



# The Universal Protection Plan



## BENEFITS

Periodic analysis, adjustment, cleaning and testing.

NAME \_\_\_\_\_

STREET \_\_\_\_\_

CITY \_\_\_\_\_ PROV \_\_\_\_\_ PHONE \_\_\_\_\_

TERMS: 12-month period from \_\_\_\_\_ to \_\_\_\_\_

Universal Protection Plan Inspections per Year \_\_\_\_\_

PAYMENT:  CREDIT CARD  CASH  DEBIT TOTAL: \_\_\_\_\_

*Refer to customer inspection sheet, UPP Form 2*

### YOU AGREE TO:

- 1) Promptly notify us of any malfunctions or unusual operations during the term of this agreement.
- 2) Operate fixtures according to the manufacturers instructions or outlined by Plumbway Inc.

**EXCLUSIONS:** Flue pipes, water supply and drains, and concealed piping.

### ADDITIONAL DETAILS:

\_\_\_\_\_  
\_\_\_\_\_

**AUTHORIZED BY:** Customer: \_\_\_\_\_ Technician: \_\_\_\_\_

Date: \_\_\_\_\_ Invoice #: \_\_\_\_\_

**Peace Of Mind** - You receive periodic analysis, adjustment, cleaning and testing of your water heater and fixtures. This keeps them operating at peak trouble free efficiency. Potential problems are spotted before they cause trouble.

**Competent Experts At Your Service** - Our competent, trained, dependable staff of experts look after your plumbing and fixture performance. We work with you to schedule your service calls when convenient.

**Preferred Treatment** - The UPP increases your plumbing reliability, but should you need emergency service, you are entitled to preferential treatment.

**Choice Of Visits Per Year** - You set the number of UPP service calls per year. This will determine the costs of your Universal Protection Plan.

**Labour** - There are no additional labour charges on any minor adjustments made during your scheduled UPP inspection service call.

**Price Protection** - Your agreement price cannot be raised for the following renewal periods without first notifying you. We charge by the job, not the hour, so you save money!

**Service You Can Trust** - Our skilled experts know their business. Rely on them and our reputation to give you fast, dependable and fair service.

**UPP** service and inspections reduce the number of emergency calls by revealing potential problems that can be corrected inexpensively before causing major plumbing repair bills.

Drain Cleaning • Garbage Disposals • Tubs & Showers • Faucet & Sinks • Toilets • Water & Sewer Lines • Gas Lines



**Plumbway Universal  
Protection Plan**

# GOLD PROTECTION PLAN

## **WATER HEATERS (Residential)**

**WHAT WE WILL DO:** We will visually check the temperature and the pressure relief valve to ensure safe operation and free of corrosion. If your water heater is electric, we will check the thermostat settings and readjust it, if necessary. We will drain the water and clear the tank of sediment to make certain that the water heater is operating at peak efficiency, as per the manufacturers specifications.

**WHY HAVE IT DONE?:** All manufacturers, as well as Plumbway Inc., recommend having this service performed in order to maintain the warranty on the water heater. This service should be performed at least once a year. By having this service done by us, it guarantees that your water heater will be operating at peak efficiency, saving you money on your utility bill as well as in assuring your safety. Your faucets will operate easier and require less maintenance since the sediment and foreign materials trapped in your water heater will not travel through hot water pipes.

## **ALL FAUCETS**

**WHAT WE WILL DO:** We will check all of the faucets throughout the home, for leaks and corrosion. We will test your faucets and clean the aerator for proper water flow.

**WHY HAVE IT DONE?:** Foreign material can clog the aerator restricting proper water flow. By having this service performed, it will extend the life of your faucet and save you money by not having to replace these items.

## **TOILETS**

**WHAT WE WILL DO:** We will inspect the toilet and tank for any leaks and proper flushing action. We will check the water measuring device for proper adjustment, along with the flapper for proper water seal. The float ball, overflow tube and any linkage will be adjusted and set to the manufacturers specifications.

**WHY HAVE IT DONE?:** To reduce embarrassing and annoying toilet noise from improperly adjusted or defected water measuring devices in the toilet. This service will reduce water consumption and guarantee proper action to move solid waste down the line reducing the chance of a stoppage.

## **SAFETY CHECK YOUR HOME**

**WHAT WE WILL DO:** Your service technician will walk through your home inspecting your plumbing system and tighten any loose faucet handles, packing nuts, or other minor repairs during the inspection process. All emergency shut-off's under the sinks, toilets, water heater and main water shut-off will be treated to ensure that they will operate in case of an emergency. You will be shown where your emergency water shut-off valve is located. Preventative maintenance saves you money!