



Q: Can the engineer arrive to the property at an exact time?

A: We provide a 3 hour time slot for all our customers, unfortunately we cannot guarantee an exact time that the engineer will arrive however we can ask the engineer to call you 1 hour before he arrives to give you more notice.

Q: What happens if I want to cancel an appointment?

A: If you would like to cancel an appointment with us and have already paid, we would need at least 24 hours notice as charges may apply.

Q: How will my certificate arrive?

A: All certificates are send via email as a PDF document.

Q: How long after the appointment until I receive my certificate?

A: We aim to send out all certificates within 48 hours, if you need your certificate urgently, please don't hesitate to call our office and we can speed this process up for you.

Q: Will the engineer call me when he is on the way to my property?

A: Our engineers aim to call you when they are on the way to the property to provide notice, they will try to call at least 30 minutes before arriving.

Q: If my certificate fails what are the next steps?

A: If your certificate is unsatisfactory the office will send you your certificate within 48 hours, we will also mention the engineers observations and reason for failure in the email.

Q: Do you do urgent next day appointments?

A: Yes I can confirm there is an option for urgent next day appointments, please call us if your booking is urgent.

Q: What happens if I don't pay for my appointment in time?

A: We will send you an email confirming that we have rebooked your appointment for the next convenient date and time.

Q: How many years will my electrical certificate be valid for?

A: This will depend on the installation being tested, the decision is always with the engineer who has carried out the certificate.