

## WarmShield Terms & Conditions

### 1. Introduction

These Terms & Conditions form a contract between the property owner ("Customer"), **KCC Team Ltd** ("KCC"), and **DTS Electrical Ltd** ("DTS") for the provision of WarmShield services. Electrical services included in the WarmShield TotalCare plan are provided by DTS.

### 2. Definitions

- **Property:** The residential address specified in the contract.
- **WarmShield Plans:** Service packages offered by KCC and DTS, including Essential, Plus, and TotalCare.
- **Beyond Economic Repair:** A condition where repair costs exceed the component's value or parts are obsolete.

### 3. Eligibility

WarmShield services are available for:

- Residential properties only.
- Gas boilers with an output not exceeding 60kW.
- Electrical systems with standard residential capacity.
- Systems installed in accordance with manufacturer guidelines and current regulations.
- An initial boiler service (by KCC) and/or electrical inspection (by DTS) is required prior to joining.

### 4. Services Covered

Depending on the selected WarmShield plan:

- **Essential:** Boiler and central heating (including controls).
- **Plus:** Includes Essential services plus plumbing, wastes, and drains.
- **TotalCare:** Includes Plus services plus electrics, including:
  - Fault repairs.
  - Annual electrical safety check conducted by DTS.

All plans include:

- Annual boiler service.
- Annual Gas Safe certificate (if applicable).
- Callout parts and labour for faults.

- No excess fees.
- Rapid response for emergencies (attendance within 24 hours of first contact).

## **5. Exclusions**

The following are not covered:

- Faults occurring within the first 28 days of cover, including hidden pipework leaks or electrical faults not identifiable during initial inspection.
- Issues caused by external agencies, such as utility company faults or power outages.
- Damage covered by standard homeowner or occupier insurance, including accidental or intentional damage.
- Non-compliant installations or pre-existing faults not rectified prior to contract commencement.
- Faults due to system debris or issues arising from recent construction or renovations.
- Showers and Taps: Repairs, replacements, or servicing of showers, shower pumps, and taps.
- Design Faults and Unauthorised Repairs: Faults or damages arising from design deficiencies, or any repairs or modifications undertaken by individuals or entities not authorised by KCC or DTS.

## **6. Customer Obligations**

Customers are responsible for:

- Ensuring systems are maintained in good working order.
- Notifying KCC or DTS of any changes to the system or property that may affect coverage.
- Providing access to the property for scheduled services and emergency repairs.

## **7. Response Times**

KCC and DTS will respond to emergencies within 24 hours of first contact. Standard working hours are:

- Monday to Friday: 08:00 - 17:00
- Saturday: 09:00 - 16:00
- Sundays & Bank Holidays: Emergency cover only

## **8. Replacement Parts and Systems**

- All replacement parts will be genuine manufacturer or authorised parts.

- If a boiler, electrical component, or other system is deemed beyond economic repair, KCC or DTS will provide a replacement meeting current efficiency standards.

### **9. WarmShield New Boiler and System Discount**

WarmShield members are eligible for:

- A £300 discount towards the cost of a boiler replacement, plus £50 for every completed year of coverage, up to a maximum discount of £600.
- A £300 discount towards the cost of a major electrical system replacement (e.g., circuit boards or panels) through DTS.

### **10. Cancellation and Termination**

Customers may cancel their WarmShield plan by providing written notice to KCC. If cancellation occurs within the first 12 months, KCC and DTS reserve the right to retrospectively invoice for services rendered.

### **11. Liability**

KCC and DTS are not liable for:

- Indirect or consequential losses.
- Damage caused by third parties or external events beyond their control.
- Any loss arising from the Customer's failure to comply with these Terms & Conditions.

### **12. Governing Law**

These Terms & Conditions are governed by the laws of England and Wales. Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.