

ILLUSTRATIVE SAMPLE - No property has been surveyed for this report.

Your home heat-loss report

A clear record of observations, possible explanations and practical next steps.

About this sample

This original example shows the format a customer report could take. All findings are fictional. Image spaces are deliberately left empty; no images or findings from another company are presented as our work.

Property and survey record

Report reference	SAMPLE-001
Customer / address	Example only - no customer or property identified
Survey date / inspector	To be recorded for each visit
Equipment / settings	Camera model, lens, relevant settings and image references
Conditions	Indoor / outdoor temperature, wind, rain and recent sunshine
Heating / access	Heating history, areas inspected and access restrictions

Example summary

1. Window-frame junction: a cooler area warrants a closer check.
2. Loft hatch: a cooler perimeter warrants checking the fit and seal.

These are examples of how observations would be explained. They do not establish defects, energy costs or potential savings.

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Understanding thermal images

How to read the colours, temperature scale and comments in your report.

What the camera shows

A thermal camera shows apparent surface-temperature patterns, not the inside of walls. Materials and survey conditions affect interpretation.

Reading the colours

The bar below is an illustrative colour key, not a measurement. The actual palette and temperature scale will be shown beside each survey image.



Always read the scale

A colour has no fixed temperature across images. Read each image's scale: adjusting its range can emphasise small differences. Colour alone does not establish severity.

Inside and outside views

In colder weather, a cool internal area or warm external area may warrant investigation. Compare similar surfaces under similar conditions; contrast alone does not prove a defect.

Thermal bridging (cold bridging)

A thermal bridge is a route through the building where heat passes more readily than through nearby areas, for example at a lintel above a window or a wall-floor junction. It can increase heat loss and leave colder internal surfaces, raising condensation risk. A thermal pattern may suggest bridging, but does not by itself prove missing insulation or a draught; the construction needs checking.

How we explain a finding

Each finding separates observation, possible causes and next steps. Ordinary photos identify locations. Reflections, sunshine, heating and materials can affect the image; further checks may be needed.

Technical background: FLIR, Achieving a good thermal image.

[Manufacturer guidance on scales, palettes and interpretation](#)

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Finding 01 | Window frame

Fictional example - internal view of a living-room window.

THERMAL IMAGE

Image placeholder

To be replaced with our own photograph from a practice survey.

ORDINARY PHOTOGRAPH

Image placeholder

To be replaced with our own photograph from a practice survey.

Observation

Example wording: a cooler surface pattern is visible along part of the junction between the window frame and the surrounding wall.

Possible explanation

The pattern could justify checking the junction for gaps or differences in construction. A thermal image alone would not confirm air leakage or failure of the glazing.

Suggested next step

Check the accessible frame junction and seals. If a defect is confirmed, ask a suitable window installer or tradesperson about the appropriate repair. Keep intended ventilation openings clear.

Priority and evidence

Example priority: routine check.

Actual reports: record image references, the precise location, supporting observations and any further checks needed.

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Finding 02 | Loft hatch

Fictional example - internal view of a landing ceiling and loft hatch.

THERMAL IMAGE

Image placeholder

To be replaced with our own photograph from a practice survey.

ORDINARY PHOTOGRAPH

Image placeholder

To be replaced with our own photograph from a practice survey.

Observation

Example wording: a cooler surface pattern follows part of the loft-hatch perimeter compared with the adjacent ceiling.

Possible explanation

The hatch fit, perimeter seal or insulation arrangement may warrant inspection. This example does not confirm which explanation applies.

Suggested next step

Check the hatch closure and accessible perimeter seal. Ask a competent installer to assess insulation and any suitable improvements. Avoid entering an unsafe loft or disturbing electrical fittings.

Priority and evidence

Example priority: routine check.

Actual reports: record the hatch location, image references, access limits and whether the possible cause was checked.

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Your next steps

A short action plan and a clear explanation of the service boundaries.

Illustrative action plan

01 Check the window-frame junction

Confirm whether there is a gap or damaged seal before arranging repairs.

02 Check the loft-hatch fit

Assess the closure, seal and accessible insulation; seek help where needed.

03 Review after any improvements

Keep a record of work. If a follow-up survey is useful, record conditions so the comparison can be interpreted appropriately.

What a thermal survey can show

Thermal images record surface-temperature patterns at the time of inspection. The report should explain observations in context and identify where further investigation is needed. Colours must be read against each image's temperature scale; they are not a direct measure of heat loss or running costs.

Scope and limitations

The proposed service is a non-invasive visual and thermal inspection of agreed, safely accessible areas. Concealed construction is not directly visible. Weather, heating, reflections, surface materials and access can affect interpretation.

This report is not an EPC, structural survey, electrical or gas safety inspection, or a confirmed damp diagnosis. Blower-door testing is not included. No quantified energy savings or guaranteed defect detection are offered.

Before a real report is issued

Use actual visit evidence and photographs. Record scope, conditions, equipment, inspector details and limitations. List only qualifications held.