



5 MUST-KNOW QUESTIONS

TO ASK A PLUMBING COMPANY BEFORE THEY STEP FOOT IN YOUR HOUSE

The ultimate guide for busy homeowners and landlords who want their plumbing issues solved quickly at an honest price.

Whether you are calling to hire a knowledgeable plumbing contractor for an upcoming renovation or a new home build...

... OR you find yourself ankle deep in 2 inches of water from a pipe burst in your downstairs bathroom, here are some must-know questions you should ask a plumber before they come into your home.



1

What is your experience with this type of plumbing issue?

Whether you found your plumber on Google or by recommendation from a friend, make sure that the person entering your home has encountered this issue before. You don't want to pay twice for the work.

2

How much time do you anticipate it will take to solve the problem?

In truth, we don't always know how long a job will take until we actually see what's required. However, it is typical to expect the following times on certain jobs:

- Clearing roots may take between one and three hours.
- Replacing a tank type water heater may take between 2 and 4 hours.
- Changing a faucet's internal parts will often be done in about an hour.

3

What steps do you take to keep my house clean while you work?

When you ask this question there are a few key words you should hear: Dropcloths, shoe covers (or boots at the door) , disinfectant wipes, etc.

When a qualified plumber from FinePipes is in your home our goal is to leave your home better than how we found it. We have a 3 step cleaning process that we use to minimize mess and maximize a no-fuss experience.

- a. Prevent mess and potential damage by prepping our work area as needed.
- b. Protect your home by only bring clean equipment and tools inside.
- c. Clean and sanitize as needed once we are finished.

4

Do you do a camera inspection afterwards?

This is important. Because of the nature of pipes and drains, it isn't easy to see if the job has been done correctly.

A camera inspection allows you to know that the job was done thoroughly and completely. On a camera inspection, you should see:

- that the blockage has been fully cleared
- the cause of the problem (there almost always is a clear issue)
- a clear list of solutions for the future

5

Do you offer any guarantees on the work done?

Plumbing costs can add up. Whether it's an emergency or a well-thought out renovation, it's important to know that the work you are having done comes with a guarantee.

At FinePipes, we give our clients a 100 day guarantee on the work done. That means in the unlikely event that the problem re-occurs, we will come and fix it again at no charge to you.



BONUS QUESTION

Can you give an estimate of how much this will cost?

When discussing the cost of a plumbing job, it's important to know a few things. Most plumbers charge the same industry rate - rates will vary between \$99/\$200 an hour. If you're seeing huge discounts from calling around, that should be a red flag. You don't want anyone cutting corners on your plumbing.



Don't forget: It's helpful to the plumber to mention how old your home is and if you've had any plumbing issues in the past 12- 18 months.

Yes to the one below

Handy tip: Communicate with your plumber whether you want them to park in the driveway or on the street. At Fine Pipes, we ensure our vehicles are in good working order so there will be no oil leaks on your driveway from our vehicles. We will happily park on the street if you prefer that we do so.

For the most part, you can expect a rate for the time it takes to do the job plus any parts that may need to be purchased.

At FinePipes, we're on a mission to change the experience you have with plumbers in your home and building projects. You deserve professional, punctual and precise work that gives you peace of mind.

Sign up for a free inspection of your pipes today. Avoid costly mistakes and prevent damage with a free inspection today.

In our free home inspection we check:

Call (587) 802-0729 or Book an inspection online with FinePipes here: get.finepipes.ca/book