

Intracorp Homeowners Get Online Assistance

New Service Cuts Paperwork and Simplifies Search for Home Warranty Details

Vancouver, BC ([PRWEB](#)) May 10, 2009 -- A brand new home comes with myriad warranties and instruction manuals, covering everything from building components to appliances. Now Intracorp, one of B.C.'s most respected developers, will make sorting through them easier, by allowing homeowners to access home-specific warranty and operating information online as well as in a traditional printed manual. This service will benefit 1,200 Intracorp homeowners, including people living at Centrepont, Vista Place, Jacobson, Camera, Highland Park and Glenmore in Metro Vancouver.

Conasys Inc.'s Warranty Resource Homeowner Packages Program allows each homeowner to log on to a database containing operating, maintenance and warranty documents for all products and components specific to their home, from appliances and light switches to paint chip colours and tile model numbers. There is also a complete contact directory for suppliers, installers and each manufacturer's customer service programs related to all products in the home.

"We focus on providing excellent customer service and feel that using online tools is important in today's market," says Don Forsgren, President of Intracorp, West Region. "We have been preparing our homeowner manuals in-house and were planning an online version. Outsourcing to Conasys is cost effective but more importantly, It allows our customer service team to focus more on customers and less on technical systems and printing."

Homeowners can access the database from any computer, anywhere in the world. Each homeowner package also includes a printed guide outlining key information about the home, about Intracorp, FAQs and how to use the online database. A label on the home electrical panel provides a unique Home ID so if the guidebook is misplaced or the home is ever sold, the online information remains accessible. Intracorp or the community's property manager can also access each home's information for maintenance purposes via a custom portal and logon.

"Intracorp understands its customers and is focused on offering the latest tools to insure that they have long-term customer satisfaction," said James Christensen, CEO of Conasys. "Efficiently managing all of the warranty, maintenance and operating documents using the web is clearly a win-win for Intracorp and their homebuyers."

Conasys Inc.

CONASYS Consumer Assurance Systems Inc. is an information management company which provides data management tools that assist companies and consumers with warranty and after-sales service. It is a private company based in Vancouver, British Columbia, Canada.

Intracorp Vancouver

Canadian-owned, Intracorp has earned widespread recognition as a premier designer and builder of quality homes that provide lasting lifestyle and investment value. With more than 30 years' experience, Intracorp backs these singular communities with a meaningful customer service program and extensive warranty coverage by Travelers Guarantee Company of Canada.



Intracorp Contact:
Don Forsgren
Phone: 604 801 7014
Email: dforsgren @ intracorp.ca
www.intracorp.ca

Conasys The Warranty Resource™ Contact:
James Christensen
Phone: 604 988 0690
Toll Free: 1 877 744 7547
Email: j.christensen @ warrantyresource.com
www.warrantyresource.com

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Contact Information

James Christensen

Conasys Inc.

<http://www.warrantyresource.com>

604-617-1645

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