



# HOME EMERGENCY

EMERGENCY ASSISTANCE FOR YOUR HOME



FIRST FOR JUSTICE

## PEACE OF MIND KNOWING HELP IS THERE WHEN YOU NEED IT MOST

When things go wrong with your home and emergency assistance is required, it's good to know help is on hand. DAS Home Emergency is there to:

- prevent damage or further damage to your home
- make your home secure
- relieve unreasonable discomfort, risk or difficulty to you.

The house opposite highlights the insured emergencies and where we are able to help.

### AVAILABLE 24/7 365 DAYS A YEAR

We have access to approved contractors all year round and the product will pay up to either £500 or £1000 (inc VAT) to cover the cost of the call-out, labour and parts. You can call us anytime and there's no limit on the number of call-outs.

### OUR HOME EMERGENCY COVER HAS A 5 STAR RATING

DAS Home Emergency has achieved the maximum 5 Star Rating from Defaqto. When you see a Defaqto 5 Star Rating, you can be sure the product offers excellent cover.

defaqto

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Home Emergency Cover

- KEY**
- CALL DAS FOR HELP
  - KEY EXCLUSIONS
  - USEFUL TIPS

Normal day-to-day home maintenance is not covered

Investigate any ongoing maintenance problems

Clean gutters and drains of debris

**HOTEL ACCOMMODATION**  
One night's accommodation if your home remains uninhabitable following an insured emergency, up to a maximum of £250 (inc VAT)

**DOMESTIC POWER SUPPLY**  
Your gas or electricity supply fails. But not the failure of the mains supply

**KEYS**  
The only set of keys to your home is lost, stolen or damaged and you cannot gain normal access

**HOME SECURITY**  
e.g. the front door lock is damaged or a window is broken which leaves your home insecure

Sheds, outbuildings and detached garages are not covered

Work or repairs that you have previously been advised to undertake are not covered

**ROOF DAMAGE**  
e.g. a leak in the roof is causing damage to your home

Check all your pipes are properly lagged

We won't pay any costs incurred before we've accepted a claim

If the boiler is beyond repair, we will only pay for repairs already carried out and not contribute towards a replacement boiler

**MAIN HEATING SYSTEM**  
e.g. boiler failure leaves your home without heating

Get your central heating serviced regularly

**TOILET UNIT**  
The only toilet in your home completely stops working

**PLUMBING**  
e.g. a burst pipe you are responsible for is flooding your home

**DRAINAGE**  
e.g. a blocked drain you are responsible for is flooding your home

Other exclusions and limitations apply. Speak to your insurance adviser to find out more

Septic & fuel tanks and cess pits are excluded

## DAS IS WORKING CLOSELY WITH DEFAQTO

Finding insurance that gives you the protection you're looking for can be an ordeal. Defaqto is an unbiased financial researcher there to help you make more informed decisions and ensure that your insurance provides the level of cover you expect. DAS is working closely with Defaqto to ensure our customers are able to enjoy that extra peace of mind knowing our products are of the highest quality.

## A SERVICE YOU CAN RELY ON

All our contractors are vetted, hold appropriate industry qualifications and are regularly assessed, so you can rest assured your home is in safe hands.

Our approved contractors can come out day or night to make your home secure and prevent more damage. The action taken will depend on what would be fair and reasonable in the circumstances and this may involve a temporary repair (or a permanent repair if this is no more expensive).

## HOW WE CAN HELP



Call our  
24/7 helpline



Talk through  
problem



DAS arrange  
contractor



Alleviate  
emergency

**Please note, you must be at home when the contractor arrives.**

## THIS IS WHAT SOME OF OUR CUSTOMERS THINK

"Once again, the DAS emergency cover has dealt with a problem at home and saved me both time and money, as well as stress. So glad I have this cover!"

"Thank you for sending an engineer so quickly to sort out our heating. He identified our problem quickly and without fuss and had us back in the warm in no time! We were very happy with the service we received! Thank you!"

"The engineer was friendly and the company managed to source a part that was obsolete. An excellent service with the best outcome for us. Thank you."

**To find out more on how DAS Home Emergency could help you, contact your insurance adviser today.**