

Fault Finding & Call Outs



**HARVEY-JAMES
ELECTRICAL**

At **HJ Electrical**, we know how stressful unexpected electrical problems can be. When your lights go out, sockets stop working, or something smells like it's burning, you don't want to wait around. That's why our Fault Finding & Call Out service is designed to give you peace of mind, day or night.

We operate on a **No Fix, No Fee** policy – if we can't identify the fault or provide a solution, you won't pay a penny for our time.

Fast, Reliable Call Outs

- We aim to attend urgent call-outs within **4 hours**.
- If for any reason this isn't possible, we'll let you know straight away and give you an honest timeframe – so you're never left waiting without answers.

What Counts as an Emergency?

We treat the following as urgent:

- Complete loss of power or essential circuits (lighting, fridge/freezer, heating).
- Burning smells or visible scorching/melting from your consumer unit (fuse board).
- Buzzing, crackling, or arcing sounds from your fuse board.
- Circuit breakers or the main switch failing to reset or operate correctly.
- Signs of overheating or smoke damage in sockets, switches, or wiring.

- Any situation presenting immediate danger of fire, electric shock, or further damage.

If in doubt, call — it's always better to be safe.

Pricing (effective at arrival)


- **Standard Call-Outs (7am–7pm): £80 fixed**
- **Night Call-Outs (7pm–7am): £120 fixed**

♦ **Service available** within Streatham and surrounding boroughs ([Lambeth, Wandsworth, Croydon, Merton, Southwark](#)). **Requests outside this area considered case-by-case.**

- ♦ **No Fix, No Fee** – you only pay if we can identify the fault or provide a solution.
- ♦ If replacement parts are required and not available immediately, we will make the installation safe, isolate the fault where necessary, and return with the correct parts **at no extra call-out fee.**

*Please note: Some faults may require specific replacement parts that are not always available out of hours. In these cases, we will ensure the installation is safe before returning with the necessary parts

- ♦ Parts and materials are charged separately at standard supplier rates plus a small handling markup.

 Full details, including cancellation and rescheduling policies, are available in our Terms & Conditions.

Important to Note

- **Access:** Customers must provide safe and reasonable access to the affected area. If faults are hidden behind furniture, flooring, or in lofts, additional work may be required.
- **Communal Supplies:** In flats or shared buildings, the main service fuses may be located in a locked communal cupboard. If a fault lies before your main

- switch, we may not be able to proceed without access from your landlord, managing agent, or electricity network provider. We'll always advise you clearly if this is the case.
- **DNO Responsibility:** Any fault before the main fuse (service head, supply cable, or meter tails before the cut-out) is the responsibility of your electricity network operator. We can advise you, but legally cannot carry out this work
- **Old Installations:** Some issues cannot be repaired safely without further remedial work (e.g. rewire, [consumer unit replacement](#)). If this is the case, we'll explain your options clearly.
- **Testing Limitations:** Intermittent faults may not present during our visit. In these cases, we'll test, advise on likely causes, and agree next steps with you.

- ✓ Clear, fair pricing
- ✓ Fast response when you need it most
- ✓ Peace of mind that you're in safe hands

💡 If your issue relates to certification or inspections, see our [EICR Reports service](#).

*All works are carried out in line with current wiring regulations (BS 7671) and our company [Terms & Conditions](#).

Harvey-James Electrical (HJE)

Domestic & Small Business Electrical Services

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