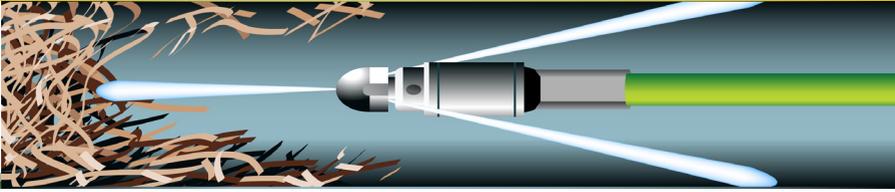


CUSTOMER INFORMATION



DRAIN JETTING & CCTV

WHY DO I HAVE A DRAINAGE PROBLEM & HOW CAN IT BE FIXED?

- ✓ Tree root infiltration
- ✓ Foreign items that have been flushed or travelled up/down the waste pipes
- ✓ Broken or damaged Pipes

Q. WHAT CAN WE DO ABOUT TREE ROOT INFILTRATION?

A. High pressure water jetting is the most effective way to clear roots and other debris caught in the roots however this is not a long term solution. Once the roots have infiltrated they will return more aggressively. They could take between 3 & 12 months to build up again, depending on the time of year and type of tree. If your drains require jetting more than once a year you really need to replace or patch the section that has been infiltrated.

Q. WHAT IS A DRAIN CCTV SURVEY?

A. Determine the exact cause and level of your blockage, we recommend a CCTV drain survey with our specialized drain camera survey equipment. This survey will eliminate any guesswork, it will visually record the condition of your pipes and allow us to make an accurate diagnosis of your situation. The drain survey and associated equipment (electronic transmitter & receiver) will allow us to pinpoint the exact location of your fault. This technology minimizes any unnecessary excavations.

Q. HOW CAN WE STOP OUR DRAINS BLOCKING?

A. For man made blockages the solution is to NEVER flush baby wipes, face wipes, sanitary towels, tampons, nappies, kitchen wipes or any other non organic matter down your toilets. Flushing fatty foods and oils down the sinks is also a big no no. The biggest culprits in blocking external drains is sanitary wares and baby wipes and internal drains is rust, oils and fats.

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



CUSTOMER INFORMATION

DRAIN JETTING & CCTV

Q. WILL I BE ABLE TO USE MY TOILET OR TAPS WHILST WORK IS BEING DONE?

A. We prefer you not to use the toilet whilst work is being carried out as the contents will flow into the work area. However you are usually able to run taps during the service and we always endeavour to reduce any impact on the home owner.

Q. WHEN CAN IT BE DONE AND HOW LONG WILL IT TAKE?

A. It is our recommendation that the work is carried out straight away before the blockage worsens. They will jet the system until it is clear and demonstrate to you that the water is draining. We recommend that a CCTV survey is carried out before and after the service so we can categorically confirm that the drain is clear and visually identify any damage to the pipe.

Q. IS THERE A WARRANTY ON THE DRAIN JETTING?

A. Our workmanship is guaranteed for 7 years. This applies to when we replace or reline pipework. However, when the cause is pipe deterioration or tree root infiltration and you do not wish to replace or repair the pipework, we cannot guarantee how long the drain will remain clear as we cannot control external factors such as tree root growth, or what household members flush down waste pipes. The serviceman will provide you with a written drainage report with his recommendations and workmanship guarantees.

Q. HOW MUCH WILL IT COST AND HOW DO I PAY?

A. All our prices are fixed up-front quotes. We charge a minimum one hour and half hour thereafter for our jetting services. Once we have repaired or jetted the drain, payment can be made by cash, credit card, EFT or cheque upon completion of the service. We also offer a homeowner discount program for which you will receive permanently reduced rates for all our work. Please ask your serviceman for more information or visit our website.

USEFUL INFORMATION

Our specialized drain cleaning equipment will not damage your pipeline in any way. If any of our equipment gets stuck in your pipeline, it is due to the pipe damage or blockage catching the jetting head. Should be unable to retrieve the jetting equipment the drain will be excavated at your cost to retrieve the equipment and repair the damage pipe.

PLEASE NOTE: Your drain technician takes all due care when clearing your drain, however due to the cleaning process a water surcharge to your property may occur. To clean up site after surcharge, additional costs will apply.

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