



**DPB HOMECOVER LTD**  
HOMECOVER  
TERMS & CONDITIONS



QUALITY  
GUARANTEED



FAST RESPONSE



SERVICE  
REMINDERS



FRIENDLY  
SERVICE

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 Homecover Ltd, a company registered in England and Wales. Our company registration number is 14890473 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) 256550. Alternatively you can write to us at: DPB Homecover Ltd, Unit 3, Eastfield Link Centre, Link Walk, Eastfield, Scarborough, YO11 3LR

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


# HOMEOWNER COVER PLANS

*Best Seller*

	BASIC SERVICE	SERVICE PLUS	CARE	BRONZE	SILVER	GOLD	PLATINUM	POWERFLUSH	
Annual boiler service	✓	✓		✓	✓	✓	✓	✓	
Annual gas fire service		✓							
Heating system health check					✓	✓	✓	✓	✓
Service report					✓	✓	✓	✓	✓
Boiler cover					✓	✓	✓	✓	✓
Central heating cover						✓	✓	✓	✓
Plumbing cover			✓			✓	✓		
Electrical cover			✓				✓		
Security & Locks							✓		
Pest Control							✓		
Drain cover			✓				✓		
Gas pipework							✓		
Parts & labour			✓	✓	✓	✓	✓	✓	
Controls				✓	✓	✓	✓	✓	
Flue system				✓	✓	✓	✓	✓	
System powerflush									
Unlimited call outs			✓	✓	✓	✓	✓	✓	
Maintains warranty	✓	✓							
Annual service reminder	✓	✓		✓	✓	✓		✓	
1hr free call out	✓								
Priority service	✓	✓	✓					✓	
24hr, 365 days UK based helpline	✓	✓	✓	✓	✓	✓	✓	✓	
After sale care support	✓	✓							
Discount on future works only on warranty plans	✓	✓							
	£8 pm	£12 pm	£23 pm	£19 pm	£25 pm	£29 pm	£35 pm	£67 pm	

# LANDLORD COVER PLANS

*Best Seller*

	BASIC SERVICE	SERVICE PLUS	CARE	BRONZE	SILVER	GOLD	PLATINUM	POWERFLUSH
Annual boiler service	✓	✓		✓	✓	✓	✓	✓
Landlords gas safety certificate	✓	✓		✓	✓	✓	✓	✓
Annual gas fire service		✓						
Heating system health check					✓	✓	✓	✓
Service report				✓	✓	✓	✓	✓
Boiler cover				✓	✓	✓	✓	✓
Central heating cover					✓	✓	✓	✓
Plumbing cover			✓			✓	✓	
Electrical cover			✓				✓	
Security & Locks							✓	
Pest Control							✓	
Drain cover			✓				✓	
Gas pipework							✓	
Parts & labour			✓	✓	✓	✓	✓	✓
Controls				✓	✓	✓	✓	✓
Flue system				✓	✓	✓	✓	✓
System powerflush								✓
Unlimited call outs			✓	✓	✓	✓	✓	✓
Maintains warranty	✓	✓						
Annual service reminder	✓			✓	✓	✓		✓
1hr free call out	✓							
Priority service	✓	✓	✓	✓	✓	✓	✓	✓
24hr, 365 days UK based helpline	✓	✓	✓	✓	✓	✓	✓	✓
After sale care support								
Discount on future works only on warranty plans	✓	✓						
	£10 pm	£14 pm	£23 pm	£21 pm	£27 pm	£31 pm	£37 pm	£69 pm

## HOMEOWNER WARRANTY PLAN

	BASIC SERVICE
Annual boiler service	✓
Service certificate	✓
Maintains warranty	✓
Annual service reminder	✓
1hr free call out	✓
Priority service	✓
24hr, 365 days UK based helpline	✓
After sale care support	✓
Discount on future works only on warranty plans	✓
	<b>£8 pm</b>

The headline price of any of our plans may increase due to age and conditions of appliances covered in your property.

## LANDLORD WARRANTY PLANS

	BASIC PLAN	FULL COVER	COVER PLUS
Annual boiler service	✓	✓	✓
Landlords gas safety certificate	✓	✓	✓
Central heating system		✓	✓
Gas pipe work		✓	✓
Plumbing cover			✓
Electrical cover			✓
Drain cover			✓
Parts & labour		✓	✓
Serviceable components included		✓	✓
Maintains warranty	✓	✓	✓
Annual service reminder	✓		✓
1hr free call out	✓		
Unlimited call outs		✓	✓
Priority service	✓	✓	✓
24hr, 365 days UK based helpline	✓	✓	✓
After sale care support	✓	✓	✓
Discount on future works only on warranty plans	✓	✓	✓
	<b>£10 pm</b>	<b>£15 pm</b>	<b>£25 pm</b>

## Initial inspection

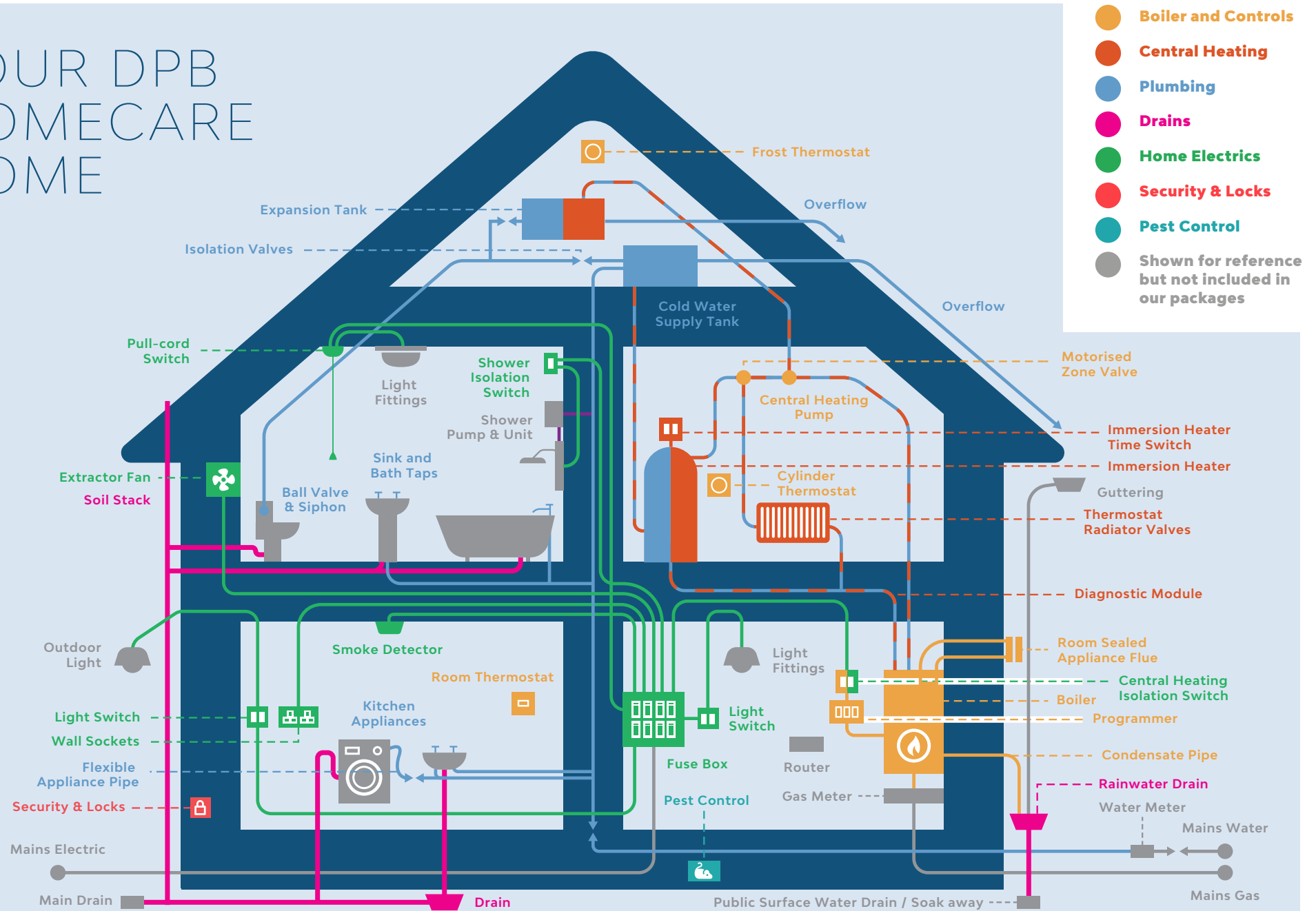
Once any subscription package is purchased we will be in contact with you to carry out an initial inspection of your property and appliances we are covering.

This will usually take place within the first 30 days of the subscription contract and the first payment having been received. We may, depending on when your appliances are due to be serviced, 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 remedial works 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 Homecover subscription. If this is the case, we will refund you of any subscription payments you have made.

# YOUR DPB HOMECARE HOME



# BOILER & CONTROLS

## Included...

- ✓ Unlimited repairs including parts and labour to a single natural gas or Lpg boiler in your property.
- ✓ Unlimited repairs to the flue system and any of its components.
- ✓ Unlimited number of call outs during your contract period.
- ✓ Repairs or replacement of time clocks and programmers which are built into your boiler.
- ✓ Repairs or replacement of any externally fitted time clocks, programmers or thermostats which are responsible for making your boiler work.
- ✓ Resetting or replacing batteries in programmers, thermostats or time clocks.
- ✓ Up to £750 repair limit per claim (If the cost of the repair exceeds this amount we will deem your boiler beyond economical repair).
- ✓ If your boiler is under 7 years old and cannot be repaired, we will if required replace the boiler under your plan up to the total value of £3000.
- ✓ If your boiler is over 7 years old we will contribute £400 towards the cost of a new boiler providing we install the new boiler for you. If you choose to use another contractor or company no contribution will be made from us.

# BOILER & CONTROLS

## Not included...

- ✗ Main heat exchanger/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
- ✗ Repairs to open flued terminals
- ✗ Controls or components for underfloor heating, swimming pools or Spas unless stated otherwise
- ✗ Unsafe boilers
- ✗ Boiler installations which do not comply with gas safety regulations
- ✗ Boilers or systems which have not been installed in accordance with the manufacturer's instructions
- ✗ Boilers or systems which have been over pressurised resulting in failure or leakage from any components
- ✗ User error
- ✗ Aga and Rayburn
- ✗ Elson Tanks

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# CENTRAL HEATING SYSTEM

## Included...

- ✓ Unlimited repairs to all components of your heating system
- ✓ Replacement of your heating system components if they cannot be repaired
- ✓ Repairs or replacement of your radiators and any valves
- ✓ Repairs or replacement of your central heating pump
- ✓ Repairs or replacement of your zone valve or valves
- ✓ Your central heating system feed and expansion tank
- ✓ Repair or replacement of your immersion heater
- ✓ Adjusting settings on time clocks or thermostats
- ✓ Header tank
- ✓ Up to £750 repair limit per claim



# CENTRAL HEATING SYSTEM

## 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 systems or components unless stated otherwise
- ✗ Electrical heating systems
- ✗ Warm air heating system
- ✗ Breakdowns caused by excessive sludge or scale build up within your system
- ✗ Any parts of your system where it is impossible or impractical to access because of its position such as the item is inaccessible due to the installation of fitted units or concrete floors
- ✗ Any pipe work in communal areas is your property is a flat
- ✗ User Error
- ✗ Renewable energy components
- ✗ Log burners



# BOILER SERVICE

## Included...

- ✓ Service of a single natural gas or lpg boiler in your property
- ✓ A digital certificate
- ✓ Service carried out as per manufacturer's requirements

## Not included...

- ✗ Service of any other gas appliances within your property
- ✗ Serviceable components if required at the time of service

# GAS SAFETY CERTIFICATE

## Included...

- ✓ Gas safety certificate for up to 4 gas appliances and gas pipe work
- ✓ Digital certificate

## Not included...

- ✗ Repairs to any of your gas appliances
- ✗ Repairs to pipe work or your gas meter
- ✗ Supply of any required carbon monoxide alarms
- ✗ Additional certificates if required (only one certificate per annum is included in your subscription)

# HEATING SYSTEM HEALTH CHECK

## Included...

- ✓ Operation of heating system and its components
- ✓ Bleeding of any radiators on your system
- ✓ Thermal imaging camera test
- ✓ Central heating magnetic filter cleaned

## Not included...

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



# DRAIN COVER

## Included...

- ✓ Repairs or replacement of any parts of your drainage system internally or externally to the external manhole
- ✓ Unblocking of any drains to restore water flow
- ✓ Up to £750 repair limit per claim

## Not included...

- ✗ Rainwater downpipe or guttering
- ✗ Saniflors or macerators
- ✗ Ceptic tanks
- ✗ Land drains and soakaways
- ✗ Manholes and their covers
- ✗ Drainage pumps
- ✗ Treatment plants
- ✗ Shared drains

# PLUMBING COVER

## Included...

- ✓ Unlimited repairs to the plumbing system in your property
- ✓ Your hot and cold water pipe work after the internal stop tap
- ✓ Repair and replacement of any hot and cold water taps
- ✓ Outside taps
- ✓ Repairs and replacement of your toilets internal components
- ✓ Hot water cylinder and their components
- ✓ Immersion heaters
- ✓ Your cold water storage cistern
- ✓ Shower cartridges
- ✓ Tap revivers
- ✓ Mixer showers
- ✓ Up to £750 repair limit per claim

# PLUMBING COVER

## 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
- ✗ Free standing 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
- ✗ Toilet seat replacement
- ✗ Fountains, ponds or water features
- ✗ Any loss of water usage caused by a leak
- ✗ Garden irrigation systems
- ✗ Any damages to the property caused by a water leak
- ✗ Saniflors or macerators
- ✗ Renewable energy components
- ✗ Waste disposal units

# ELECTRICAL COVER

## Included...

- ✓ Unlimited repairs to your properties wiring and electrical system supplied by a permanent 240v electrical supply
- ✓ Outside lights
- ✓ Extractor fans up to 15cm
- ✓ Immersion heater timer switch
- ✓ Isolation switches
- ✓ Sockets
- ✓ Switches
- ✓ Light fittings
- ✓ Outside lighting which is fixed to your home or outbuildings
- ✓ Fuse board
- ✓ Smoke alarms which are connected to your properties wiring system
- ✓ Doorbells which are connected to your properties wiring system
- ✓ Any like for like replacement part where we cannot repair the existing component



# ELECTRICAL COVER

## Not included...

- ✗ Electric car charging points
- ✗ Renewable energy components
- ✗ Complete system rewire
- ✗ Rubber or lead covered cables
- ✗ Cooker extractor hoods
- ✗ Shower booster pumps
- ✗ Burglar alarms and camera systems
- ✗ Storage and panel heaters
- ✗ Swimming pool controls
- ✗ Spas or hot tubs
- ✗ Air conditioning units or controls
- ✗ Any electrical wiring outside the property which is buried below ground level
- ✗ Broadband or telephone cables
- ✗ Portable heaters
- ✗ Electrical condition report (EIRC)
- ✗ Electrical appliances

# SECURITY & LOCKS

Cover for your properties doors and window locks. Key replacement service included for lost keys, 24/7 emergency assistance with boarding service available and repairs to external locks. Claim limit of £750 per claim.

# PEST CONTROL

Cover for your property from infestations of wasps nest, rats, mice and hornets nests. Claim limit of £750 per claim.

# GENERAL EXCLUSIONS

## Not included...

- ✘ Solar panels or renewable energy systems for hot water or electricity.
- ✘ Repairs required to re-instate any damage caused by any excavations necessary to access the water supply pipe. This includes the reinstatement of tarmac, concrete, block paving and lawns.
- ✘ If your property is a flat, any problems relating to any elements you do not have responsibility for; such as communal areas are not covered.
- ✘ Upon completion of any repair our engineer may deem it necessary that additional works are required to prevent a future breakdown. Such as build up of sludge which requires a system power flush. Failure to have this work completed may result in future claims being rejected or us terminating your plan.
- ✘ Beyond economical repair is when our engineer deems the appliance repair cost exceeding our maximum claim limit of £750.
- ✘ Obsolete parts – We use local and nationwide reputable suppliers who stock the usual parts or commonly used parts to repair most boilers we cover. Should any spare parts not be readily available we will deem your appliance beyond economical repair.
- ✘ Damage or faults which are covered by an insurance policy you hold or a manufacturer's warranty.

# MY ACCOUNT LOGIN

My account login enables you to access your account, view and make changes to the following...

- ✔ View your billing details
- ✔ Update payment information
- ✔ Change your billing address
- ✔ View your invoices
- ✔ Cancel your subscription





## MAKING A CLAIM

No claim can be made within the first 30 days of your subscription contract being entered unless stated otherwise in writing by us.

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@dpbhomecover.co.uk**

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

Any claims made out of normal working hours or on Saturday afternoons, Sundays or bank holidays will be attended to within the next 2 working days.

Our standard appointment times are

**Monday to Friday 8am – 5pm**

### Homecover Assistance Line

Contact our 24/7 office team on **01723 313404**  
Emergency Gas leaks - Transco **0800 111 999**

# 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 you have paid providing:

**We have not carried out any servicing or repairs on any appliances during the first 14 days. If we have then you will be invoiced at our standard rates for any services provided.**

- **Contacting our office on 01723 256550**
- **Sending us an email [info@dpbhomecover.co.uk](mailto:info@dpbhomecover.co.uk)**

Should you wish to cancel your subscription contract prior to your 12 Month subscription end date you can do, but will be liable to pay for any services you have received in excess of the subscription amounts paid for the year.

An early termination administration charge will be applied at a cost of £30.00 including vat.

**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

**If you are selling your property you can cancel your subscription contract prior to your 12 month subscription end date, but will be liable to pay for any services you have received in excess of the subscription amounts paid for the year.**

- **No early termination administration charge will be applied should you sell your property.**

- **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 HOMECOVER SUBSCRIPTION



**After the 12 month period your subscription will renew for another 12 months unless you notify us that you want it to stop.**

We will write to you to inform you of your renewal price for the next 12 months on or around month 11 of your current subscription.

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.

## Complaints Procedure

Should you have reason to make a complaint regarding your home cover plan, please send an email to [info@dpbhomecover.co.uk](mailto:info@dpbhomecover.co.uk) including your name, address, level of cover and property covered.

## What happens if your payment fails?

Should your direct debit or card payment fail to be collected, we will attempt to take the payment again 3 days after the original collection date and then again 7 days after from the bank details we hold on file.

Should the payment fail again, we will contact you by phone or email to notify you that we have been unable to collect payment for your subscription.

You will then be required to make payment over the phone to our office for the outstanding balance to bring your account up to date and update your bank details on our system to a different payment method for next Month's subscription to be collected.

No claims can be made while your account is in arrears and it is effectively frozen. It will be re-activated once payment has been collected.





Contact us today

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

**01723 256550**

**Unit 3, Eastfield Link Centre  
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