

EMERGENCY COVER

During the initial 2 year period, a dedicated helpline has been set up to help you in the event of an **emergency** out of office hours:

0800 074 0679

Monday – Friday 5.00pm – 8.30am
Saturday and Sunday 24 hours

The following are **genuine emergency** situations:

- Water leak – if this cannot be contained.
N.B. Turn water supply off at mains
- Complete failure of central heating/hot water system
- Complete failure of electrics, but please check the following before calling:
 - i. Consumer Unit - to make sure that a trip switch has not been activated
 - ii. Local power supply – to make sure that there is not a general power cut
- Flooding caused by blocked drains
- External door locks.

Please note:

- Storm damage should be referred to your own insurance provider.
- Davidsons reserve the right to charge a call-out fee should the call not relate to a defect protected by NHBC Buildmark cover.

The following are **NOT** emergencies covered by Buildmark:

- Dripping tap
- Running overflow pipe
- Low water pressure
- Some radiators not getting warm
- Noisy central heating system
- Containable leaks
- Replacing light bulbs
- Blocked drains caused by unsuitable items being flushed e.g. baby wipes, disposable nappies or kitchen paper towels
- Loose roof/ridge tiles or damage to fence panels caused by storms
- Any call out as a result of works carried out by a third party after legal completion.

In the event of a suspected **gas leak** please turn the supply off in the meter box and call the 24 hour **National Gas Emergency Service** on:

0800 111 999

Do not use electrical switches, extinguish all naked flames and open all doors and windows.

