

# CUSTOMER INFORMATION



# HOME SAFETY CHECK

## HOME EFFICIENCY & SAFETY CHECK

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

### Q. WHY SHOULD I HAVE AN ASSESSMENT?

With many hot water and gas systems not performing to their optimum efficiency or no longer complying to the NSW safety regulations, it is important to get all appliances checked regularly. We offer this service as a complimentary add-on to any service our residential customers complete. You are under NO OBLIGATION to undertake any of the additional services we feel you may benefit from.

### Q. WHAT WILL THE PLUMBER DO DURING THE CHECK?

The serviceman or woman will check the safety of all your household fixtures and appliances, including your hot water heater. They will check the water temperature & pressure and advise you if they adhere to the current NSW government water regulations.

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### Q. WHAT PROBLEMS ARE COMMONLY FOUND?

In 90% of safety checks we complete we tend to find no issues that require immediate attention. Problems that require immediate attention include unsafe hot water systems with scalding temperatures or any damaged pipework in your property that can cause serious long term damage. Common problems include:

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- ✓ Out of date connections/hot water heaters



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## **Q: HOW LONG WILL THE SAFETY CHECK TAKE?**

It will take the serviceman or woman approximately 15 minutes to inspect all your fixtures and appliances throughout the property. Once they have completed, they will provide you with an easy report to show any suggestions they have found. Each item checked will be listed in the report, with any additional notes provided for your own knowledge. IF the plumber recommends any actions to be taken, then they will be able to answer any questions you have regarding any of these.

You are under no obligation to complete any of the work they suggest that will help make your property a safer and more efficient place to live for your whole family.

## **Q. WILL THEY CHECK MY DRAINS DURING THE SAFETY CHECK?**

If the serviceman or woman notices any obvious signs during your home safety check that suggest you may be experiencing a blocked drain, then a full inspection of your drains will not be complete. You can however request for the plumber to carry out a full drain inspection using our CCTV camera. Using this specific apparatus, the plumber will be able to show you their findings as they run the camera through your pipe work.

The CCTV inspection will allow the plumber to source exactly what is causing the problem throughout your pipe work, and therefore determine the best solution to resolve the problem found. You will be provided with a DVD recording of the findings for your own records.

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.