building entry doors are not functional (not opening or closing properly). Or a key is broken off and stuck in the front door lock.

13. ANYTHING THAT AFFECTS THE OPERATION AND MAINTENANCE OF THE BUILDING: For example, basement flooding.