



# Installation Guide

## On the day of Installation

When your Installer arrives, they'll sit down with you to talk you through the job so you know what they'll be doing throughout the day.

Before they do any work, they'll lay out safety zones and dust sheets – you can trust your installer to treat your home with the same respect and care as you do, and to make sure you're not disrupted too much.

Our Installers work safely and quickly and, as well as installing your Project, they'll also complete all the safety and regulatory documents certificates your council requires – along with all the paperwork needed in case you move home.

But they don't stop there. Before leaving, they'll clean up after themselves and arrange for any waste to be collected. You'll also be shown around your new project and how it differs from before.

As you can see, we'll take care of everything and you'll be sure you've made the right choice with **tradePip!**

## After your Project as be installed

When we've finished installing your Project, we'll continue to look after you. After all, we want you to feel reassured and confident with your new Project.

You'll receive a further call from your Installer 24-48 hours after they've finished your installation to check that everything's fine.

Remember, your Customer Support Team will be on hand for you after the installation if you have any questions about your Project.

It's always good to share thoughts and so you'll have the opportunity to tell us how you found our overall service through our Customer Satisfaction Survey.

So, as you can see, we're not just with you every step of the way through your installation, but afterwards, too.