



All your  
household needs  
solved with  
**One Call**



FREE  
CALL **8009 1111**

MEMBERSHIP BROCHURE

[www.OneCall24.com](http://www.OneCall24.com)

# Our Services

## Plumbing & Pipe Repairs

Whether it's replacing a washer to stop a dripping tap, or a complete hot water system, we will take care of it for you. All labour and call out charges are free for the term of this agreement.

## Water Proofing

Labour and call out charges for repair provided free of charge for the term of this agreement. Up to 30 sq.m. free of labour costs.

## Electrical

If you have any electrical problems, we provide practical and reliable services. Labour and call out charges are free for repairs to current equipment and/or structures for the term of this agreement.

## Carpentry & Joinery

From door frames to shelving to decorative panelling, give us a call for all your carpentry needs. Repairs will be covered under this agreement, additional work(s) priced on application. We also install wallpapers (price on application).

## Locksmith

Damaged locks, locked out or want to install extra locks for security? Give us a call.



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# Our Services



## Painting

We will ensure a clean and professional job without any hassles including providing colour charts with choices of interior or exterior, silk, matt or gloss finish paints. Up to 30 sq.m. free of labour costs.

## Tiling

Our qualified Tile Masons will repair or replace your tiles. Up to 30 sq.m. free of labour costs.

## Gypsum Maintenance

If cracks and chips are appearing, let us know and we'll have it looking as good as new in no time at all. Up to 30 sq.m. free.

## Pest Control

Pesky pests getting on your nerves? Not to worry, as we provide both interior and exterior pest control services at any time that suits you. One exterior service included free of charge.

## Glazing

Our professionals will do any job required; select, cut, install, replace or remove residential and artistic glass.

## Aluminium Doors and Windows

We offer maintenance and repair for all your aluminium doors and windows. Labour provided free for emergency repairs.

\*Additional material will be charged extra

# Additional Services

## Exterior Cleaning

We will happily do those jobs you've been putting off: windows, driveways, paving, shades and patio cleaning plus exterior wall washing. Keep your home beautiful from the outside too! One complete exterior house cleaning provided free of charge, once a year.

## Interior Cleaning

Taking care of all internal glass - including runners, hygienically sanitised Kitchens, clinically sanitised Bathrooms, Floors that are well swept, vacuumed, scrubbed and buffed to a full shine, any Carpets/Rugs vacuumed, fixtures, fittings and railings - all damp dusted and polished.

## Air Conditioning Maintenance

Everyone's nightmare: the air conditioning stops working in the middle of the night.. one call and we will be there in a jiffy. We offer an emergency response team as well as a full maintenance programme including cleaning and checking all electrical components, filters and controls, giving you absolute peace of mind. (Emergency call out provided)

## Swimming Pool Maintenance

Our fully qualified Pool Maintenance team will check pH levels, conduct acidity level testing, supply chemicals (chlorine), clean the pool and surrounding pool area two to three times a week, test pumps and filters. (Price on application)

## Handyman Services

Our "Handyman" will be on call to help you with those tricky tasks, i.e hanging frames/mirrors, moving furniture, etc.

## Water Purification System

Indulge in the convenience of drinkable tap water. We will install and arrange a service every 3 months. Replacement of any equipment will incur additional charges.

\*Additional services priced on application



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## Terms and Conditions,

These Terms and Conditions, together with any amendments executed pursuant to these Terms and Conditions, represent the entire Agreement and understanding between ONECALL and You and supersedes all prior understandings and agreements, whether written or oral, between ONECALL and You relating to the subject matter hereof. Each Total Repair Coverage (TRC) service "PLAN", or in combinations "PLAN(S)" covers the cost of repairs to selected equipment as described in this Agreement.

### Amendment

ONECALL reserves the right to amend these Terms and Conditions from time to time by providing a copy of such new Terms and Conditions to You.

### Responsibility For Benefits Owed To You

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Customer benefits include the ability to have a contractor assigned and dispatched when a service call appears to be required. The Administrator will dispatch a pre-qualified contractor to repair covered components. We pledge to expedite the dispatch and service call process however effective response times may be affected by extreme weather conditions and time-of-year situations. All calls for repairs will be handled in the order in which they are received (except emergency calls – see below). The Administrator will handle Customer calls for service 24/7. Service requests after 5pm will be assigned and dispatched the following day, except emergency calls which will be handled immediately.

The Administrator will pay for the cost of labour covered by PLAN(S). Parts may be replaced with an equivalent make, type or style. The Administrator provides no express or implied warranties for existing equipment or condition and the Customer is responsible for the cost of repairs that are not covered by a PLAN(S). Preventive maintenance is not covered under any PLAN(S). The Administrator and its approved contractors shall not be responsible for service or parts the Customer has others provide.

Coverage of each PLAN(S) starts after the first payment is received and continues thereafter so long as the Customer makes timely payments. Customer payments prepay coverage under the PLAN(S). Coverage is suspended at the end of the prepaid period in cases of non-payment. Customer account must be in good standing to receive repair service under this program. For each PLAN(S), the Agreement is automatically renewed upon receipt of payment from Customer for a new Term. A Term is defined as a year in length. Failure to pay for a new Term upon the expiration of an existing Term will result in Lapse of Coverage. No refunds will be provided for early Cancellations.

All covered equipment must be installed to manufacturers' specifications and meet code requirements. The Administrator reserves the right to inspect equipment any time after the receipt of an enrolment, and to reject the application if the equipment to be covered is not functioning properly. To be eligible for the program, all equipment must be installed to meet local codes, must satisfy manufacturer requirements for proper installation, must be in good operating condition at the time of enrolment and must be properly maintained. The Administrator reserves the right to withhold service and cancel PLAN(S) for any equipment that is found to be out of compliance with these eligibility requirements.

The Customer is responsible for preventive maintenance such as routine cleaning, replacement of air filters, lubrication of motors, in accordance with manufacturers' recommendations. The Customer is also required to provide the Administrator and its contractors with safe and reasonable access to the premises and appliances. In addition, PLAN(S) does not cover the cost of gaining access to system components or restoration costs such as plaster, drywall, or ceiling repair.

The Customer is responsible for standard service fees by the dispatched contractor unless covered work has been performed, in which case service charges are waived. Charges for service calls where no covered work has been conducted, or for routine maintenance or diagnostic work requested by the Customer, are subject to standard service fees by the dispatched contractor.

PLAN(S) do not cover any materials, parts or labor required as a result of flooding, fire, freezing, riots, any abnormal conditions, Customer negligence or the replacement, repair or maintenance of any devices, parts or controls other than those specifically covered by each PLAN(S). PLAN(S) also does not cover failure caused by negligence or acts of God. Furthermore, the Administrator will not be liable for damages incurred by the Customer or anyone else, caused by unavoidable delays, failure to service, obsolete parts, unavailability of parts, equipment failure, weather conditions, work stoppage, strike and other circumstances beyond Our control.

If any provision of the PLAN(S) shall be deemed unlawful, void or for any reason unenforceable, then that provision shall be deemed severable from the remaining provisions, which shall remain in full force and effect. The waiver or failure of the Administrator to exercise any right in connection with the PLAN(S) shall not be deemed a waiver of any further right thereof.

This program is intended for the repair of covered equipment, not the replacement of equipment which We deem beyond repair. If We determine that a piece of covered equipment cannot be repaired, We reserve the right not to repair the equipment but to recommend the equipment be replaced at owner's expense. In the event that We do not make a repair for this reason, the service call will be covered by PLAN(S).

### Repair Procedures:

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2. Our representative will contact the Technician on Your behalf and arrange for the Technician to call You to schedule the Covered Repair.
3. Once work is completed on Your Covered Repairs, the Technician will take care of all paperwork. You will have no forms to submit and no bills to pay for Covered Repairs. If You have work performed that is not a Covered Repair under the PLAN (Non-Covered Repairs), the Technician will inform You of any charges before work is performed, and will arrange for Your payment of the additional expense

### Definitions:

- Customer, You or Your means the homeowner of a single-family residence and the purchaser of this PLAN.
- We, Us, Our, Home Service and Administrator means (i) ONECALL and its affiliates, Building 1800, Road 4153, Block 341, Juffair. P.O. Box 15166, Adliya. ("ONECALL"), in its capacity as Administrator and manager of the benefits owed under this Service Agreement. Covered Repair(s) means any repair or replacement of eligible parts or materials as defined in these Terms and Conditions and not specifically excluded by these Terms and Conditions as defined under the section titled "Non-Covered Repairs."
- Enrolment Date means the date Your payment was received by Us.
- Effective Date means the date You become eligible for Covered Repairs. Your Effective Date is seven (7) days after Your Enrolment Date.
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# Emergency Call-Out Services



Our One Call engineers are able to tackle all your household emergencies

Electrical

Air Conditioning

Plumbing

Locksmith

Drainage

\*Subject to type of emergency

One Call provides 24-hour home emergency services throughout the year  
**FREE OF CHARGE**



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Signature: \_\_\_\_\_

FREE  
CALL 8009 1111



Date: \_\_\_\_\_

### Client Details

Name: \_\_\_\_\_ CPR No. \_\_\_\_\_

Address: Villa \_\_\_\_\_ Bldg. \_\_\_\_\_ Road \_\_\_\_\_ Block \_\_\_\_\_ Area \_\_\_\_\_

Mailing Address (If different from above) \_\_\_\_\_

### Contact Details

Telephone No. \_\_\_\_\_ Mobile No. \_\_\_\_\_

Office No. \_\_\_\_\_ Fax No. \_\_\_\_\_

Email ID \_\_\_\_\_

### Additional Service Requirements (Price on application)

Pool Maintenance  Yes  No  Twice a Week

AC Maintenance  Yes  No  Quarterly (Every 3 Months)

Interior Villa Cleaning  Yes  No  Once a Week  Twice a Week

Preferred Days  Mon  Tue  Wed  Thu  Fri  Sat  Sun

Exterior Villa Cleaning  Yes  No  Quarterly (Every 3 Months)  Half-yearly (Every 6 Months)

Pest Control  Yes  No  Quarterly (Every 3 Months)  Half-yearly (Every 6 Months)

### Payment Method

Cash  Cheque  Visa / Master Card

\_\_\_\_\_  
*Client Signature*

\_\_\_\_\_  
Company Stamp (If applicable)

### For Official Use Only

Payment Received Date: \_\_\_\_\_ Effective Cover from Date: \_\_\_\_\_

\_\_\_\_\_  
*Company Authorised Signature*