

Frequently Asked Questions

ECIC Part P Warranty Insurance

These FAQ's are provided as general outline information only. They do not form part of the terms and conditions of the Part P Warranty Insurance. For full details of the terms, conditions and exceptions applicable to the Part P Warranty, please refer to the Policy Wording, a copy of which is available from this site.

If you require further information, please call our helpline on 0845 880 1050

Q1 –What is the Part P Warranty?

ECIC's Part P Warranty is a non-renewable six-year insurance policy that protects against the cost of rectifying an Approved Contractor's electrical installation work should it fail to comply with the standards required by Part P and regulations 4 and 7 of the Building Regulations 2000 (as amended).

Q2 – Is the Warranty Mandatory?

The Warranty is optional. Under the terms of the Competent Person Scheme the Approved Contractor is registered with, they are required to provide you with the opportunity to purchase warranty insurance on their work. The warranty is designed to augment the rights you have against the Approved Contractor should they be unable to, or refuse to, rectify work that does not comply with Building Regulations.

Q3 – How can I buy a Warranty?

You may obtain a quotation for and purchase a warranty via this web site or by calling our helpline on 0845 880 1050 Please have details of the work you wish to insure to hand including the name of the Approved Contractor, the value, location and completion date of the work.

Q4 - How much will it cost?

The premium depends on the Approved Contractor's contract value (incl. VAT). Our quotation will provide full details of the premium required.

Q5 – Can the Approved Contractor explain the Warranty to me?

Only parties authorised by the Financial Services Authority may mediate on specific insurance contracts. The Approved Contractor acts solely as an introducer of the Insurer and the activities they may perform on behalf of the Insurer are restricted to the provision of the contact details of the Insurer (ECIC). The Approved Contractor is not permitted to explain the Warranty on the Insurer's behalf. Questions about the Warranty must be directed to the Insurer.

Q6 – My Approved Contractor is a member of the Electrical Contractors' Association – do I need to buy a Part P Warranty?

We have agreed with the ECA that coverage under the ECA Warranty now extends to guarantee compliance with Part P of the Building Regulations. The ECA Warranty may therefore be used by ECA members to satisfy the requirements imposed by Part P in relation to the provision of warranty insurance to customers.

Q7 – My Approved Contractor is not ELECSA registered – can I still buy the Warranty?

ECIC are only able to provide warranty cover in respect of contractors who are registered with ELECSA and who have arranged their warranty facility with us. If your contractor has not arranged a warranty facility with us, under the terms of the ELECSA Competent Person scheme they must provide you with details of their alternative warranty insurer.

Q8 – Is there a limit on the value of work that can be insured?

The standard warranty is available for electrical installation work of up to £30,000. If the installation in your dwelling exceeds this limit, please call our helpline to discuss.

Q9 – What is the warranty period and can I extend this?

The maximum warranty period is 6-years from the date the work was completed. Any claim must be made within this period if it to be valid. The warranty period cannot be extended.

Q10 – What documentation will I receive?

If you purchase a Part P warranty from ECIC, your policy document will be sent to your postal address within 7-days of the purchase date. If having received the policy you decide that you do not require the cover, you have 14-days within which to cancel and, provided no claims have been made, we will refund the premium.

Q11 – How do I make a claim?

If you suspect that your electrical installation does not comply with Building Regulations, you must first discuss your concerns with the Approved Contractor and provide them with the opportunity to rectify the alleged defects. In the event that the Approved Contractor refuses to rectify or is unable to rectify the defects to your satisfaction, please call our claims team on 01732 471 614. We will ask you to provide us with details of the work and the alleged defects and, if we consider it necessary, may appoint a consultant to inspect the work on our behalf. If the installation is found to be defective, we will arrange for it to be rectified either by the original Approved Contractor or, at our discretion, a new contractor.

Q12 – What are the principal exclusions?

The warranty does not cover:

- Contracts where the contract value exceeds the limit declared to us or where cover was effected more than 60-days after the work was completed.
- Claims caused by you unreasonably withholding money due to the Approved Contractor.
- Loss of use, reduction in value, inconvenience or other economic or consequential losses.
- Alterations, other than rectification or maintenance work performed by the Approved Contractor.
- Wear and tear or deterioration caused by neglect.
- Any professional fees not previously agreed by us in writing.
- Defects known to you at the time the warranty was effected or allowed for within the purchase price paid for the dwelling by a subsequent owner.
- Component failure or breakdown unless directly and solely attributable to the installation's failure to comply with Building Regulations.