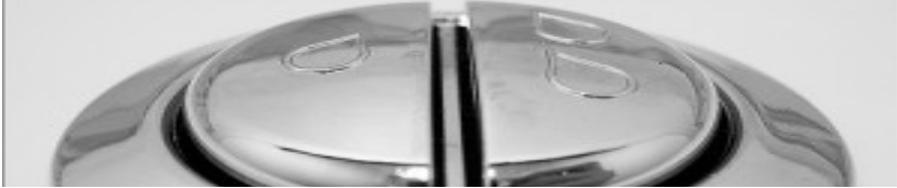


CUSTOMER INFORMATION

DUAL FLUSH SYSTEMS



WHY SHOULD I UPGRADE TO DUAL FLUSH?

- ✓ An average person flushes the toilet 6 times/day;
- ✓ A dual flush uses 4.5l per flush whereas a single uses 12l
- ✓ This equates to a annual saving of :
16,425 litres of water per person in your household.

Making the switch has heaps of other benefits. A new dual flush toilet will spruce up your bathroom, make less noise, and add value to your home!

That's a lot of water! In fact toilets are the third biggest culprit of domestic water usage so it is wise to upgrade to 4 star efficient toilets in your home. When possible, upgrading your toilet usually takes around 2 hours. It will reduce your water bill and is significantly more eco-friendly. But making the switch not only saves you a significant amount of money over your lifetime but it is also a positive step towards improving Australia's future environment and decreasing your world carbon footprint.

Q. WHY ARE DUAL FLUSH TOILETS SO EFFICIENT?

A. On average, a single flush toilet uses around 12 litres of water per flush, whereas a 4-star dual flush toilet uses only 4.5 litres per full flush and 3 litres per half flush. That's a whopping 75% less water!

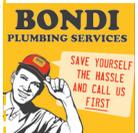
Q. WHAT IS THE COST BENEFIT OF THE UPGRADE?

A. Switching to a 4-star water efficient dual flush from a single flush toilet will save you approximately 24,000 litres of water per household member.

These are the facts:

- ✓ Sydney water charges \$2.168 a kilolitre (1000 litres)
- ✓ A dual flush toilet saves around \$52 per person per year. An average family of four will save around \$200 per year

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



CUSTOMER INFORMATION

FACT SHEET TITLE

Q. WHAT DOES A '4-STAR WATER EFFICIENCY RATING' MEAN?

A. Under the WELS (Water Efficiency Labelling and Standards) Scheme, products are rated for their water efficiency. The higher star rating, the less water it uses.

Q. WHO WILL CARRY OUT THE WORK?

A. If you have been provided this literature by one of our servicemen he/she can carry out the work that day or at another time convenient to you. Our plumbers standard hours are between 7am and 4pm Monday to Friday. We can work with your schedule to find a suitable time for you. Appointments are generally 2hr windows with exception of the 1st appointment of the day at 7am.

Q. HOW LONG WILL IT TAKE AND HOW WILL EFFECT ME?

A. The serviceman will first assess the toilet to check the replacement is standard service. The existing single flush toilet suite will be removed and the new dual flush toilet will be installed. The serviceman will install the suite and test it, then provide a brief demonstration (if required) of how it works, he will then clean up the work area.

This service usually takes around two hours and your water will be turned off for approximately 1 hour. There may be some circumstances where the service takes longer and you will be advised of this by the serviceman.

Q. WILL I BE ABLE TO USE MY TOILET STRAIGHT AWAY?

A. The new toilet will be set and we recommend that you do not sit on it or place any pressure on it for approximately 4 hours after installation.

Q. IS THERE A WARRANTY ON THE TOILET AND CAN I SUPPLY MY OWN TOILET ?

A. The toilets we supply always come with a minimum 10 year manufacturer's warranty and our workmanship is guaranteed for 7 years. The serviceman will provide you with the paperwork for the product following installation. If you supply the toilet, the serviceman will be able to provide you with an "install only" price before commencing work. Get Plumbing recommend you always purchase a quality brand toilet from a reputable supplier.

Q. HOW MUCH DO THE TOILETS COST?

A. Get Plumbing offer deals on toilet upgrades through our homeowner discount program. The cost includes the supply and installation of your new toilet, plus removal of your old one:

1. Caroma Stylus Symphony Toilet Suite - from \$499*
2. Caroma Concorde Profile Toilet Suite - from \$649*
3. Caroma Caravelle Toilet Suite - from \$749*

Q. HOW DO I PAY?

A. Once your installation has been completed payment can be made by cash, credit card, EFT and cheque upon completion of the service.

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