



HOVER HOW-TO

Top 4 Reasons Jobs Fail (and how to fix them)

Job failed? Don't worry, we can help.

If we are not able to build one of your jobs, we will send you an email explaining why and sometimes we'll ask for a little more information. Keep an eye out for these common "failure" types and how to resolve them.

Click below for a video overview



1. REFERENCE MEASUREMENT NEEDED OR "NOT WEATHERTIGHT"

We use image data, such as a standard size front door to determine scale. When that visual data is obscured, we need to collect that information from another source.

How to fix the job:

Provide HOVER Support with one hand measurement for reference. Choose a part of the property that is clearly visible from within one of the photos that you submitted. Some common reference measurements are:

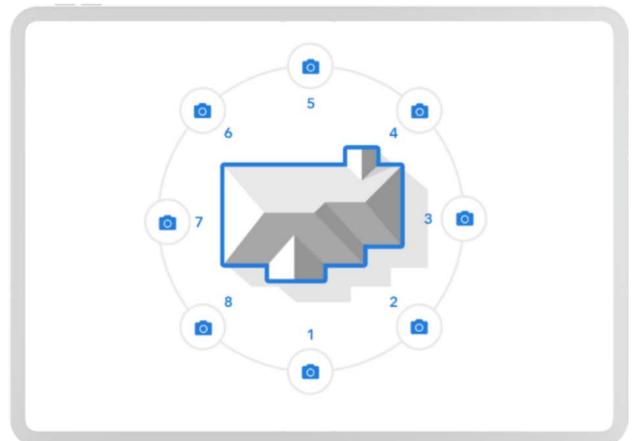
- The width of any wall, from the left to right corner
- The width and height of the front door
- The width and height of the garage door

2. NOT ENOUGH PHOTOS

In general, we require 8 photos per structure, one for each side and corner. Without those inputs, our system cannot create the 3D model and measurements that you need.

How to fix the job:

Capture the property again, ensuring you have the 8 photos required to process the property. You can submit more photos by opening the failed job in the HOVER app, clicking on the property, and selecting the option to add more photos.



Click below for a video overview



3. INSUFFICIENT CORNER SHOTS

Corner shots are the most important photos to capture clearly. Without them, we cannot identify the geometry or lines of the structure. They also provide us with a sense of depth to determine perspective.

How to fix the job:

Capture additional corner shots of your property. You can submit more photos by opening the failed job within the HOVER app, clicking on the property, and selecting the option to add more photos.

- HOVER defines a good corner shot as being able to see two full elevations and 3 corner posts
- If possible, step back to get as much of the property in the shot as possible and try taking photos at different angles

4. PROPERTY IS OBSTRUCTED

If the structure is heavily obstructed by trees or foliage, our system cannot accurately scan or scale the dimensions.

How to fix the job:

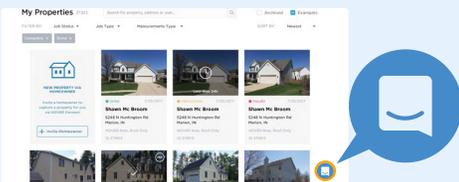
Capture additional shots of your property, taking overlapping photos when there is an obstruction so that we get as much information as possible. You can submit more photos by opening the failed job within the app, clicking on the property, and selecting the option to add more photos.



Contact Support

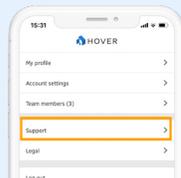
Any questions? Reach out to support@hover.to or call (844) 754-6837, and we'll gladly help.

Chat in the web app

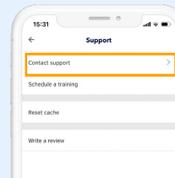


Click on the "Chat" icon in the lower right corner of your screen.

Chat in mobile app



Tap on "Settings," then tap on "Support"



Tap on "Contact Support"

