



Video Consultation Frequently Asked Questions

What to expect from your Video Consultation

You've booked a video consultation, which is our first proper look at your property. One of our surveyors will video call you on WhatsApp or FaceTime, you'll walk them through the rooms you'd like cooled, and they'll issue your quote once the call is finished.

It takes around 20 to 30 minutes, it's free, and there's no obligation to go ahead. Everything you need to know is below.

If you have any questions about your video consultation 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)**

Before your Video Consultation

How will the surveyor video call me?

Your surveyor will video call you on WhatsApp or FaceTime, whichever you chose when you booked. It works exactly like a normal video call, so if you already have the app there's nothing to download or set up beforehand.

What number will the call come from?

Every surveyor has their own work mobile, and that's the number you'll see. It won't be withheld or come through as an office number, so it's worth keeping your phone to hand around your appointment time.

What if I don't have WhatsApp or FaceTime, can we do the call another way?

Yes. We can use Google Meet or Zoom instead. The only thing that matters is that you join on a mobile device, so you can walk the surveyor around the property. A laptop or desktop won't work, as the surveyor needs to see each room, the potential condenser locations and your services.

Do I need to be at the property for the call?

Yes. The consultation is a walk-through of the property itself, so it needs to take place there.

Can someone else take the call on my behalf, such as a tenant or builder?

Yes, that's absolutely fine. The only thing we'd ask is that whoever takes the call knows what you want from the system, including which rooms you'd like cooled and any preferences on where the units go. Anything they're unsure about can hold your quote up, so it's worth a quick conversation with them beforehand.

Is there anything I need to have ready before the call?

Two things: a tape measure, and an idea of where your fuseboard and water isolation points are. Those are the details that most often hold a consultation up, so knowing where they are in advance keeps everything to time.

How long will the call take?

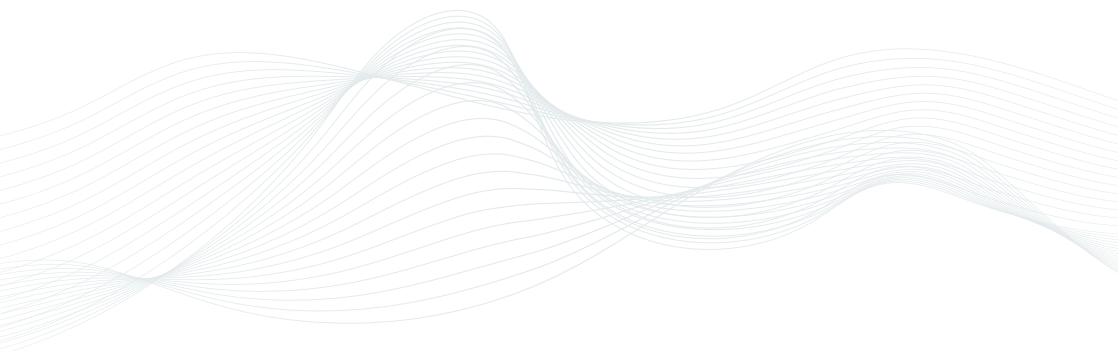
Around 20 to 30 minutes. That's enough to walk through the property, talk through your options and answer your questions without rushing.

What if I need to rearrange, or I'm running late?

If you need to rearrange, please give us at least 24 hours' notice by email or phone and we'll find another time that suits you. Please bear in mind that during our busiest months our surveyors' diaries fill up quickly, so a rearranged appointment won't always be immediate and may mean waiting longer than your original slot. If you're simply running a few minutes behind on the day, call the office and we'll let your surveyor know.

What happens if I miss the call?

Our office sales team will be in touch to rebook your video consultation at another time. Please note that a £50 charge applies to rebook after a missed appointment. A missed consultation costs us a surveyor's time that could have gone to another customer, which is why we have to charge for it. If you go ahead with an installation, we'll deduct the £50 from your final invoice, so it won't cost you anything in the end. If you know in advance that you can't make your appointment, just let us know at least 24 hours beforehand and there's no charge at all.



During your Video Consultation

What will the surveyor need to see?

Potential condenser locations, each room you'd like cooled, your fuseboard, and your local water and waste connections. Seeing all of these on the call is what allows us to quote accurately, rather than giving you a rough figure that changes later.

What if my phone signal or Wi-Fi is poor in some rooms?

It's easily worked around. If the connection drops in a particular room, your surveyor may ask you to record a short walk-through video and send it over after the call.

Will I need anything for the call?

Just a tape measure. The surveyor may ask you to measure a wall, a cupboard, or the space you have in mind for the condenser.

Will the call be recorded?

No. Consultations are not recorded. Your surveyor makes their own written notes as you go, and those notes form the basis of your quote.

Will I get a price during the call?

Your surveyor will talk you through the options and costs as you go, and will issue your quote once the consultation is complete. You'll always receive it in writing rather than having to remember a figure from the call.

Is there any cost or obligation at this stage?

None at all. The consultation is free and there's no obligation to go ahead.

After your Video Consultation

When will I receive my quote, and how?

We aim to send your quote by email within 24 working hours of the consultation, though in very busy spells it can take a little longer. It sets out the system we've recommended, the rooms it covers and the full cost of the installation broken down line by line.

What happens once I accept the quote?

Our sales team will contact you to arrange your pre-installation survey. This is an in-person visit to confirm the final details before anything is ordered or booked in.

Is the video consultation the same as the pre-installation survey?

No, they're two separate stages. The video consultation is our first look at your property and gives you your quote. The pre-installation survey is carried out on site, where we confirm exactly how the system will be installed and check for any site constraints that could affect it, such as access, wall construction or the space available for pipe routes.

Will someone need to visit the property in person at any point?

Yes, at the pre-installation stage. Everything before that can be done remotely.