

Watkin Jones Homes 2 Year Warranty

Your Property comes with the benefit of a 10-year NHBC Buildmark Warranty, the first 2 years are provided by Watkin Jones Homes.



ADVICE ON WHAT'S COVERED

Item	What's the issue	What you should do	Covered under warranty
Appliances	Failure	In the event of failure or malfunction, it is the homeowner's responsibility to contact the manufacturer on the phone numbers provided within the manual.	✓
	Damage	We cannot take responsibility for any damage found after completion, this will be the responsibility of the homeowner.	✗
Blockages, Drainage	Major leak in property or outside drainage threatening/entering home	During normal working hours Mon – Fri – 8-5pm – Contact the Customer Care Department by raising a ticket on Clixifix so a member of our team can deal with the issue.	✓
		Out of hours – Contact an emergency drainage contractor – If found that the blockage is due to household items the homeowner is responsible for the cost – If found that there is a fault with the drainage you should send a full report to Customer Care Department who will look into any reimbursement for the call out costs	✗
	Minor leak that can be contained	As above.	✗
Brickwork	Cracks to bricks/mortar less than 15mm wide	Minor cracking as a result of shrinkage is perfectly normal in a new home, it is not necessary to report this to us.	✗
	Cracks more than 15mm wide	Report this to our Customer Care Department by raising a Clixifix ticket and attaching a photo of the area.	✓
	Variation in brick or mortar colour	Some variation can be expected and is not a defect – you should take the wall as a whole, not individual areas and stand at 10 metres in normal daylight.	✗
Central Heating	Complete failure	During normal working hours Mon – Fri 8-5pm – contact the Customer Care Department and raise a Clixifix ticket so one of our team can deal with the issue. Out of hours – Contact the Heating Contractors on the emergency numbers provided.	✓
	Malfunction	As above – however It is the homeowner's responsibility to arrange the maintenance and annual servicing of the boiler or water heater as required by the manufacturers handbook. Failure to do this will invalidate your warranty cover for your central heating system.	✓
	Unsure how to operate the time controls	Please refer to the heating control manual/user guide.	✗
Condensation	Condensation forming between the DG units	This could be a manufacturing fault – please raise a Clixifix ticket so one of our team can deal with the issue.	✓
	Condensation forming on the glass inside the room.	This is a normal occurrence as your home dries out. Please refer to the NHBC guidance on how to reduce condensation through effective ventilation.	✓
Cracks to Concrete	Less than 5mm wide	Minor cracking as a result of shrinkage is perfectly normal in a new home. It is not necessary to report this.	✗
	More than 5mm wide	Please raise a ticket on Clixifix and attach a photo so one of our team can deal with the issue.	✓
Cracking to Ceilings/ Plastered Walls/joints to Woodwork/ Painting	Less than 3mm wide	Minor cracking as a result of shrinkage is perfectly normal in a new home and there is no need to report this.	✗
	More than 3mm after 6 months from handover	You should allow your home to settle for 6 months – If you experience excessive cracks after this period then raise a ticket on Clixifix and attach photos so one of our team can deal with the issue.	✓
Damage	Chips/Scratches – to sanitary ware/tiles – walls – Kitchen units/worktops - Glass	If these were not noted at the time of home demonstration or completion then they will be the homeowner's responsibility.	✗
Decoration	Paintwork	Some variation in colour and finish is normal and can be checked in natural daylight from the middle of the room.	✗
	Nail or screw pops – more than 6 in the same room after 6 months from L/C	You should allow your property to settle for the first 6 months – if you are experiencing excessive nail pops after this period then raise a Clixifix ticket and attach photos so one of our team can deal with the issue.	✓
Doors	Can't be locked or difficult to lock, warped and/or need adjusting to be able to close	Raise a ticket on Clixifix – It is the homeowner's responsibility to maintain the ironmongery. Any damaged item will be the responsibility of the homeowners. Any doors catching on carpets installed by the homeowners will be the homeowner's responsibility.	✓
Electrical	Complete power failure	Check consumer unit has not tripped, if so reset checking which trip switch has been effected. Check if other plots have lost their power as well – If so contact the power supplier. If it is none of the above – during office hours (Mon-Thurs 8-5pm and Friday 8-3.30pm) please raise a Clixifix ticket so a member of our team can deal with this.	✓
	Sockets or plugs not working	Check that the consumer unit has not tripped – raise a Clixifix ticket during office hours (Mon-Thurs 8-5pm and Friday 8-3.30pm) or contact the electrical contractors emergency number (provided in your home user guide on completion).	✓
	Damage to fittings/blown bulbs	Any damage found following the handover is the responsibility of the homeowner. Replacing bulbs is the homeowner's responsibility.	✗
Extractor Fans	Not working	Check consumer unit has not tripped. Raise a Clixifix ticket.	✓

Item	What's the issue	What you should do	Covered under warranty
Fencing	Loose panels	All fence panels will be checked during home demonstration. If not noted until after legal completion it will be the homeowner's responsibility.	X
Floors	Creaking floors	You should allow your home to settle for the first 6 months – if you are experiencing excessive creaking noises after this period you should raise a Clixifix ticket so one of our team can deal with the issue.	✓
	Damaged flooring	If not noted during home demonstration or legal completion it will be the homeowner's responsibility.	X
Garage Doors	Locks/cables/opening action	It is the responsibility of the homeowner to carry out regular maintenance of the moving parts of the door. Any damage found following handover is the responsibility of the homeowner. Any defects should be reported via Clixifix so one of our team can deal with the issue.	✓
Garden	Gardens within 3 metres of the home	Although some waterlogging due to wet weather is normal, if you experience severe waterlogging/standing water within 3 metres of your home please raise a Clixifix ticket and attach a photo so one of our team can deal with the issue	✓
	Gardens over 3 metres from the home	Waterlogging to your garden 3 metres from your home is not covered under the warranty.	X
	Lawns and shrubs	Following handover, it is the responsibility of the homeowner to maintain the garden and its contents.	X
	Paths/paving slabs – excessive movement	If you have any loose slabs please raise a clixifix ticket and attach a photo so one of our team can deal with the issue.	✓
Gas	Leak	You must immediately contact the Gas Emergency number.	X
Grout and Sealants	Cracks that are more than 3mm after 6 months from legal completion	You should allow your home to settle-in for the first 6 months. If you are experiencing cracks after this period then raise a Clixifix ticket and provide photographs.	✓
Guttering/ Downpipes	Broken	Any damage following handover is the responsibility of the homeowner. Any defects should be reported via Clixifix and attach a photo.	✓
	Blocked	It is the homeowner's responsibility to keep your gutters and down pipes clean and free from leaves and debris etc. If we are called out and the blockage is as a result of leaves and debris, you will be charged.	X
Emersion Heater/Hot Water Heater	Malfunction	Raise a Clixifix ticket, however it is the responsibility of the homeowner to ensure that the appliance is regularly maintained as the manufacturer's details in the manual. Failure to do this will invalidate the warranty.	✓
Kitchen Units	Door alignment	The unit doors may require adjusting after a period of time and you can do this by adjusting the screws to the hinges.	X
	Damage	Any damage not noted at time of legal completion will be the responsibility of the homeowner.	X
	Worktop damage	Any damage found following the handover is the responsibility of the homeowner. Delaminating to the worktop should be reported by raising a Clixifix ticket and attaching a photo.	✓
Plumbing Leaks	Pipework joints and seals – leaks that can't be contained	During office hours (Mon-Thurs 8-5pm and Friday 8-3.30pm) please raise a Clixifix ticket. Out of hours contact the plumbing contractor's emergency number.	✓
	Pipework joints and seals that can be contained	Raise a Clixifix ticket and attach photos.	✓
Service Meters	Malfunction	Contact your Utility provider.	X
Roof	Slipped tiles/slates	Please be aware that weather related damage is not covered under the WJH warranty. If slipped tiles or slates are not due to weather related damage, then raise a Clixifix ticket.	✓
	Roof flashings leaking or loose	Raise a Clixifix ticket.	✓
Sanitary Ware	Damaged or cracked	If not specifically listed at handover these items will be the responsibility of the homeowner.	X
Shower	Not working	If electric – check consumer unit has not tripped – if not raise a Clixifix ticket. If shower is thermostatic, check boiler pressure is operating within recommended limits.	✓
Shower Door	Leaking or not aligned	Raise a Clixifix ticket.	✓
Telephone	Not working	Please contact your provider.	X
TV	Not connected – poor reception	Generally, the aerial coil is left in the roof space for an aerial to be installed. All properties have BT Fibre to the property and therefore they shouldn't really need an aerial, however it is still provided.	X
Windows	Can't be locked or difficult to lock, warped and/or need adjusting to be able to close	Report to customer care by raising a Clixifix ticket and attaching a photo.	✓
Woodwork	Cracks less than 3mm diameter	Minor cracks as a result of shrinkage is perfectly normal in a new home – it is not necessary to report to Customer Care.	X
	Cracks that are more than 3mm after 6 months from legal completion	You should allow your home to settle – in for the first 6 months. If you are experiencing cracks after this period then raise a Clixifix ticket and provide photographs.	✓

First 2 years covered by Builder Warranty & NHBC Guarantee or similar. Years 3-10 covered by NHBC insurance or similar. Full exclusions and limitations can be found on the NHBC website. Customer Care office hours Monday-Thursday 8.00am-5.00pm & Friday 8-3.30pm (excluding bank holidays)