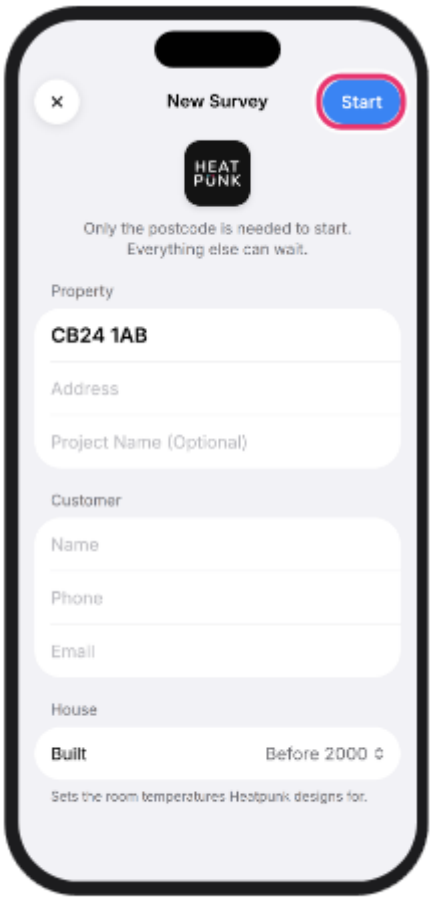
# 2. Starting a new survey

Before scanning rooms, set up the property details, measurement method, and ventilation settings.

## 1. Create the survey

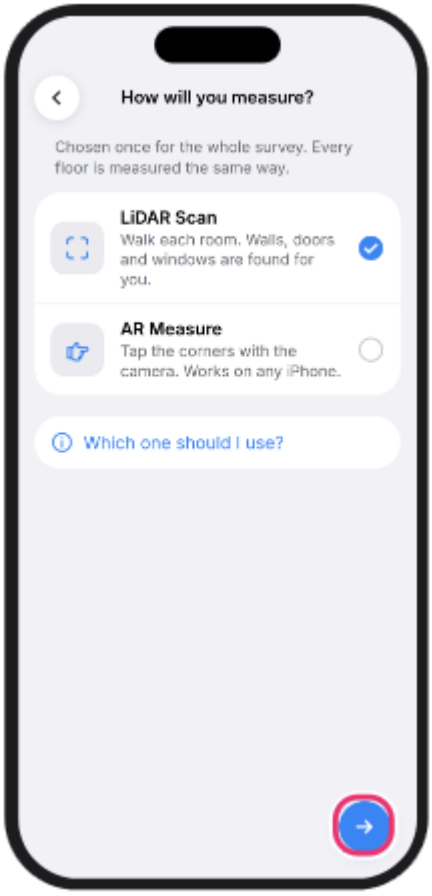
1. From the **Home** screen, tap `+` (or `+ New Survey`).
2. Enter the **full UK postcode** (e.g., `CB24 1AB`). This is the only mandatory field to begin.
3. Optionally enter the **Address**, **Project Name** (defaults to the postcode if left blank), **Customer** contact details, and the **House Built** era (`Before 2000`, `2000-2006`, or `After 2006`).
4. Tap `Start` at the top right.




New Survey: Start is at the top right

## 2. Choose your measurement method

You choose one measurement method for the entire survey, then tap the `blue arrow` at the bottom right to continue.




*Expand the sections below for information on which measurement mode to choose*

**LiDAR Scan (iPhone Pro & iPad Pro)**

- **Compatible devices:** iPhone 12 Pro or later Pro models, and iPad Pro
- **How it works:** Walk slowly around each room (~1 minute per room); walls, doors, windows, and a 3D model are detected automatically
- **Best for:** Most rooms that are quick, furnished, and have ordinary shapes
- **Watch out for:** Mirrors, large expanses of glass, and very dark rooms

**AR Measure (Any compatible iPhone)**

- **Compatible devices:** Any compatible iPhone
- **How it works:** Aim the screen ring at and tap each floor corner, ceiling height, door, window, and radiator (2–3 minutes per room)
- **Best for:** Lofts, awkward shapes, rooms a LiDAR scan gets wrong, and phones without LiDAR

- **Watch out for:** Plain shiny floors and dim lighting

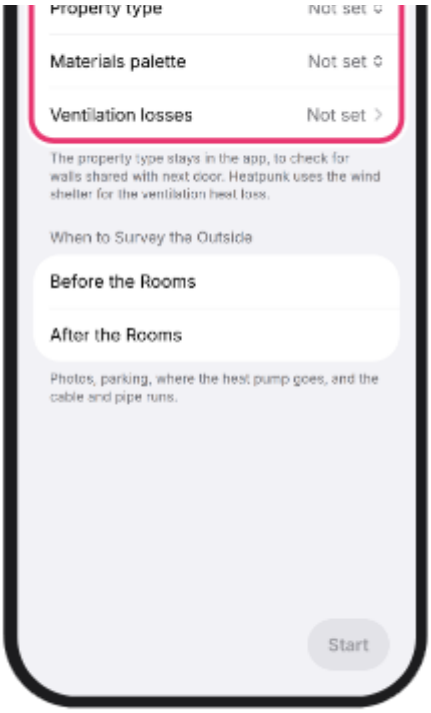
## 3. Pick your starting floor

1. Select the floor you want to survey first (`Ground floor` is selected by default, though you can scan floors in any order).
2. Skip `Attic` unless it is a converted habitable space, and only select `Basement` if it is heated .
3. Once the green **Sensor ready** (or **Camera ready**) indicator appears, tap `Start`.

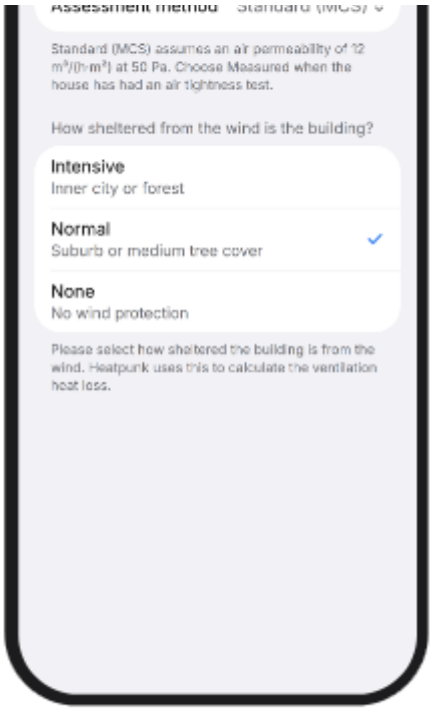
## 4. Complete Before You Start

Configure these four settings before the camera opens:

1. **Property type:** Tap `Property type` and pick `Detached`, `Semi-detached`, `End of terrace`, `Mid-terrace`, or `Flat` (used locally to prompt you for shared party walls).
2. **Materials palette:** Tap `Materials palette` and select one of your Heatpunk account palettes or `Blank palette (standard materials)`.
3. **Ventilation losses:** Tap `Ventilation losses`, choose `Standard (MCS)` (12 $m^3/(h \cdot m^2)$ at 50 Pa) or `Measured Air Permeability` (if an air tightness test was performed), select the wind shelter (`Intensive`, `Normal`, or `None`), and tap the `blue tick`.
4. **When to Survey the Outside:** Choose `Before the Rooms` to answer external survey questions first (Property Details, Access, Heat Pump Location, Wiring, and Pipe runs), or `After the Rooms` to jump straight into scanning.
5. Tap `Start` (or `Start Scanning` if you completed outside questions first) to begin.




Before You Start: set all of The House




Ventilation: the tick at the top right saves

> **Warning:** If the app warns that your phone has less than 1 GB of free space, clear some storage before scanning or you risk losing what you record.

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## Still Need Help?

**Contact Support:** If you've got further questions, get in touch with our support team at **help@heatpunk.co.uk** (UK) or **help@heatpunk.ie** (IE). *If you are experiencing a bug, to help us look into your issue faster, please include the email address of your account, the name of the project and screenshots of any unexpected behaviour.*

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