

# Installer Information Pack

Partner with GetAircon for consistent, pre-qualified residential jobs a

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## What's inside

- About the partnership & how it works
- Requirements and documents we verify
- Job lifecycle & quality checklist
- Payment terms and support contacts

### **About GetAircon**

We connect homeowners with vetted, F-Gas certified installers. We handle marketing, qualification and customer experience so you can focus on quality installations.

### **Why partner with us**

- Steady stream of pre-qualified residential jobs near your base.
- Clear scopes with site notes and preferred dates to reduce no-shows.
- Guaranteed payment on completion once photos are verified.
- Dedicated UK ops team for reschedules, queries and escalations.

### **What we expect**

- F-Gas certification and appropriate public liability insurance.
- Tidy, respectful work and excellent communication with customers.
- Photo documentation of key stages and completion checklist.

### **Documents we verify**

- F-Gas company registration/number (e.g., REFCOM).
- Public liability insurance (cover level and expiry).
- Proof of address/base postcode and service radius.

### **Onboarding steps**

- Create your account and complete company details.
- Upload certification and insurance documents for verification.
- Set coverage radius and availability; choose services offered.
- Receive your first job alert once approved.

### **Quality checklist (summary)**

- Pre-visit confirmation with customer and parking/access check.
- Protective coverings; tidy routing; correct isolator placement.
- Pressure test, vacuum, and leak check per manufacturer guidance.
- Commissioning, functional tests, and user handover.
- Completion photos: indoor/outdoor units, isolator, trunking, condensate, final cable runs.

### Typical job lifecycle

- Job alert → Accept or propose alternatives with dates.
- Day-before confirmation sent to customer automatically.
- Installation completed following checklist and standards.
- Upload completion photos and brief notes in the portal.
- Payment processed promptly after verification.

### Payment terms (summary)

- Payout upon verified completion — no invoice chasing.
- Discrepancy handling: our ops team will review and resolve quickly.
- Supply options: use your own kit or access vetted brands via partners.

### Support & contacts

Installer support: [installers@getaircon.com](mailto:installers@getaircon.com) • 09:00–17:30 (Mon–Fri)

For urgent issues on site, call the number in your job notes.

### Next steps

Apply via the Installers page. Once verified, you'll start receiving job alerts matched to your coverage and availability.