

## FREQUENT ASKED QUESTIONS

**Q : What area do you cover ?**

**A :** All London areas ;

**Q :What services do you provide ?**

**A :** Design electrical installation, all electrical installations, maintenance and repairs services commercial & domestic re-wiring, light and power requirements, emergency lighting systems and maintenance, fire alarm systems, data cabling, electrical testing and surveying and many others....;

**Q : How can I request a quotation? Is there any charge ?**

**A :** To request a quotation you have to fill in our online form at Contact us. The quotation is absolutely free and you will get a free advice too ;

**Q : Do you have any letters from satisfied customers ?**

**A :** Certainly! Just click on "Recommendations" and see what some of our customers say. You can see photographs of some of our work too ;

**Q : How do you calculate your charges ?**

**A :** We charge all our work by the job, not by the time taken, so you will know the cost before we start, and there are no surprises ;

**Q : Do you have any Public Liability Insurance ?**

**A :** Yes ! Just ask please and we will supply all details ;

**Q : Your service include restore the ceiling, walls or floorboards to the original condition (e.g. painting , plastic board, plaster, floor) after the installation?**

**A :** No, we will NOT restore the original conditions of your property but we will clean the site after we finish our work and we will try to leave everything, as much as possible in good conditions. To restore the property as before, we will recommend a trusted building company. The name of this is O.I.D. – Building Services and there website is [www.oidbuildingservices.co.uk](http://www.oidbuildingservices.co.uk)

Also, they can be contacted at - Tel: 0845.364.2107 or Mobile: 07800.663.481

**Q : Why should I use a NICEIC registered contractor?**

**A :** This is a very common question, Like in gas you have corgi, with electricity you have the NIC EIC. The NIC EIC are the largest electrical body and offer reassurance to you as the client! We are assessed every year on the types of works we carry out! We have to comply with the insurances and public liabilities; this should make you as the client more comfortable knowing that you have a safe and competent electrician in your property and that we have the necessary assurances in place! The NIC EIC stands for the National Inspection Council of Electrical Installation Contractors ;

**Q : Why do I need a certificate?**

**A :** The works carried out in a domestic environment by law needs to be certified, A with the part p approved electrician, and B with building control! As an approved contractor we are also domestic installers and any works we carry out in the domestic and commercial sectors we will issue certification, this applies to installation work only and not maintenance or repair. If the property is dated or no history of an electrical installation certificate is available, we carry out a report called a periodic inspection report; this is commonly called the safety certificate or landlord's certificate. All certificates from the NICEIC and London City Electrical are statutory documents and all serial numbered and duplicated ;

**Q : Do you do free quotes?**

**A :** They're free if you accept the work.As we don't just send an unqualified job's-worth along to throw an inaccurate figure at the job, and we send a qualified engineer to talk you through what's needed and gather an accurate figure that we stick to! Job's that require that personal input from a professional get the time they deserve ;

**Q : After all, isn't it better to get someone to price the job when they've done the work themselves before?**

**A :** The way it works, is you'll be charged an initial hour's labor for the engineers time on site, to give you that tailor made quote, but that money will be deducted at the end of the works off the final invoice if you accept the works, so it's free ;

**Q : What can I do if my RCD circuits are tripping?**

**A :** If it's an RCD that's tripping, go to your Fuse box; turn all the circuits into the off position, set your main switch into on, then your RCD. With all circuit breakers off, your RCD should reset. If you have a fault that's been detected by the RCD, you'll find that as you go through the next stage, your RCD will trip when you've found where the fault is. Start from the right and work your way left, turning each circuit on with the RCD in the ON position. When you come across the faulty circuit, the RCD will trip. This means you have isolated the area in which the fault has occurred! Next action. Unplug all appliances in that area connected to the faulty outlets, and if you can remove the fuses to spurs that control fixed appliances. If this doesn't solve your problem, then give the professionals a call, namely, us.