

HOME ASSISTANCE SERVICE



Home assist is a 24-hour help line, offering assistance with emergency household repairs that need to be carried out within 2 hours of the call for assistance and that could result in consequential damages. It may also refer to a situation where a client has no access to essential services such as electricity, hot water or sanitary use.

Service Providers are dispatched in the event of electrical and plumbing problems. If the services of a locksmith or glazier are required, or if an essential appliance needs to be repaired e.g. fridges, freezers, washing machines, stoves and ovens, assistance is arranged.

PRODUCT BENEFITS

- Three incidents per year are covered, up to a maximum amount of R500 per incident;
- This cost includes a call out fee and first hour of labour and excludes costs related to parts;
- The service provider's account is settled on behalf of the client. If the incident amount exceeds R500, the client pays the outstanding amount;
- The benefit period is one calendar year, and the benefit does not accumulate, but is a maximum amount per incident;
- A repair incident is considered per service category, e.g. if an electrician is called out to repair a fault on the distribution board, as well as an electrical connection, this is treated as one call out and the cover is limited to R500;
- Clients are assisted in the event of a non-emergency situation, however the client is then liable for costs and must settle directly with the Service Provider at the time of the repair.

PRODUCT OPTIONS

Plumbing repairs to:

- Municipal connections inside the property;
- Burst water connections and pipes;
- Blocked drains, toilets, baths, taps and sinks;
- Geyser overflow, valves (Lacto & pressure release).

Exclusions:

- Jacuzzis, swimming pools and boreholes;
- Leak detection inspections;
- Repairs not complying with regulated specifications such as SABS and others.

Locksmith Services:

- If keys are broken off or lost for a main entrance or exit of the house.

Exclusions:

- Burglary incidents - the caller will be assisted, but is liable for the cost and can reclaim this cost from their insurer or home owners policy;
- Outbuildings;
- Padlocks.

Electrical Repairs:

- Distribution boards, circuits and main cables;
- Earth leakage relays;
- Geyser connections, thermostats and elements;
- Plug points causing power failures
- General house wiring;
- Light fittings or switches causing power failures;
- Lightning strikes on wiring;
- Burnt connections;
- Connections to all electrical motors (e.g. electric gate motor);
- Municipal connections inside the property.

Exclusions:

- Electric gates and doors;
- Jacuzzi, swimming pool and borehole pumps;
- Air conditioners and commercial refrigeration;
- Repairs not complying with regulated specifications such as SABS and others.

GENERAL

Incidents not attended to on the instruction of the Europ Assistance SA case manager, will not be considered after any repair. Emergency repairs are only undertaken at the client's permanent residence. Emergency repairs outside the domestic dwelling are not included, i.e. office premises, public buildings, outbuildings not attached to the main building, etc. If the appliance is still under warranty, it will be referred to the manufacturer for repairs.