

MANUAL FOR VIEWBERS v2.5



Congratulations on becoming a Viewber for Viewber, the world's first independent property viewing service. Please read these instructions carefully. They're important.

- Before a viewing we will send you the following details:
 - The latest version of this manual
 - Address, date, time
 - Viewer name
 - Keysafe combination number and location
 - Any special instructions (eg dog locked in bedroom, alarm code)
 - Selling agent name and contact number
 - Web link to the property online brochure

- Before you set off for a viewing, download or print, and read a copy of the property's brochure so you know the basic details. If you're unfamiliar with the exact area, check your route to the property and for any traffic or parking considerations. Make sure you take some photo ID with you, especially if you are having to collect keys from an agent's office.

- You should try to arrive 15 mins before the appointment but definitely not be late. Please look smart and definitely no track suits.

- Find and open the keysafe if fitted- if possible not showing its location to the viewer. NB that the viewer will expect you to be outside and may not think to ring the doorbell if you are inside.

- Welcome the viewer to the property by name and say that you are just a Viewber (viewing agent) for [agent company name]. Say that you are sadly unable to answer detailed questions about the property but that the agent should be available on the phone now if needed. Offer them the printed web posting that you should have brought with you.

- Accompany them round the house at a polite distance, remembering that you are responsible for the property's security. Ask politely for summary feedback at the end of the viewing.

- Show them out, lock up carefully leaving the house exactly as you found it re lights, pets (who should already have been locked up), doors, gates etc..

- Replace keys in keysafe and, if requested on your instruction, change the combination on combination keysafes. See Instructions at bottom of this manual. (NB that sometimes we will ask you specifically not to change the keysafe combination.) This is not necessary with the bluetooth keysafes.

- THEN **please recheck** that the front (and any access) doors are closed and locked. Please get used to checking more than once.
- Email viewings@viewber.co.uk (please ensure this email address rather than an individual) as soon as convenient with the viewer feedback adding any personal comments that would be helpful for the agent or the seller to know. If changed, include the new safe combination in the email.

We hope you will be happy with buyers being asked to give a star rating on the service you provide. On average houses take 10-15 viewer visits so we hope the business is worthwhile for you.

Billing

You will be paid by bank transfer within a week of your viewing. You can either submit an invoice yourself or we can provide you with a self billing invoice. Please indicate your preference in the box below and return a signed copy of just this page of this document to Viewber. Please also state if you are VAT registered. Please make sure we have your bank details.

- I will issue Viewber with an invoice.
- I am prepared to receive a self billing invoice that Viewber will send me.
- I am/am not VAT registered.

Name:

Signed:

Questions, contact Viewber on info@viewber.co.uk or 03330 124186

COMBINATION KEYSAFE INSTRUCTIONS



Instructions:

Opening the key storage compartment door

1. Open shutter door to reveal the dials and the release button
2. Rotate dials to the current combination (if the lock is new, the combination is set at the factory to 0-0-0-0)
3. Press down on the release button to open the door
4. Pull the door fully open
5. Add or remove keys
6. Close compartment door
7. Scramble the combination dials to lock the door and conceal your combination (A)
8. Close the shutter door (B)

To set a new combination:

The initial combination is set at the factory to 0-0-0-0.

1. Open the compartment door (see instructions above)
2. Push the reset lever left and down. The lever remains in this position
3. Rotate dials to your desired combination
4. Push the reset lever, up and right, back to the original position
5. Close the key storage compartment door
6. Scramble the combination dials to lock the door and conceal your combination (A)
7. Close the shutter door (B)

To hang wall mount model

You will need: pencil or marker, Phillips head screwdriver, level, drill, and drill bit. For certain surfaces (masonry) anchors and a hammer are recommended.

1. Open the compartment door