



Getting ready for your plumbing repair, and other things you should know.

Our technicians are fully screened by Plus One Solutions, a 3rd party service, for background checks and drug screening, to ensure you have a safe experience.

Cleanliness

Your home is very important to us, and we do our best to keep it in good shape. Our techs wear protective booties inside your home as well as gloves. If asked, our techs can also wear masks while working in your home. Plumbing is inherently a messy job. We do our best to make sure the work area is clean when we leave. Occasionally there is a chance of something dripping or staining, so we recommend tarps or plastic be placed over light-colored carpet or tile within the work area. This can also be done by our techs, as an additional fee to the project, to help prevent any mishaps.

Parts

Our trucks are fully stocked with over 20,000 parts, and our goal is to make same day repairs to save you valuable time. However, once in a while there are still parts that may not be on the service truck and need to be picked up at our warehouse or specially ordered. Your patience is requested as there are occasional supply chain issues. We will do our best to obtain your parts as soon as possible.

Preparing for the job

Leaks under sinks

Take the time to remove all items and clear out any clutter under your sink before the tech arrives. This practice lessens the amount of time the tech is in your home. If you are physically unable to clear out the items under your sink before the tech arrives, the tech can clear the space for you. However, the tech will NOT be putting the items back into your cabinet at the end of the project for two reasons: 1) We do not remember where each item was located; and more importantly, 2) we leave cabinets open to dry out. Then you can confirm that nothing else is leaking under the sink after we leave the home. We want to make sure that the cabinet is completely dry BEFORE any items are put back. This prevents any chance of mold growing in your cabinet.



Drain and sewer service

The area around the drain or sewer should be cleared before our arrival. The rodding equipment used is very large, heavy and powerful. The tech needs clear access to and from the work area, as well as a clear space to work. Since this job can also be very messy, we do not want to have any "spray" that may contain nasty water spread onto any of your belongings.

If you have an outside clean-out sewer access, clear the area near the cap (tree branches, bushes, yard ornaments, snow, etc.). Additionally, we need a power outlet as close to the work area as possible to operate the equipment. We have our own heavy duty power cords with GFCI's to protect from electrocution hazards, so no need to worry about that.

Toilet repairs

Take the time to remove all items on top and around the toilet for the tech to be able to make any needed repairs to your throne. Many toilets that are leaking at the floor level are due to faulty flooring or shifting tiles on the bathroom floor. Occasionally we cannot make the needed repairs until the floor itself has been repaired first.

Giving access to your home

During certain times of the year, **weather** can play a role in your plumbing repair. Be aware that during the winter season, when there is snow or ice on your driveways and walks, we do need that area to be cleared for the tech. Most plumbing tools are inherently heavy; and not only do we not want to see anyone get hurt in a fall, but we also do not want to bring any snow or ice debris into your home. Rain can also make a mess of grass areas, so if possible, allow the tech to enter through a garage or side entrance to an area in order to put on their shoe booties to protect the flooring.

If your home has an outside access to a clean-out or rod-out station, that area needs to be cleared before the tech arrives. Clean-out access points are never in the same location as other homes. As a homeowner, you normally have a better idea of the access points for rodding sewers or drains than someone who has never been on your property. If you have ever had a drain or sewer line rodded in the past, any information such as location, items found in the drain line, distance, etc. can assist the tech(s) in performing the job to the best of their ability. Past invoices provide a great place to start gathering the required information to ensure a great job.



Other items a homeowner should know

Shutting off the water

Homeowners should know where the main water shut-off valve to the home is located so that the homeowner can shut off the water in case of emergencies. It is normally where the water meter or well tank is located. If you are unsure of the location, our tech can show you. If a water pipe were to break in your home, you would not want to wait hours for a plumber to arrive.

Most plumbing fixtures have individual shut off valves as well, so that the entire house does not need to be turned off when a faucet or toilet is leaking or does not shut off on its own. All valves should be tested at least once a year to ensure that they are in proper working order and that the handles do not stick or are hard to turn.

In the case of a drain or sewer back-up, discontinue using that fixture or limit the use of water in your home until the drain line has been cleared. Do not use laundry units, dishwashers or other items that have high water demands that add water to a plugged system. Do not take a bath, as a bath will use twice as much water as a shower.

Take care of your pipes

Foreign objects such as wipes, paper towels and feminine products should never be flushed down a toilet no matter what the manufacturer may state. In a perfect world with perfect piping, foreign objects may be able to pass through the piping, but in almost every home, there are hidden issues such as poor joint connections, offset joints due to ground movements; and then there are natural problems such as tree roots and grease.

The same goes for your kitchen sink and garbage disposal. Steer clear of tossing a range of things into the garbage disposal, to include fat, grease, oil, coffee grounds, egg shells, seafood shells, meat, bones, fruit pits and starchy foods like pasta, potatoes and oats.

Know that most chemical drain cleaners only make matters worse. If a chemical drain cleaner worked so well, there would be no need for plumbers.