



# Leaksafe's Survey Service

One thing we have learned in the time we have been supplying leak detection systems is that every property's plumbing is different. Mains water enters the property in different pipe sizes and locations, and the hot and cold plumbing system will be unique. In addition, there's the question of access to areas that are at risk from leaks or bursts.

So, when we are asked to design a leak detection system, we recommend that we survey the property to ensure that an appropriate leak detection system is proposed that fulfils the requirements of the owner, their insurer and, that the system suits the occupation profile of the property.

## Covid-19 Precautions

Leaksafe are committed to keeping our staff and everyone we meet safe. Our Covid-19 protocol can be viewed [here](#)

## During the Survey

When we are at your property we will look at all the elements specified above, and identify the major risk points that will include:

Kitchen and laundry appliances	Boilers
Hot water cylinders	Water Storage tanks
Bathroom fittings and any other water bearing appliances	

We will discuss the type of leak detection equipment that could be installed and where it would be located, and if possible, demonstrate the equipment to you.

If we are given a fixed budget, we will concentrate on the risk points that have the highest potential for escape of water, and we will recommend a means of either shutting water off or notifying you of a leak immediately is detected so that you can act quickly to minimise any damage. If possible, we will then add additional protection in other areas of the property.

## After the Survey

When the survey is complete we will review all the information we have gathered and compile a survey report that outlines our recommendations and gives a quotation for the supply and if requested the installation of the equipment we suggest.

## What happens next?

You (and your insurer, if they have recommended the survey) will consider our report and decide whether to proceed.

If you do want to go ahead, we will liaise with you for a convenient date for delivery.

If we are to provide an installation service as well, we will employ one of our Approved Installers.

If we are to install the equipment but you would rather use your own trusted installer then we are happy to liaise with, and support them through the installation process.

## When will I receive my survey report?

We aim to send you your survey report within 10 working days of our visit.

## Who do I contact at Leaksafe if I have any queries?

Please contact the Project Office either by email: [info@leaksafe.com](mailto:info@leaksafe.com) or by telephone: 0344 848 0488.