

**Terms and Conditions**  
**For your Scotchwell Homecare Service Agreement**  
**'Multi Property' Contracts**

**What the agreement provides**

- Labour and parts for repairs,
- No limit to the number of call-outs to carry out work included in your agreement
- Priority service (365 days a year)
- Getting to your system (where shown)
- A priority customer helpline
- Advice about your system from our engineers

**Electrical Options**

**A. What is included**

This service is for maintaining and repairing electrical wiring and electrical fixtures and fittings inside your home. It is for:

- the fixed electrical wiring system (inside your home and inside outbuildings as long as it has been correctly installed) and
- fuse boxes, light switches, wall sockets, light fittings, circuit breakers and transformers.

*We will only accept properties for electrical cover after inspection by our engineers.*

**This Service Includes**

- Labour and parts repairs,
- Fitting standard replacement parts, for example, we will replace a brass light switch with a standard equivalent such as a white plastic switch.

**B. What is not included**

- Repairing controls, pumps, detectors, timers and programmers
- Repairing or replacing the mains supply
- Repairing the power supply between your home and outbuildings on your property.

Please also see 'General Exclusion'.

**Plumbing & Drainage Options**

**A. What is included?**

**Part A Plumbing**

Under this service, inside your home we will provide materials and labour to repair or replace:

- Hot and cold water pipes from the mains stopcock leading to your taps (including garden taps)
- Your cold water storage tank
- Leaking overflow pipes
- Standard ball valve and toilet siphon
- Pipes that burst as a result of cold weather
- Central heating water pipes if there is a water leak
- Radiator valves, and
- Washing machine and dishwasher hot and cold flexible pipes (as long as they are installed to the manufacturer's instructions).

This service includes one safety and maintenance inspection in the every continuous two-year period in which you hold this agreement with us.

**Part B Drains**

Includes our cost of materials, labour and repair (**up to £500 for each job**) for,

- Unblocking, repairing and getting to waste drainage pipes, or rainwater drains, inside your home (for example, unblocking sinks) and within the boundary of your property (up to where it is connected to the public or shared drains connection, if you are responsible for this) to restore flow.

**B. What is not included**

- Repairing or replacing taps and washers in taps
- Repairing or replacing the mains cold water stopcock, water softeners, shower pumps and mixer valves, mechanical pumps, water filters, radiators, cylinders, swimming pools, decorative garden features, rainwater pipes and guttering, and macerators such as Saniflo electrical units for toilets
- Repairing or replacing soakaways, septic tanks, cesspits, treatment plants and their outflow pipes
- Regularly cleaning your drains
- Repairing or unblocking drains shared with another property or properties
- Repairing or unblocking drains which are just used for commercial purposes.

Please also see 'General Exclusions'

**General Exclusions**

Your Scotchwell Home Care agreement does **not** include the following

**Design or existing faults**

The cost of repairs needed because of design faults (unless we are responsible), or faults which existed before you entered into the agreement and which could not be identified on initial inspection using reasonable care and skill.

**Third Party or accidental damage**

The cost of repairs relating to damage caused by you or someone else.

### **Consequential loss**

Unless we are responsible for it, loss or damage to property caused by the appliance, boiler or system breaking down (for example, damage to furniture caused by water leaks). If we have to dig on your property, we will fill in any holes and leave the surface level but we will not necessarily replace the original surface or construction. Any redecoration that may be needed following our work is your responsibility unless we have been negligent.

### **Normal insured risks**

The cost of repairing faults or damage caused by freezing weather conditions (except certain repairs included in Plumbing and Drains care), subsidence, structural repairs, accident, fire, lightning, explosion, flood or storm. The cost of repairing damage caused by changes to, or problems with, the gas, electricity or water services. You should check your household insurance to make sure you have enough cover for these risks.

### **Under all homecare options**

- Replacing appliances, bathroom fixtures, showers and sanitaryware
  - Improvements including work that is needed to bring your system up to current standards.
- Examples of improvements include system upgrades, such as adding thermostatic radiator valves, replacing parts such as flues which do not meet current standards, and replacing working radiators with improved models. (These are examples only, not a complete list.)
- Replacing or repairing decorative or other parts which do not affect how the system or appliance works
  - Resetting controls (for example, thermostats and programmers following wintertime or summertime changes)
  - Repairing faults or cleaning physical blockages (blockages such as rubble, sludge and scale, but not air locks) if we have told you permanent repairs or improvements are needed to make sure your appliance or system works properly. We will only tell you this if, in our expert opinion, it is necessary.
  - Removing asbestos associated with repairing the appliance or system
  - Cash alternatives for repairing or maintenance
  - Repairing any damage caused by our work or redecorating, unless we or our agents have been negligent or broken this agreement
  - Replacing (where a repair is not possible) lead or steel pipes, including lead or steel pipes in taps.

### **About your agreement**

#### **Domestic Use**

Scotchwell HomeCare agreements are only available for appliances in domestic use inside your home.

### **Period of agreement**

Your agreement runs for 12 months from the date it begins (or is renewed), unless you or we use the cancellation rights (set out in the section headed 'cancellation'). We will write to you to tell you about any changes to the terms and conditions or prices. We may also cancel the agreement at any time, as long as we give you reasonable notice of this.

### **Start Date**

Your agreement begins when we process your application.

### **Cancellation**

We will cancel your agreement if:

- You have given false information
  - You do not make an agreed payment
  - We are not reasonably able to find parts to keep your system or appliance working safely
- or
- Circumstances arise (including health and safety issues) which make it inappropriate for the contract to continue.

If we cancel your agreement, we will

- Give you a refund based on how long is left of any 12 month advance cash, cheque, credit or debit card payment.

If you cancel your agreement with us, we will not normally give a refund. However you are entitled to a full refund if you cancel within seven working days of taking out the agreement, as long as we have not done any work.

If you cancel your agreement after we have done work, we will charge you the full amount for any work done for each property.

### **Spare Parts**

If we do not carry the spare part your repair needs on the day, we can get hold of most items the following working day. Otherwise, we will do all we reasonably can to find parts from our suppliers.

### **Labour**

One of our engineers will usually carry out the work. In some cases we may authorise a suitably qualified contractor to carry out the work.

Our cost of getting to your system (material and labour) is included up to £750 for each job, for example pipes or wiring buried in walls or built in appliances.

To Scotchwell Ltd,

I have read and understood the terms and conditions. Please put the following properties on Plumbing, drainage, electrical cover.

Property addresses:

- 1.....
- 2.....
- 3.....
- 4.....
- 5.....

Name:

Signature:

Date: