

REQUEST A SERVICE VISIT FREQUENTLY ASKED QUESTIONS

DO YOU FIX EVERY TYPE OF SHOWER?

We currently repair over 75 types of Mira showers and we stock spares for ten years so it's highly likely we will be able to fix your shower. If you're concerned you have an old shower our expert Customer Service team will be able to tell you straight away so just give us a call on 0800 001 4040.

WILL YOUR ENGINEER FIX MY SHOWER IN ONE VISIT?

They'll do their best, but it depends what the problem is. They carry lots of parts with them in their vans and we have a first time fix rate of 95%. If they don't have the part they need, they'll order it and arrange a return visit for free.

WHAT HAPPENS IF YOU CAN'T FIX MY PROBLEM?

This varies depending on the reason for not being able to fix the problem. If we cannot fix it due to faulty installation or because we are unable to isolate the product from the supplies our engineer will let you know straight away, he will complete a report and our standard £80 call out charge will apply which should be paid directly to the technician. If the product is deemed 'beyond economic repair', our engineer will talk you through your options so you can decide what to do.

WHAT IF I WANT TO CANCEL?

No problem, it's an easy process. If you've booked your Service visit and we haven't started any work you have a 14-day cooling off period which starts the day you book your service visit. Cancellations should be made by 3:00pm of the preceding day of your booked visit and there is no cancellation fee. If, when we get to the property, you are not in and we cannot carry out the repair, you will be charged a £80 abortive call charge.

IS THERE ANYTHING I NEED TO DO IN ADVANCE OF MY SERVICE VISIT?

You must be able to confirm that the product can be isolated from supplies, that the Technician will be able to park legally in the location. Furthermore that you or your representative are over 18 and will be present for the duration of the visit.

WHAT SHOULD I DO IF I ALREADY HAVE EXTENDED WARRANTY?

You don't need a Fixed Price Service visit. Simply give us a call on 0800 001 4040 to arrange your repair. Please have your Homeserve or D&G plan number to hand.

WHAT IF I STILL HAVE QUESTIONS ABOUT MY SHOWER REPAIR?

Just give us a call on 0800 001 4040 and one of our team will be able to help you. We're here all day, Mon-Fri and 8:30am-1:00pm on Saturday. We record calls to help improve our service to you.

IS THERE A GUARANTEE ON MY REPAIR?

All replaced parts are guaranteed for a full 12 months from the date of the paid repair visit. So you have the peace of mind that we will, free of charge, re-perform any service should the same part fail within 12 months following the original paid visit date. We also guarantee our labour for 3 months from the date of repair.