# 

**1**

# Electric Water Heater

***What Happened*?**

* **Age of Water Heater – Life Cycle**
* **Deterioration Occurred in Anode Rod/Element**
* **Corrosion from Hard Water**

## Plumbing Technician Solutions

* **Replace Heating Element add USA PLUMBING Coverage**
* **Possible Replacement of Unit**

**This is the Electric Water Heater.**

**Elements or breakers can fail.**

**It can be repaired or replaced.**

**With Proper Preventative Maintenance a crisis failure may be avoided saving you money and frustration.**





**Standard Electric Water Heater On-Demand Electric Water**

**Heater**

**Technician Instructions and Recommendations:**

1. Have you discussed **Plumbing Whole Home Maintenance** with the customer?
2. Does the Customer fully understand how to prevent this failure in the future?
3. Review the 5 Year Plumbing Repair Guarantee and Customer Invoice
4. Take time to explain options, educate, up-front price/approval, and our 5 Yr Guarantee

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**2**

# Gas Water Heaters

***What Happened*?**

* **Age of Water Heater (Life Cycle/Warranty)**
* **Leaking May Have Occurred**
* **Anode Rod Deterioration – Hard Water**
* **Sediment Build-up Reduces Life**

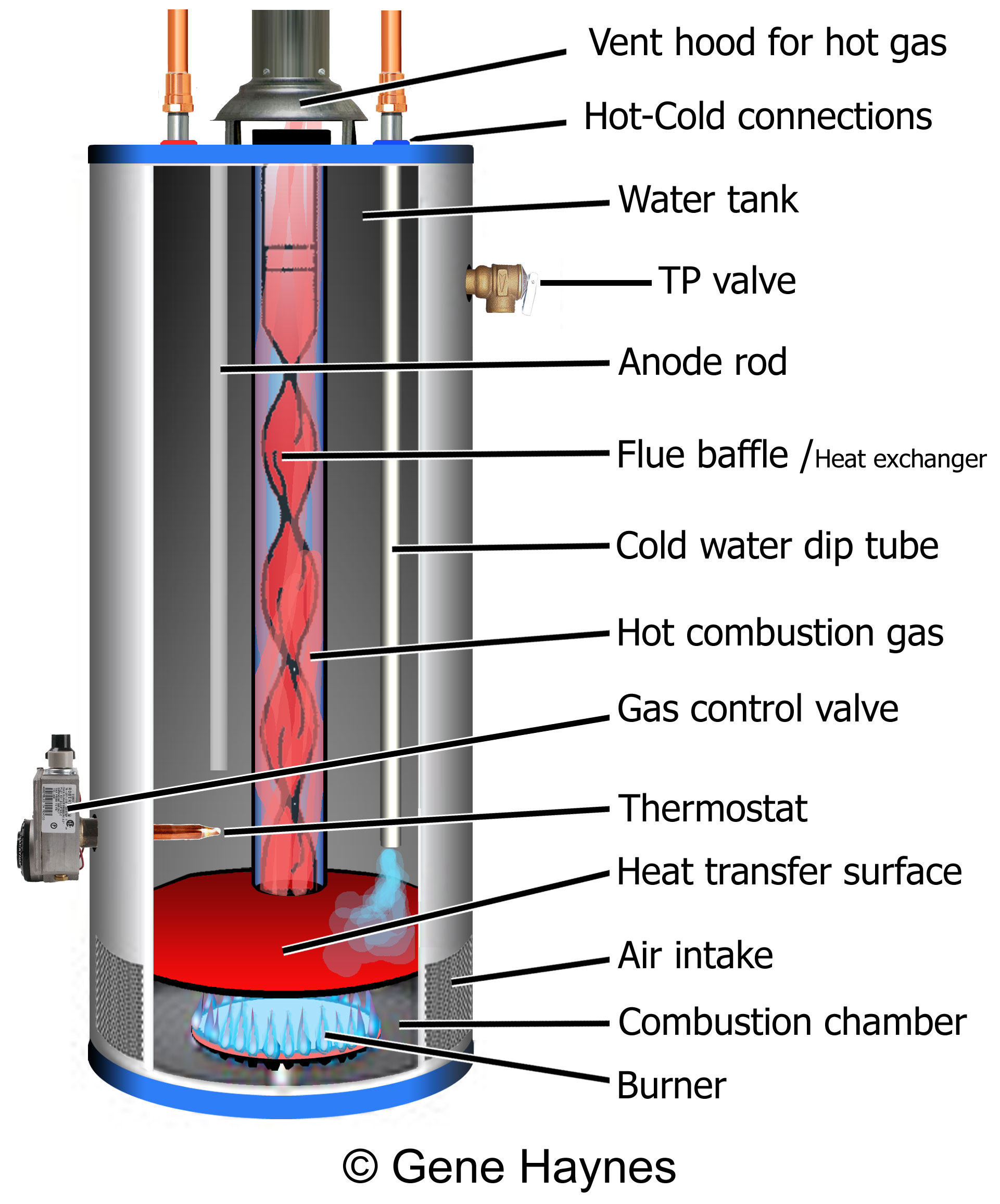
## Plumbing Technician Solutions

* **Drain, Replace Anode Rod add USA PLUMBING Coverage**
* **Replacement of Unit**

**These are the internals of your Gas Water Heater unit.**

**It can be repaired or replaced.**

**With Proper Preventative Maintenance a crisis failure may be avoided saving you money and frustration.**



**Technician Instructions and Recommendations:**

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**3**

# Water Heater Accessories

***What Happened*?**

* **Age can deteriorate parts on water heater**
* **Adding accessories can improve water heater safety**

## Plumbing Technician Solutions

* **Replace Failed Part add USA PLUMBING Coverage**
* **Discuss Options for Accessories**



**These are options.**

**It failed or can be added.**

**It can be replaced.**

**With Proper Preventative Maintenance a crisis failure may be avoided saving you money and frustration.**



**Technician Instructions and Recommendations:**

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**4**

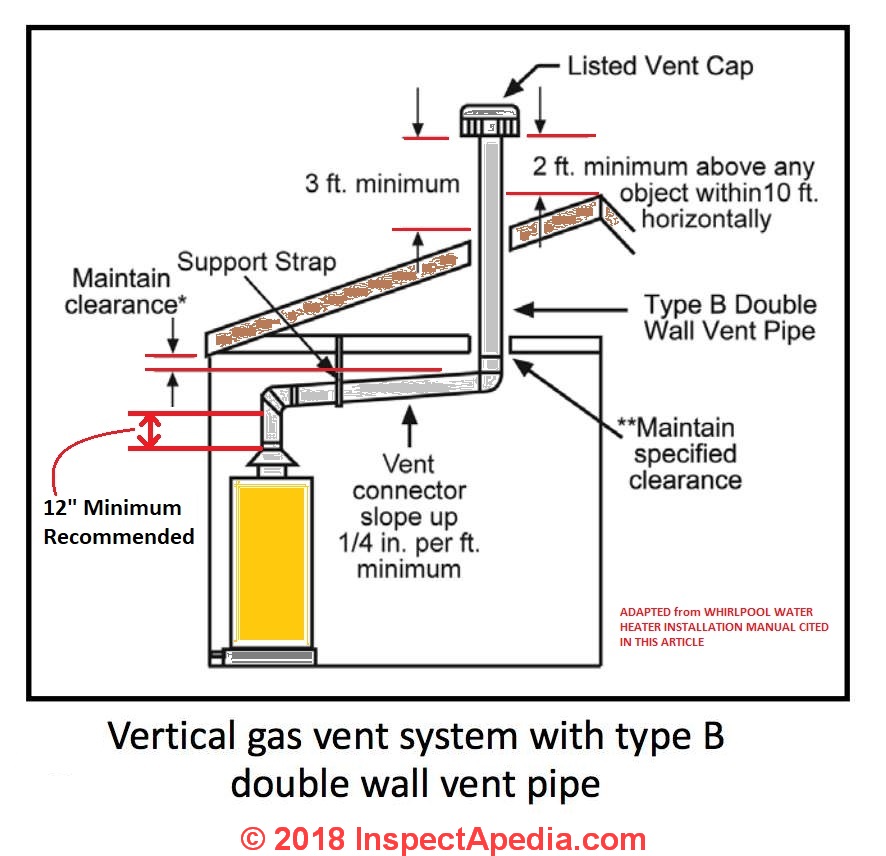
# Exhaust Flue

***What Happened*?**

* **Corrosion**
* **Improperly Installed**
* **Not Current to New Plumbing Safety Code**

## Plumbing Technician Solutions

* **Replace the Venting add USA PLUMBING Coverage**



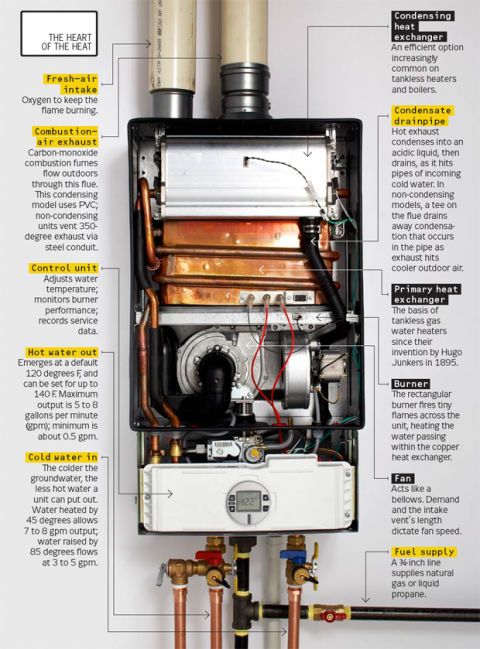
**This is the Exhaust Vent**

**It may have a restriction or Failure in the air flow.**

**It can be repaired.**

**Below is Tankless Vent**

**With Proper Preventative Maintenance a crisis failure may be avoided saving you money and frustration.**



**Technician Instructions and Recommendations:**

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**5**

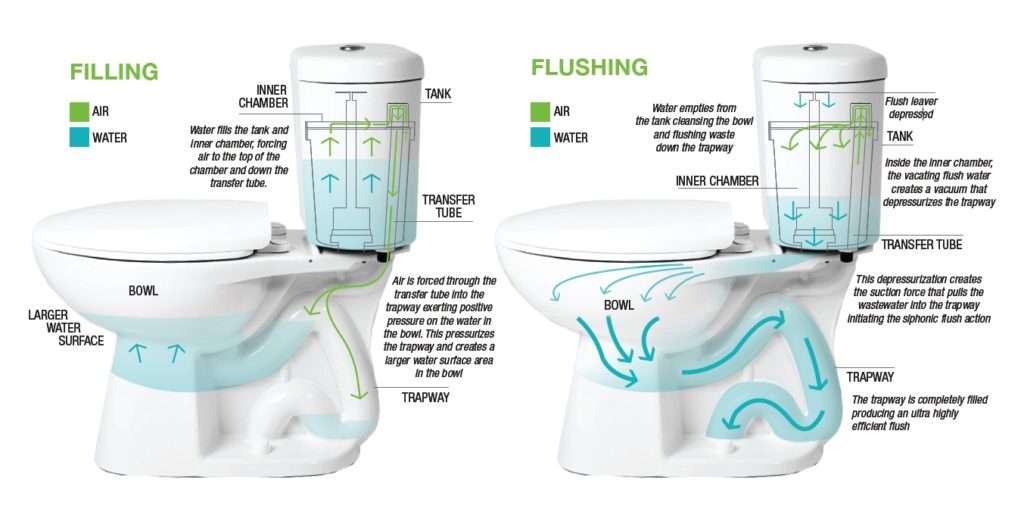
# Water Closets (Toilets)

***What Happened*?**

* **Age of Part**
* **Water is Hard – Corrosion/Rust**
* **Deterioration – Water Treatment Chemicals**
* **Possible Clog – Materials/Drain Line**

## Plumbing Technician Solutions

* **Replace the Failed Part add USA PLUMBING Coverage**
* **Option - Replacement of New Water Closet**



**This is your Water Closet**

**A Part failed on your Toilet.**

**It can be repaired.**

**With Proper Preventative Maintenance a crisis failure may be avoided saving you money and frustration.**



**Technician Instructions and Recommendations:**

1. Have you discussed **Plumbing Whole Home Maintenance** with the customer?
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**6**

# Water Closet Accessories

***What Happened*?**

* **Age of Part**
* **Options to Add Accessories**

## Plumbing Technician Solutions

* **Replace-Add Part - Add USA PLUMBING Coverage**
* **Possible Addition of Accessories**



**A part may have**

**failed on the Toilet.**

**It can be replaced. You may want to add a accessory?**

**With Proper Preventative Maintenance a crisis failure may be avoided saving you money and frustration.**



**Technician Instructions and Recommendations:**

1. Have you discussed **Plumbing Whole Home Maintenance** with the customer?
2. Does the Customer fully understand how to prevent this failure in the future?
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**7**

# Disposals

***What Happened*?**

* **Age of Part Life Cycle**
* **Motor Failure**
* **Blades are Jammed**
* **Clogged or Material in System**

## Plumbing Technician Solutions

* **Replace the Motor add USA PLUMBING Coverage**
* **Possible Replacement New Disposer**

**This is your garbage disposal.**

**It failed.**

**It can be replaced.**

**With Proper Preventative Maintenance a crisis failure may be avoided saving you money and frustration.**





**Technician Instructions and Recommendations:**

1. Have you discussed **Plumbing Whole Home Maintenance** with the customer?
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**8**

# Faucet Replacement

***What Happened*?**

* **Age of Part – Life Cycle**
* **Leaking has Occurred**
* **Corrosion – Hard Water**
* **Deterioration – Wear and Tear**

## Plumbing Technician Solutions

* **Replace the Faucet add USA PLUMBING Coverage**



**This is the Faucet.**

**It failed or is Deteriorating.**

**It can be replaced.**

**With Proper Preventative Maintenance a crisis failure may be avoided saving you money and frustration.**

**Technician Instructions and Recommendations:**

1. Have you discussed **Plumbing Whole Home Maintenance** with the customer?
2. Does the Customer fully understand how to prevent this failure in the future?
3. Review the 5 Year Plumbing Repair Guarantee and Customer Invoice
4. Take time to explain options, educate, up-front price/approval, and our 5 Yr Guarantee

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**9**

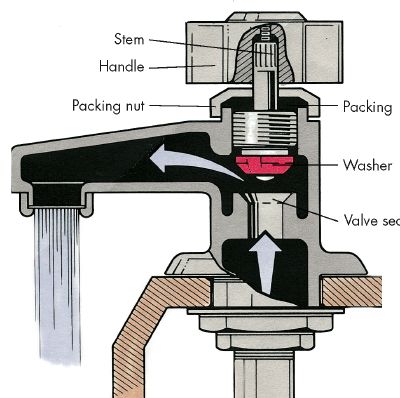
# Faucet Repairs

***What Happened*?**

* **Age of Part – Life Cycle**
* **Leaking – Fittings/Washers/Pipes**
* **Corrosion - Deterioration**

## Plumbing Technician Solutions

* **Repair the Part/Valve/Washers**
* **Replace the Faucet add USA PLUMBING Coverage**



**This is a Faucet**

**It has a failure.**

**It can be replaced.**

**With Proper Preventative Maintenance a crisis failure may be avoided saving you money and frustration.**

**Technician Instructions and Recommendations:**

1. Have you discussed **Plumbing Whole Home Maintenance** with the customer?
2. Does the Customer fully understand how to prevent this failure in the future?
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**10**

# Miscellaneous Fittings

***What Happened*?**

* **Age and Wear and Tear – Hard Water**
* **Residue has Built up**
* **Corrosion – Water Chemicals**

## Plumbing Technician Solutions

* **Remove and clean**
* **Replace Fitting add USA PLUMBING Coverage**
* **Possible Replacement - Optional**



**These are Plumbing Fittings, time & Wear and Tear create failures.**

**It may need replaced.**

**With Proper Preventative Maintenance a crisis failure may be avoided saving you money and frustration.**

**Technician Instructions and Recommendations:**

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2. Does the Customer fully understand how to prevent this failure in the future?
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**11**

# Waste and Overflow

***What Happened*?**

* **Age and Wear and Tear**
* **Possible Motor/Pump Failure**
* **Back-up occurred – Debris, Hard Water**

## Plumbing Technician Solutions

* **Replace the Pump/Motor add USA PLUMBING Coverage**
* **Possible Replacement of Unit**



**This is the Overflow System. It has failed.**

**It can be repaired.**

**With Proper Preventative Maintenance a crisis failure may be avoided saving you money and frustration.**

**Technician Instructions and Recommendations:**

1. Have you discussed **Plumbing Whole Home Maintenance** with the customer?
2. Does the Customer fully understand how to prevent this failure in the future?
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**12**

# Miscellaneous Repairs

***What Happened*?**

* **Age of Part – Basic Wear and Tear**
* **Corrosion-Back-up, Fatigued Metal**

## Plumbing Technician Solutions

* **Replace the Failed Part add USA PLUMBING Coverage**
* **Possible Replacement of Unit**
* **Upgrade – Add Water Filtration (Warranty, Future Repairs)**



**A Plumbing part has experienced failure.**

**It can be repaired.**

**With Proper Preventative Maintenance a crisis failure may be avoided saving you money and frustration.**

**Technician Instructions and Recommendations:**

1. Have you discussed **Plumbing Whole Home Maintenance** with the customer?
2. Does the Customer fully understand how to prevent this failure in the future?
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**13**

# Back Flow Preventers

***What Happened*?**

* **Age of Part – Wear and Tear - Weather**
* **Restriction in Line Causes Blockages**

## Plumbing Technician Solutions

* **Replace the failed part add USA PLUMBING Coverage**
* **Possible Replacement of Valve and New Unit**



**This is the backflow preventer, it protects the water from backing into potable supply.**

**It can be replaced.**

**With Proper Preventative Maintenance a crisis failure may be avoided saving you money and frustration.**

**Technician Instructions and Recommendations:**

1. Have you discussed **Plumbing Whole Home Maintenance** with the customer?
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**14**

# Natural Gas Piping

***What Happened*?**

* **Wear and Tear over time – Seal Expansion/Contraction**
* **Leaks from age/temperature/movement**
* **Need New Installation/Remodel Changes**

## Plumbing Technician Solutions

* **Fix all leaks, Repairs to Gas Piping, New Lines, Test**
* **Repair Gas Line add USA PLUMBING Coverage**
* **Possible Replacement of Gas Appliance**



**Gas Piping can leak. It has to be properly repaired & tested.**

**It can be repaired.**

**With Proper Preventative Maintenance a crisis failure may be avoided saving you money and frustration.**

**Technician Instructions and Recommendations:**

1. Have you discussed **Plumbing Whole Home Maintenance** with the customer?
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**15**

# Outside Piping Repairs

***What Happened*?**

* **Age – Roots Invade**
* **Crack in Pipes – Wear and Tear**
* **Severe Weather Can Damage Pipes**

## Plumbing Technician Solutions

* **Identify Clog/Leak with Camera**
* **Identify Pipe Issues and Repair**
* **Repair Lines - Jett/Snake the Lines – Power add USA PLUMBING Coverage**
* **Possible Replacement of Line-(Re-pipe or New)**



**This is a Drain Line System. It has a failure.**

**It can be replaced.**

**With Proper Preventative Maintenance a crisis failure may be avoided saving you money and frustration.**

**Technician Instructions and Recommendations:**

1. Have you discussed **Plumbing Whole Home Maintenance** with the customer?
2. Does the Customer fully understand how to prevent this failure in the future?
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**16**

# Miscellaneous Pipe Repairs

***What Happened*?**

* **Pipes Indoor and Outdoor, may get Damaged by Wear and Tear, Age**
* **Poor Weather**

## Plumbing Technician Solutions

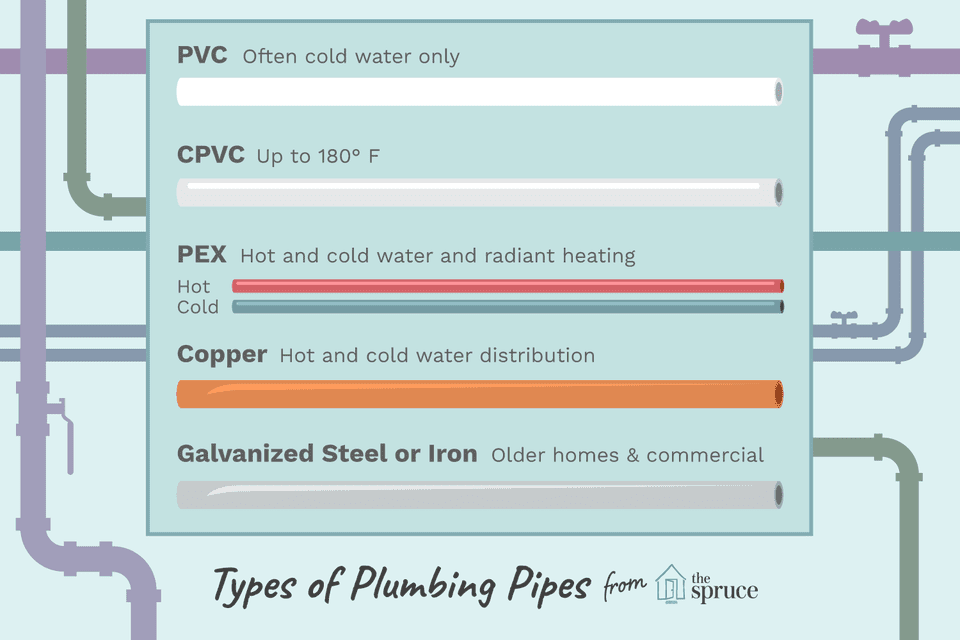
* **Replace the Piping**
* **Re-Pipe Option**



**The Drain lines or piping inside or out can break, needing repairs.**

**It can be repaired.**

**With Proper Preventative Maintenance a crisis failure may be avoided saving you money and frustration.**



**Technician Instructions and Recommendations:**

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**17**

# Equipment Rental Daily

***What Happened*?**

* **Some Repairs Require Daily Equipment Rental**

## Plumbing Technician Solutions

* **Advise Homeowner**
* **Approval for Up-Front Pricing to Conduct Work**
* **Effect Repairs and add USA PLUMBING Coverage**



**This style heavy equipment is sometimes needed (rented) to complete the work.**

**It can be replaced.**

**With Proper Preventative Maintenance a crisis failure may be avoided saving you money and frustration.**



**Technician Instructions and Recommendations:**

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**18**

# Drain Line Stoppages

***What Happened*?**

* **Age of Drain Lines**
* **Severe Weather Patterns Can Damage Lines**
* **Corrosion, Issues with Water**

## Plumbing Technician Solutions

* **Unclog the Drain Line Stoppage**
* **Repair or Replace the Drain Line**
* **Re-Pipe as an option add USA PLUMBING Coverage**

**Drain Lines can often clog or fail for many reasons.**

**It can be repaired or replaced.**

**With Proper Preventative Maintenance a crisis failure may be avoided saving you money and frustration.**



**Technician Instructions and Recommendations:**

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# Sewer & Drains Miscellaneous

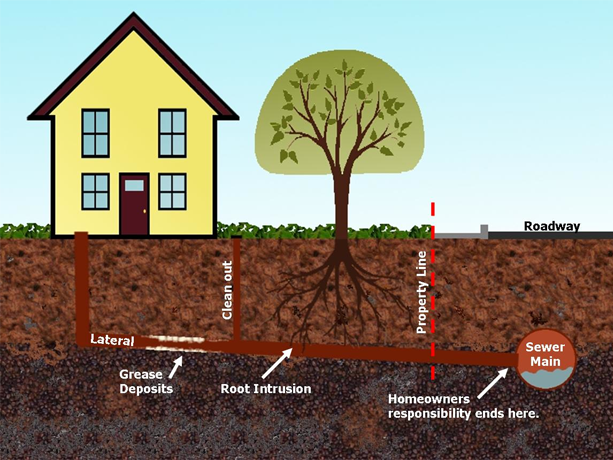
**19**

***What Happened*?**

* **Age and Deterioration**
* **Significant Clogs/Roots/Cracked Lines**
* **Excess Debris**

## Plumbing Technician Solutions

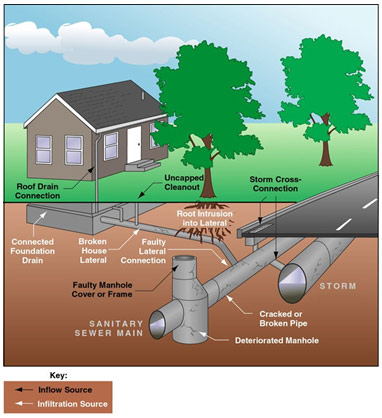
* **Repair and Unclog Drain (Jetter/Snake)**
* **Replace the Drain Line add USA PLUMBING Coverage**
* **Possible Re-Pipe**



**Sewer and Drains can fail for a variety of reasons. Cracks and roots are most common.**

**It can be replaced.**

**With Proper Preventative Maintenance a crisis failure may be avoided saving you money and frustration.**



**Technician Instructions and Recommendations:**

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# Drain Line Repairs

**20**

***What Happened*?**



* **Age of Drain Line or Piping**
* **Dirt/Debris**
* **Severe Weather Impact on Drain/Sewer**

## Plumbing Technician Solutions

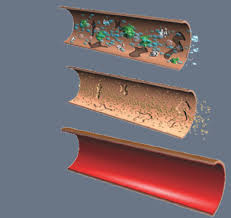
* **Clean the Drain Line add USA PLUMBING Coverage**
* **Replace the Cracked Drain Line**
* **Possible Re-Pipe of Drain Line**



**Drain failures can occur, clogs, roots, cracks for variety of reasons.**

**It can be replaced.**

**With Proper Preventative Maintenance a crisis failure may be avoided saving you money and frustration.**



**Technician Instructions and Recommendations:**

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# Pumps & Accessories

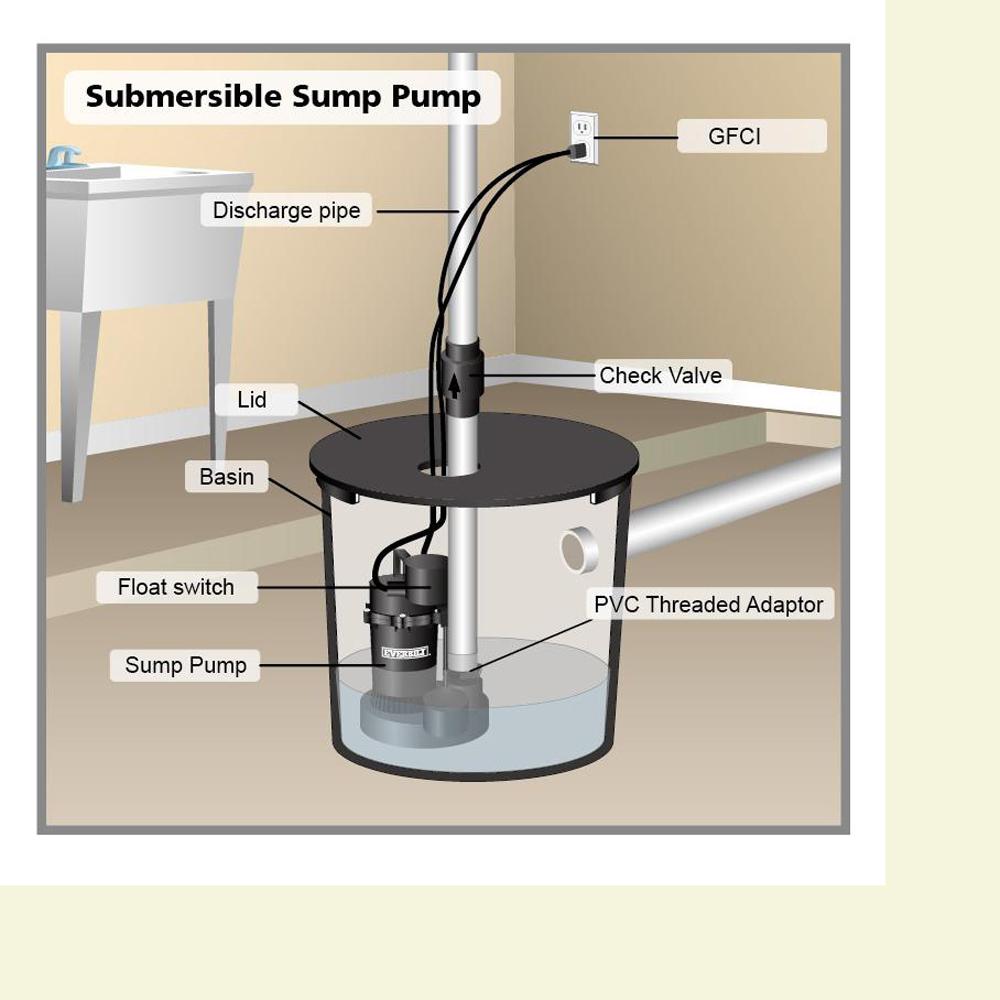
**21**

***What Happened*?**

* **Age of Part – Motor/Pump**
* **Dirt and Debris – stressed motor/Pump**
* **Worn motor bearings, debris in Pump**

## Plumbing Technician Solutions

* **Replace the Motor/Pump add USA PLUMBING Coverage**
* **Possible Replacement of Sump Pump**



**This is the Sump Pump.**

**It failed and protects homes drainage system.**

**It can be repaired.**

**With Proper Preventative Maintenance a crisis failure may be avoided saving you money and frustration.**

**Technician Instructions and Recommendations:**

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# Water Softening Systems

**22**

***What Happened*?**

* **Part failed Wear and Tear- Age**
* **Rust or Corrosion – Extremely Hard Water**

## Plumbing Technician Solutions

* **Discuss Options - Repair the Softener**
* **Possible Replacement-Upgrade Water Softener**



**This is your Water Softener.**

**It has a failure.**

**They can be replaced.**

**With Proper Preventative Maintenance a crisis failure may be avoided saving you money and frustration.**

**Technician Instructions and Recommendations:**

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# Water Filtration

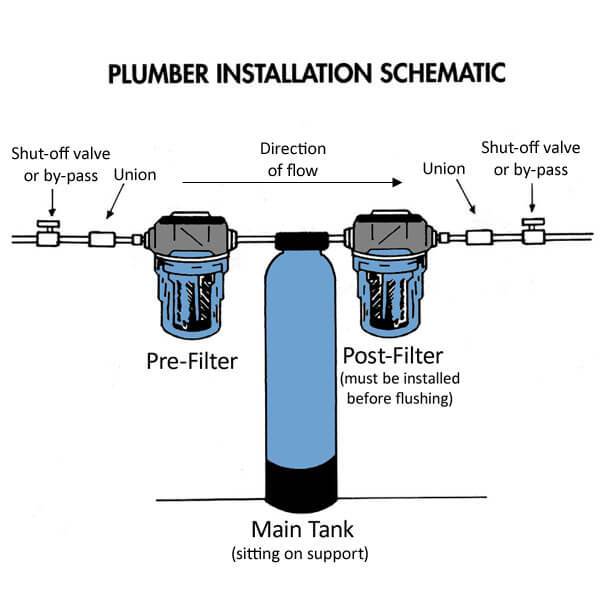
**23**

***What Happened*?**

* **Filtration System Failure – Wear and Tear – Age**
* **Failure of Filtering Apparatus**

## Plumbing Technician Solutions

* **Replace the Filtering Apparatus add USA PLUMBING Coverage**
* **Possible Replacement of Filtration(Age-Warranty?)**



**This is homes filtration system.**

**It experienced a failure.**

**It can be replaced.**

**With Proper Preventative Maintenance a crisis failure may be avoided saving you money and frustration.**



**Technician Instructions and Recommendations:**

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