



Your 5 Star Commercial Plumbers



13000-5-STAR



**WE AIM
TO PROVIDE
NOTHING LESS
THAN 5-STAR
SERVICE**

OUR MISSION IS TO CHANGE THE PERCEPTION OF PLUMBING

Plumbing Bros began when three best mates - Joe, Jos and James - were working together for their previous employer. They soon realised that by combining their passion for teamwork, customer service and superior business skills they could establish the best plumbing maintenance company in Perth - perhaps even the biggest.

Plumbing Bros was born, initially concentrating on the domestic market. However, it soon became apparent that commercial organisations, big and small, were crying out for a totally professional, reliable and reasonably-priced alternative.

In just five years, Plumbing Bros has grown from three eager young men to more than 100 hardworking, passionate and reliable team members. The many 5-star reviews on Google, Facebook and other review-based portals, show that we are living up to our mantra.

We think of ourselves as disruptors in the trades and services industry. * We challenge and reject antiquated business practices such as call out fees, replacing them with more practical and efficient processes that will save you time and money - because time IS money.

Plumbing emergencies can cripple a business. Plumbing Bros will solve them quickly and efficiently. However, we'd also like to talk to you about the massive benefits of a well prepared, ongoing inspection and maintenance programme. "Prevention is better than cure"- and a whole lot cheaper.

With the success of our business model in WA, our founder, James Riddle, has set about expanding Plumbing Bros Australia-wide.



A DIFFERENT PLUMBING COMPANY

Plumbing companies and trade businesses in general have traditionally attracted a negative image, often based on cost and timeliness issues. Plumbers are expected to be good at their trade yet the overall perception of plumbers can be quite negative.

We are working to eliminate that negativity.

We are a structured and process driven business. We have adopted, tried and true white-collar practices to a blue-collar industry. Examples like our 14 Step Customer Experience process mean the result for our commercial clients is a level of professional service and compliance that is second to none.

We are keen to talk to you about what you want and need in a plumbing contractor, then tailor a complete service plan around those factors.

It costs you nothing to talk to us at Plumbing Bros.



WE ARE ALL ABOUT 5 STAR SERVICE

We always strive to deliver the best and most consistent service to all our customers and clients. It starts with the way we answer the phone and present ourselves, and goes right through to the follow-up and systems behind our service.



ON-TIME PROMISE

Being reliable is very important to us. We will be on site within a two hour appointment window, well presented and ready to go. If we are late, you receive a \$25 voucher for every 25 minutes.



AUTOMATED SYSTEMS & COMPLIANCE

We strive for easy interactions and less worry for you. Everything is done, checked, double checked and documented.



A CULTURE OF CARING

Our tradesmen are professional in everything they do. From the top down, our culture is to care about every job and to make sure it is done right. We really do sweat the small stuff.



LIFETIME WARRANTY

We stand behind every job we do. If there is a problem caused by faulty workmanship, we will make good. For the lifetime of the job. Of course, all standard product manufacturers warranties also apply.



ON-CALL 24/7

We are always on call for emergencies or advice. In fact, in a plumbing emergency we aim to be there within two hours of the call.

HERE'S HOW WE DO IT

- ★ 5 Star Service
- ★ Same day service
- ★ All job requests are replied to with booking times or confirmation of receipt
- ★ We do our own leak detection and repairs
- ★ We have state of the art cameras so accurate reports can be generated about underground and concealed services
- ★ We call for approval before completing any works greater than the sum allowed in the job request
- ★ Highly detailed reports with before and after photos if applicable, along with the invoice are emailed within 72 hours of job completion
- ★ We provide a 24-hour service
- ★ We are industry leaders in kitchen and bathroom renovations
- ★ We provide an on-time guarantee
- ★ Plumbing Bros has an extensive catalogue of plumbing hardware, tapware and sanitaryware – all at highly competitive trade prices. These are available to account customers only.

AND HERE'S WHAT WE DO

- ★ 24/7 Emergency Assistance
- ★ Planned Preventative & Asset Register Maintenance & Repairs
- ★ Reactive, Emergency & Make Safe Maintenance & Repairs
- ★ Water and Waste Pump Systems
- ★ Backflow Prevention and Testing
- ★ U.V. System and Testing
- ★ T.M.V. Testing
- ★ High Pressure Jetting and Camera Inspections
- ★ Grease Trap Inspection
- ★ Water Quality Testing

Plus you can talk to us about Electrical Services.



“ We are passionate about satisfying our commercial clients’ needs for plumbing solutions by delivering only quality products and services, along with value for money pricing and everyday superior customer service. By providing this unheralded level of client satisfaction we will continue our drive towards market leadership. ”

James Riddle CEO





We are proud recipients of multiple national and state-based business awards.

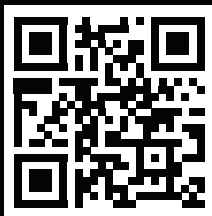


**AT YOUR
SERVICE
ACROSS
THE COUNTRY**
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Plumbing Bros Proudly supports the work of





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