

# **DPB PLUMBING & HEATING ENGINEERS**

HOMECARE COVER  
TERMS & CONDITIONS



**In this document we go through everything that your subscription contract does and does not cover for the package you have chosen.**

How to change or end your subscription contract and what to do if there is a problem.

**Please ensure that you read through this document thoroughly so you fully understand exactly what is covered and what is not and what your obligations are to us and what our obligations are to you when you subscribe to one of our packages.**

**This document forms, along with what appears on our website when we describe what you will get as a DPB Homecare subscriber, the subscription contract we have with you. By purchasing one of our subscription packages you agree to all of the terms and conditions in this subscription contract.**

**Our cover plans are not insurance policies, contracts of insurance or guarantees.**

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We are DPB Plumbing and Heating Engineers Ltd, a company registered in England and Wales. Our company registration number is 331835609 and our registered office address is at 2 Acomb Court, Front Street, Acomb, York, North Yorkshire, YO24 3BJ. If you have any questions about this contract either now or in the future, then please telephone us on: (01723) 313404. Alternatively you can write to us at: DPB Plumbing and Heating Engineers Ltd, Unit 3, Eastfield Link Centre, Link Walk YO11 3LR

Or send us an email to [info@dpbplumbing.co.uk](mailto:info@dpbplumbing.co.uk)

# YOUR HOMECARE HOME

## OUR COVER PLANS

BRONZE	SILVER	GOLD	PLATINUM
✓ Boiler & Controls	✓ Boiler & Controls	✓ Boiler & Controls	✓ Boiler & Controls
✓ Annual Service	✓ Annual Service	✓ Annual Service	✓ Annual Service
✓ Annual Gas Safety Certificate*	✓ Central Heating Care	✓ Central Heating Care	✓ Central Heating Care
✓ Heating System Health Check	✓ Annual Gas Safety Certificate*	✓ Plumbing Care	✓ Plumbing Care
	✓ Heating System Health Check	✓ Annual Gas Safety Certificate*	✓ Electrical Care
	✓ Drain Care	✓ Heating System Health Check	✓ Gas Pipe Work
		✓ Drain Care	✓ Annual Gas Safety Certificate*
			✓ Heating System Health Check
			✓ Drain Care

Top tip!  
We recommend starting with the gold package

OUR COVER PLANS START FROM £14

HOMECARE SERVICE	WARRANTY COVER PLUS
✓ Boiler Service	✓ Annual Service
✓ Heating System Health Check	✓ Central Heating Care
✓ Annual Gas Safety Certificate*	✓ Plumbing Care
	✓ Electrical Care
	✓ Gas Pipework
	✓ Annual Gas Safety Certificate*

WARRANTY COVER
✓ Annual Service
✓ Central Heating Care
✓ Gas Pipework
✓ Annual Gas Safety Certificate*

\*Gas safety certificate if you purchase Homecare Cover as a landlord

## When do you have a contract with us?

The subscription contract for your chosen subscription package is made when you make a purchase from us. By placing an order with us a legally binding contract is formed and you are accepting these terms and conditions.

If, for some reason, soon after you have made a subscription contract with us, we find that we cannot carry on with the subscription contract, then we will let you know about this as soon as possible in writing and will not take any payments.

## Excess payments

You're excess payment amount is dependent on the cover level you have chosen. If your chosen subscription contract requires you to pay an excess payment, this payment must:

- ✓ Be paid to us in full before our engineer visits your property
- ✓ Be paid in full every time a claim is made

You are not required to pay an excess payment for your boiler service, where included in your subscription contract.

## Initial inspection

Once any subscription package is purchased we will be in contact with you to carry out an initial inspection of your boiler. This will usually take place within the first 30 days of the subscription contract and the first payment having been received.

We will carry out your boiler service and gas safety certificate (where included in your subscription contract) during this visit, and inspect any relevant parts of your system where covered under your subscription contract.

If we find your boiler or any part of your home covered under your subscription contract to be unsuitable or have a pre-existing fault, we will provide you with a quotation for any work needed. This work must be completed in order for your subscription contract to continue. Either by us or a fully qualified third party. We reserve the right to refuse to continue with your DPB Homecare subscription. If this is the case, we will refund you of any subscription payments you have made.

# YOUR DPB HOMECARE HOME

## Boiler and Controls

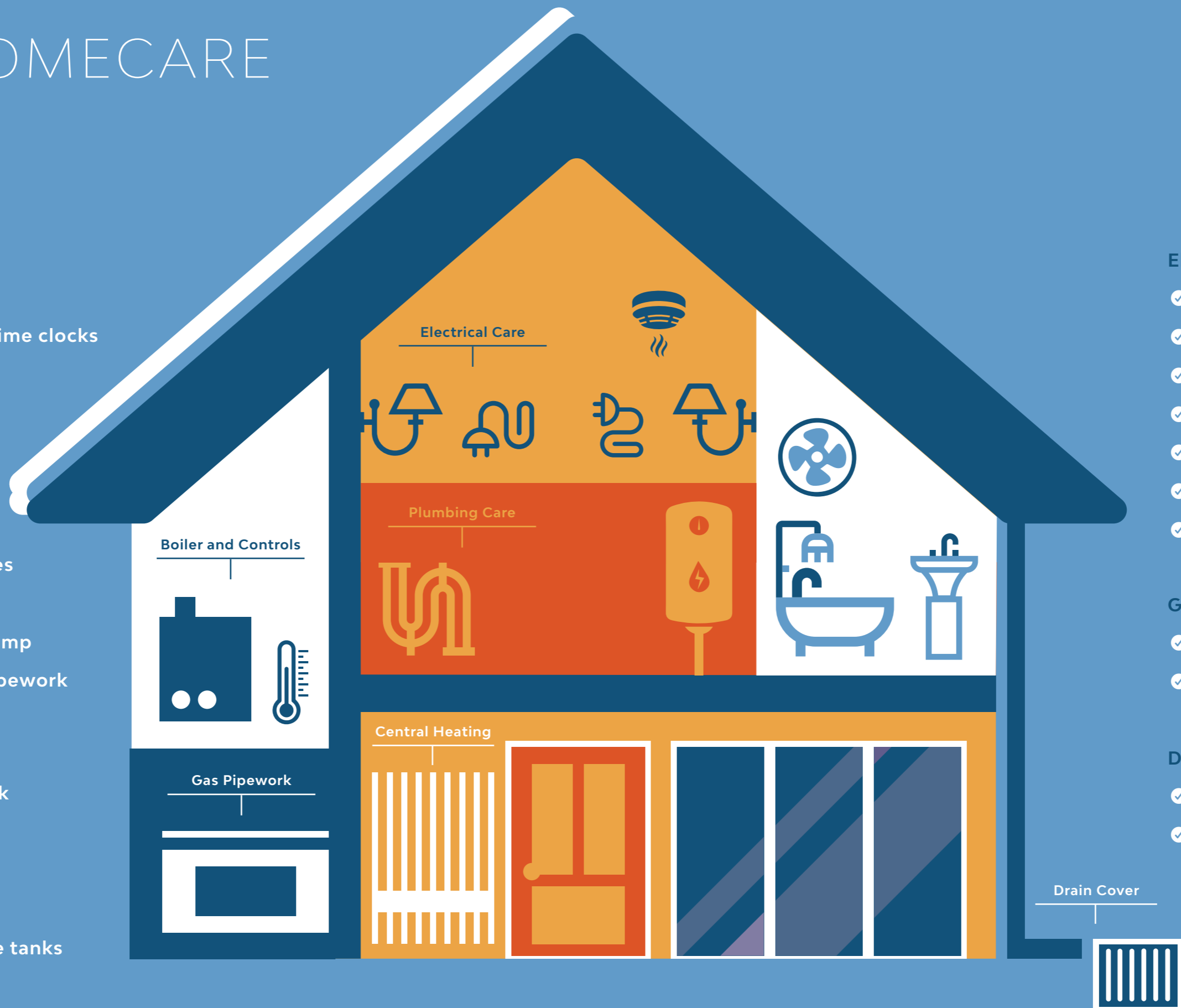
- ✓ Boiler
- ✓ Thermostats and time clocks
- ✓ Condensate pipe
- ✓ Frost thermostat

## Central Heating Care

- ✓ Radiators
- ✓ Thermostatic valves
- ✓ Motorised valves
- ✓ Central heating pump
- ✓ Central heating pipework

## Plumbing Care

- ✓ Plumbing pipework
- ✓ Taps and toilets
- ✓ Hot water cylinder
- ✓ Outside taps
- ✓ Cold water storage tanks



## Electrical Care

- ✓ Wiring
- ✓ Extractor fan
- ✓ Switches
- ✓ Sockets
- ✓ Outside lights
- ✓ Smoke alarm
- ✓ Door bell

## Gas Pipework

- ✓ Gas appliances
- ✓ Gas supply pipe

## Drain Cover

- ✓ Internal drains
- ✓ External drains to manhole outside

# BOILER & CONTROLS

## Included...

- ✓ Repairs to a single natural gas boiler in your property
- ✓ Repairs to the flue system for up to one metre in length
- ✓ Repairs or replacement of time clocks and programmers which are built into your boiler
- ✓ Repairs or replacement of time clocks, programmers or thermostats which are responsible for making your boiler work
- ✓ **£750 repair limit per claim** (if the cost of the repair exceeds this amount we will deem your boiler beyond economical repair)
- ✓ **A £350 contribution towards the cost of a new boiler** (when installed by DPB Plumbing & Heating Engineers Ltd) **should your boiler be deemed beyond economical repair or the parts required to repair it are obsolete**

## Not included...

- ✗ Main heat exchangers/heat cells
- ✗ Component failure caused by excessive sludge/magnetite build up in your system
- ✗ Boilers that are inaccessible for our engineer to work on safely or practically due to their position
- ✗ Noisy boilers which are operating safely
- ✗ Boilers over 50kw
- ✗ Resetting or replacing batteries in programmers, thermostats or time clocks
- ✗ Repairs to open flued flue terminals
- ✗ Controls or components for underfloor heating, swimming pools or spas
- ✗ Unsafe boilers
- ✗ Boiler installations which do not comply with the gas safety regulations
- ✗ Boilers which have not been installed in accordance with the manufacturers instructions
- ✗ Boilers or systems that have been over pressurised resulting in failure or leakage of components

# CENTRAL HEATING SYSTEM

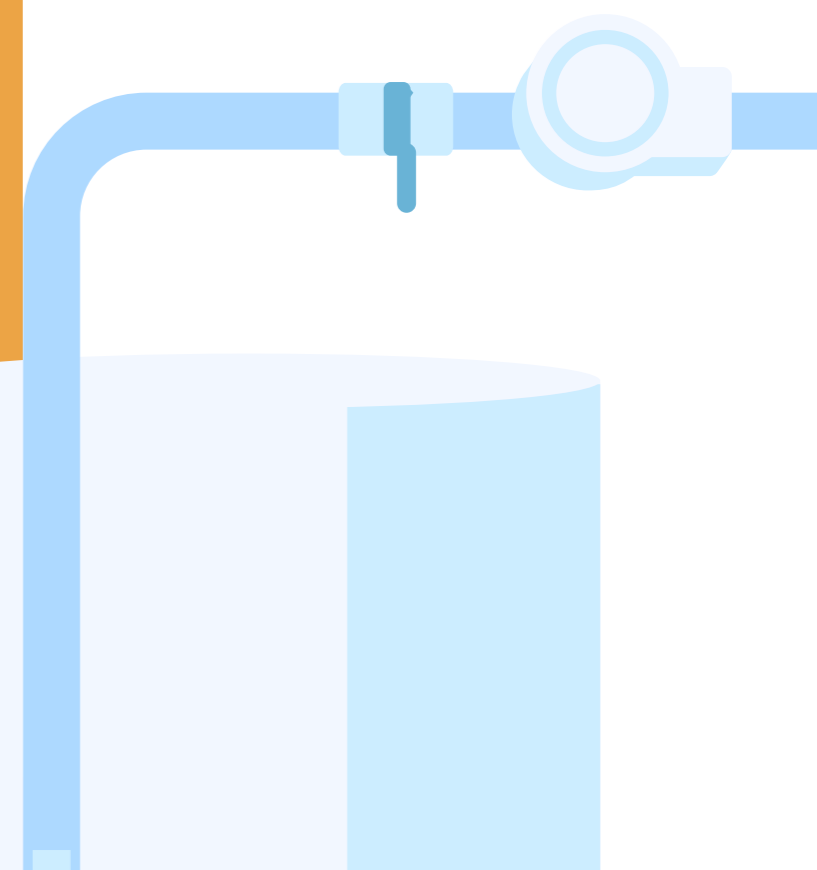
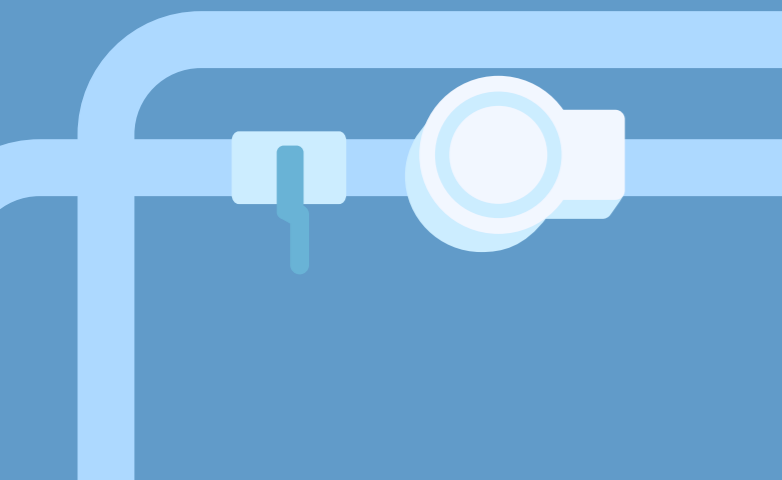
## Included...

- ✓ Repairs to all components of the heating system in your property
- ✓ Replacement of your heating system components if they cannot be repaired
- ✓ Repairs or replacement of your radiators and their valves
- ✓ Your central heating system feed and expansion tank
- ✓ **£750 repair limit per claim**

## Not included...

- ✗ Designer radiators, cast iron radiators, column or decorative radiators, towel radiators, oil fired, dual fuel or electric radiators
- ✗ Kitchen plinth radiators or kick space heaters
- ✗ Bespoke or custom made radiators
- ✗ Components or supplies for underfloor heating, swimming pools or spas
- ✗ Underfloor heating
- ✗ Electrical heating systems

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01723 313404



# PLUMBING CARE

## Included...

- ✓ Repairs to the plumbing system in your property
- ✓ Your hot and cold water pipework (after the internal stop valve)
- ✓ Repair or replacement of hot and cold water taps
- ✓ Outside taps
- ✓ Repairs or replacement of your toilet siphon and fill valve
- ✓ Hot water cylinders and their components
- ✓ Your cold water storage cistern
- ✓ £750 repair limit per claim

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## Not included...

- ✗ Showers and their components, valves and controls
- ✗ Household appliances such as washing machines and dishwashers
- ✗ Water heaters
- ✗ Electrical hand wash units
- ✗ Water softeners
- ✗ Boiling water taps
- ✗ Freestanding bath taps or concealed taps
- ✗ Remote control taps or remote systems
- ✗ Whole house & shower booster pumps
- ✗ Water meters and their components
- ✗ Spa baths
- ✗ Swimming pools
- ✗ Guttering and rain water pipes
- ✗ Replacement of silicone, grout, adhesive or seals
- ✗ Bath screens or shower cubicles
- ✗ Replacement of sanitary wear
- ✗ Waste disposal units
- ✗ Any parts of your plumbing system that are inaccessible for our engineer to work on safely or practically due to their position

# ELECTRICAL CARE

## Included...

- ✓ Repairs to your properties wiring and electrical system
- ✓ Isolation switches, sockets, switches
- ✓ Extractor fans (up to 15cm diameter)
- ✓ Smoke alarms which are connected to your properties wiring system
- ✓ Doorbells which are connected to your properties wiring system
- ✓ £750 repair limit per claim

## Not included...

- ✗ Electrical installation condition report (EIRC)
- ✗ Replacement of bulbs lighting
- ✗ Any component or item that doesn't form part of your homes electrical system

# GAS PIPEWORK

## Included...

- ✓ Repairs to your gas pipework from the outlet of your gas meter to your appliances
- ✓ £750 repair limit per claim

## Not included...

- ✗ Pipework leading to your gas meter. This is the responsibility of the national grid
- ✗ Any pipework that is inaccessible for our engineer to work on safely or practically due to its position
- ✗ Valves or pipework associated with an appliance which is not included in your cover plan

# BOILER SERVICE

## Included...

- ✓ Service of a single natural gas boiler in your property
- ✓ A service certificate

## Not included...

- ✗ Service of any other gas appliance in your property

# HEATING SYSTEM HEALTH CHECK

## Included...

- ✓ Bleed and balance of your heating system
- ✓ Central heating magnetic filter cleaned

## Not included...

- ✗ Repairs or replacement of parts
- ✗ Labour cost for repairs

# GAS SAFETY CERTIFICATE

## Included...

- ✓ Gas safety certificate for up to 3 gas appliances and pipework

## Not included...

- ✗ Repairs to any of your gas appliances
- ✗ Repairs to pipework or your gas meter
- ✗ Additional certificates if required (only one certificate per annum included in your subscription)



# GENERAL EXCLUSIONS

### PRE EXISTING FAULTS

- ✗ Faults which existed when you purchased your subscription contract
- ✗ Faults which have been identified and you have been informed by DPB Plumbing & Heating Engineers Ltd which have not been rectified
- ✗ Faults that are a result part works carried out by another contractor which has not been completed according to the relevant regulations

### PROPERTIES

- ✗ House shares, subdivided homes or bedsits
- ✗ Mobile homes or caravans
- ✗ Hotels, guest houses or hostels
- ✗ Commercial, business or retail premises

### SYSTEMS

- ✗ Oil fired systems
- ✗ Renewable systems
- ✗ Underfloor heating and their products
- ✗ Air source heat pumps
- ✗ Thermal storage units
- ✗ Warm air heating systems

### PIPEWORK

- ✗ Pipes over 35mm diameter in size
- ✗ Steel or iron pipework
- ✗ Lead pipework
- ✗ Pipework that requires repair due to corrosion where adequate protection has not been used. For example under floors or buried in a brick wall
- ✗ Non barrier plastic pipework

### OTHER EXCLUSIONS

- ✗ Repairs relating to damages from fire, storms, explosion, floods, frost or lightening
- ✗ Repairs which involve asbestos
- ✗ Repairs where equipment has been deemed beyond economical repair
- ✗ Repairs which are not stated in the “what’s included” section of your cover plan
- ✗ Repairs related to structural damage of the building

# MAKING A CLAIM

No claim can be made within the first 30 days of your subscription contract being entered.

Should you wish to make a claim you may do so by either of the following:

- ➔ Contacting our office on **01723 313404**
- ➔ Sending us an email **[info@dpbplumbing.co.uk](mailto:info@dpbplumbing.co.uk)**

Our office will then make an appointment for one of our engineers to visit your property. We endeavour to attend to all breakdowns within 2 working days at the latest.

Our standard appointment times are

**Monday – Friday between 7am – 6pm**  
**Saturdays between 7am – 12noon**

Claims made on Saturday afternoons, Sundays or bank holidays will be attended on within the next 2 working days.

Emergency call out

**Contact 07845 130 608**

Included within all cover plans



# CANCELLING YOUR SUBSCRIPTION

Each of our DPB Homecare cover plans come with a **14 day cancellation period**.

You may cancel your subscription contract at any time within this period and receive a full refund of any subscription monies which you have paid.

If you wish to cancel during this period you may do so by either of the following

- Contacting our office on **01723 313404**
- Sending us an email **info@dpbplumbing.co.uk**

If you cancel your subscription contract after the 14 day cancellation period you will be liable to pay us for the whole yearly subscription price.



We may cancel the subscription contract with you if you:

- ☹ Do not make any payment to us when it is due and you still do not make payments within 3 days of us reminding you of this;
- ☹ Do not, within a reasonable time of us asking you to comply with any of your obligations under your subscription contract.
- ☹ If we cancel your subscription contract in the above circumstances, then you will have to pay us reasonable compensation for the net costs that we incur as a result of you breaking your subscription contract.
- ☹ We reserve the right to cancel your subscription contract at any time, by confirming to you in writing.

# SELLING YOUR PROPERTY

Should you sell your property during your subscription contract period you must cancel your subscription contract by giving us 30 days prior written notice.

- Your subscription contract is non transferable and cannot be transferred to a different property or owner.
- At the end of the 30 days period your subscription contract is cancelled and no more payments will be taken provided that you provide evidence to us that you have moved and such evidence needs to be a letter from your solicitor.
- If you do not provide such evidence, then you will be liable to pay us the balance of the amounts due to us under your subscription contract.

# RENEWING YOUR DPB HOMECARE COVER

Your subscription contract begins on the date of purchase and will continue for a 12 month minimum term. After this 12 month period your subscription contract will automatically renew on a month to month basis until you ask for it to be stopped.

Upon renewal (after the 12 month contract) we reserve the right to change the amount of your subscription contract. This may increase depending on how many claims have been made and the age of your appliance/system, which is covered. If your contract fee is changing we will notify you before the minimum term ends to advise you on your renewal price and allow you to cancel.

We reserve the right to decline the renewal of your subscription contract.

# OTHER IMPORTANT TERMS YOU NEED TO KNOW ABOUT

## Sub Contracts

We reserve the right to sub-contract any part of the work undertaken as part of your subscription contract to any other provider.

## Liability

We do not exclude or limit any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for break of your legal rights in relation to the subscription package you have chosen.

## Personal Information

We will only use your personal information as set out in our privacy policy which is on our website.

## Agreement

We may transfer our rights and obligations under these terms to another organisation.

## Contract Rights

This contract is between you and us. No other person shall have any rights to enforce any of its terms.

## Legal Contracts

Each of the terms of this subscription contract operates separately. If any court or relevant authority decides that any parts of them are unlawful, the remaining parts will remain fully in force and effective.

## Enforced Contract

If we do not insist immediately that you do anything you are required to do under this subscription contract, or if we delay in taking steps against you in respect of you breaking this subscription contract, that will not mean that you do not have to do these things and it will not prevent us taking steps against you at a later date.

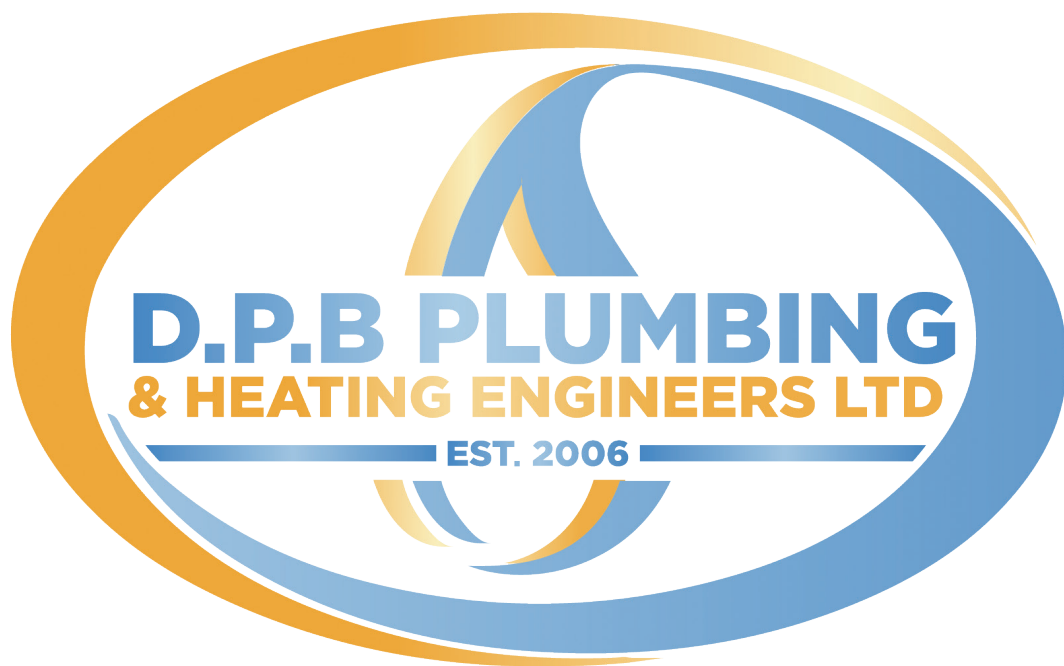
For example, if you miss a payment and we do not chase you but we continue with your subscription, we can still require you to make the payment at a later date.

In the unlikely event we deem your boiler beyond economical repair is at our sole discretion.

In the unlikely event we identify your system to be a one pipe system your cover will be void and we will advise you of the cost to upgrade the system to keep your cover validated. Failure to upgrade the system will result in us cancelling your plan with immediate effect.

We do not cover accidental damages to appliances, pipe work or electrical components on any of our plans.





Contact us today

[info@dpbplumbing.co.uk](mailto:info@dpbplumbing.co.uk)

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