

14 Questions to ask your installer

1. Are you certified with any relevant industry accreditation bodies?
2. How experienced are you in installing the systems of this type in buildings of this type?
3. What performance can I expect from my new system?
4. What maintenance requirements will my new system have?
5. Is this a final and fixed price? It's essential the installer visits your property and carries out an inspection to understand your needs. Some installers may give an indicative quote before a site visit and then an amended and fixed price quote afterwards. Often an installer will quote based on certain assumptions, even after a site visit, and then charge extra for unforeseen complexities. The installer should be able to provide a list of circumstances where an additional charge may be added.
6. What warranties do you offer for your products and the quality of your work?
7. What support/maintenance do you offer after the installation?
8. What does the installation process include and when will the work be completed?
9. Are there any building alterations or other preparatory work that need to be carried out before the installation can go ahead? If so, who is expected to undertake them?
10. Who will do the paperwork for the permits (if required)? Are associated fees included in the price of the system or charged extra?
11. Until when do I have the right to cancel or change my requests?
12. Can my organisation operate as usual during the installations?
13. Are there any financial incentives available to support with the installation cost and, if so, will the installer make the application, or support me in making it?
14. Will you keep me updated on the progress and how?