

CUSTOMER INFORMATION



HOME ASSESSMENT

HOME EFFICIENCY & SAFETY ASSESSMENT

- ✓ Improve your household's efficiency rating
- ✓ Significantly reduce your annual water bills
- ✓ Ensure the safety of your household
- ✓ Assessment is FREE OF CHARGE

Q. WHY SHOULD I HAVE AN ASSESSMENT?

Because many home water and gas systems are not performing to their optimum efficiency or complying to the NSW safety regulations. This can also directly affect the warranty and life expectancy of your household appliances. This is a complimentary service we only offer free of charge to our residential customers. You are under NO OBLIGATION to go ahead with any additional services.

Q. WHAT WILL THE PLUMBER DO DURING THE ASSESSMENT?

The serviceman will check the safety of your hot water heater, water temperature and water pressure and advise you if they adhere to the current NSW Government Water Regulations. They will assess the efficiency and overall condition of ALL your fixtures and fittings, including :

- ✓ Toilets
- ✓ Taps
- ✓ Connections
- ✓ Pipe work

Q. WHAT PROBLEMS ARE COMMONLY FOUND?

In 9 out of 10 assessments there are no issues that require immediate attention such as unsafe hotwater systems, scalding water temperatures and damaged pipe work but there are often small changes that can be made to your systems that can create a safer environment and reduce your water, electric and gas bills.

The most common problems we come across are:

- ✓ Unsafe water temperatures
- ✓ Faulty Fixtures
- ✓ Poor water quality
- ✓ Incorrect water pressure
- ✓ Out of date connections / hot water heater

For more information please go to our website:
www.getplumbing.com.au



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Q. HOW LONG WILL THE INSPECTION TAKE?

The service will take around 15 minutes, and once completed, the serviceman will provide you with an easy to read evaluation of his findings to keep. You will be provided with a copy of this written report. Each item checked will be listed in the report and if the serviceman recommends no action or any actions to be taken e.g. if it is good working order, needs to be fixed, replaced or simply monitored. The serviceman will be able to answer any questions you have in regards to his findings and recommendations and provide you with a no obligation fixed price written quote for any of the solutions he recommends.

Q. WILL THE SERVICEMAN CHECK MY DRAINS DURING THE ASSESSMENT?

If during the assessment the serviceman notices any obvious signs of a blocked drain, you can instruct them to carry out a full drain inspection using a CCTV camera. Our serviceman will show you the recording of your drain system explaining his finding to you so you fully understand what the problem is and how it can be fixed.

This CCTV inspection will give you full visual of your pipe work running from your property up to the main line. You will now be able to see any cracks, blockages, and/or root infiltration to your pipes. You will be given a DVD recording of the footage to keep for your own records and/or insurance purposes.

NB: If you wish us to complete a full drain inspection then this will come at an additional cost as it's not included in the complimentary home safety check.

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