



Pre-installation Survey Frequently Asked Questions

What to expect with your Pre-installation Survey

You've booked a pre-installation survey, the stage that follows your quote. This one is in person. Your surveyor will visit your property to confirm exactly where the units and condenser will go, work out the pipe routes, and check the finer details that are difficult to judge over a video call.

It usually takes around an hour, it's free of charge, and it's the last step before installation day. Everything you need to know is below.

If you have any questions about your pre-installation survey that aren't covered in this document, please don't hesitate to get in touch using the contact details below.

Email: info@urbancooling.com

Telephone: **020 8080 9708**

Office Hours: **8:30am-16:30pm (Mon-Fri)**

Your questions answered

What is the pre-installation survey, and why is it needed if I've already had a video consultation?

The video consultation tells us what you need. The survey confirms exactly how we'll deliver it. Your surveyor finalises the wall unit and condenser locations, works out pipe routes and checks the details that are difficult to judge over a video call.

Is the survey in person, and how long does it take?

Yes, it's in person. The surveyor who carried out your video consultation will decide specifically how much time your property will need, but it's usually around an hour.

Will the surveyor let me know if they're going to be late?

We provide you with a two-hour arrival window rather than an exact fixed time, as we have to allow for traffic when travelling to the appointment. If your surveyor expects to arrive outside that window, they'll call you.

Do I need to pay anything before the survey is booked?

No. The pre-installation survey is free of charge.

Who will attend, and will I recognise them when they arrive?

We aim to send the same surveyor who carried out your video consultation, however this is not always possible during busy times, so it could be a different surveyor. When the appointment is booked you'll receive an email confirming the date, the time and your surveyor's name.

Do I need to be at the property, or can someone else let the surveyor in?

Ideally you need to be there in person, as there's documentation to sign at the end of the visit.

What will the surveyor need access to?

The proposed condenser location, every room you'd like cooled, your water and waste connections, your fuseboard and your water isolation points. They'll also test your water pressure while they're there.

Do I need to provide access to the electrics or fuseboard?

Yes. Your surveyor needs to see the fuseboard to confirm the supply is suitable and to plan how the system will be wired in.

Will the surveyor need to go outside, on the roof or into communal areas?

It depends entirely on where the condenser is going. If access of that kind is needed, your surveyor will have told you at the video consultation stage, so there'll be no surprises on the day.

What if I need to rearrange the survey?

Just give us at least 24 hours' notice and we'll rebook it in for another time and date.

Is the survey the last step before installation day?

Yes. Once the survey is complete and your updated quotation is finalised and agreed, the next visit is the installation itself, unless your surveyor tells you otherwise or you decide to make changes.

