



CRYSTAL

DAMP PROOFING & BASEMENTS

CUSTOMER GUIDE

Before your inspection

How to prepare your home for an accurate inspection

A few simple steps help us achieve more precise results.

- 01 Keep the heating on**
Run the heating at a steady, normal temperature for at least 24 hours before the inspection, so there is a clear difference between the inside and outside temperature.
- 02 Close windows and doors**
Keep them closed for several hours beforehand, so draughts do not cool the walls and blur the image.
- 03 Move furniture away from walls**
Pull furniture, beds and wardrobes away from the walls to be checked, ideally the day before. Take down pictures, mirrors and heavy curtains so the surface temperature can settle.
- 04 Avoid creating extra moisture**
Do not dry washing indoors, take long hot showers or cook with open pans just before the inspection.
- 05 Turn on hot water and heating circuits**
If a pipe leak is suspected, run the hot water or underfloor heating beforehand so a leak shows clearly.
- 06 Allow access**
Make sure we can reach the loft, cellar, basement and all affected rooms, as well as the outside walls.
- 07 Tell us the history**
Let us know when the damp appears, for example only after heavy rain, and about any past leaks or repairs.

For the outside of your building

For the best exterior results, choose early morning, evening or an overcast day, without direct sunlight on the facade, strong wind or rain during the inspection. For suspected penetrating damp, an inspection is ideal soon after a period of rain, once the outer wall surface has dried.

Crystal Damp Proofing & Basements Ltd.

Leslie Park Road, Croydon, CR0 6TN

020 8432 3350 | 07720 752231

info@crystaldampproofing.co.uk