



iPlumber

Plumbing done properly

HOW TO
CHOOSE
A **PLUMBER**
YOU CAN
TRUST

A trustworthy plumber has:

1. The right certifications
2. A strong team
3. A great reputation
4. Realistic pricing and quotes
5. Timely communication
6. Guaranteed services

The right certifications

Check your plumber is a Certifying Plumber and/or a Certifying Gas Fitter by asking to see their card or search the public register.

You can also check whether they're a Master Plumber.

 Search public register

 Search master plumbers

It's illegal to do plumbing work without authorisation and any work carried out by an unauthorised tradesman may void your insurance cover. Take the time to make sure your plumber is certified to complete your job.

A strong team

Ask how many employees the company has, how much experience they possess and whether they've been police vetted. When you call, is it an administration person that answers the phone or is someone having to down tools to talk to you?

Proper support makes for a better product, so be sure to look beyond the company's first point of contact to ascertain whether your plumber is supported by a full team. Without proper support from admin and trained tradespeople, you might find your plumber lacks the capacity to get your job done in a timely manner, at a proper standard.

A great reputation

Make sure your plumber has testimonials from happy clients. These can be found in many places – the company website, builderscrack.co.nz, or Facebook.

How long has the company been around? Ask them over the phone and do an online search.

If a plumber has done well by others, they'll probably do the same by you. Every plumber should be able to supply verifiable testimonials from past customers. You may come across the odd bad review online, but if there are more than a few dissatisfied customers, alarm bells should be ringing!

Realistic pricing and quotes

When comparing quotes, look past the initial attraction of the lowest dollar amount. Ask for and read into the cost of parts and labour, so you can tell whether you're paying for quality parts and skilled labour. If a quote is low, there's a reason for it.

Many will worry about a quoted price being too high, but a quote that is very low is of equal concern. Ideally, your plumber of choice will allocate enough time and resources to get the job done right the first time. Taking the lowest possible quote may end up being the most expensive option in the long run.

Timely communication

Take note of the response time you get from different plumbers and whether they have communicated all of the important details.

First impressions count. If a company is slack to communicate before they even have your business, they're probably going to muck you around when working for you. Yes, people get busy, but your plumber should still get back to you in a timely manner.

Guaranteed work

Ask what kind of guarantee the company will offer, and get it in writing, whether this is a physical copy, an email, or publicly available on the company website.

Guarantees should cover a few basic things:

- Materials used
- Workmanship
- Your satisfaction

This gives you something to hold your plumber to before putting through the final payment. Take a closer look at these details.

Ready to make the call?

About iPlumber

iPlumber was established in 2009 by Certified Plumber and Gas Fitter Jamin Saes. The company has grown from a solo operation to a team of five based in Hamilton, specialising in renovations and maintenance. The iPlumber team understands the importance of quality workmanship and qualified tradespeople, and guarantees every plumbing and gas fitting job they do.

Thanks very much for the work you've done on our property - it looks really good and our tenant is delighted. Many thanks for your responsive, helpful service. I will happily seek your services out again when we need them and recommend you to others.

- Justine Winter

Work completed: Fix mains leak between retaining wall and house, and replace all galvanised pipe under old villa. Prompt communication, completed on time and on budget, good quality workmanship and problem solved issues, tradesman onsite were polite and thoroughly checked everything was back to working order before leaving site.

- Nicole Carson

At 9pm on a Saturday night, when your partner has hit a main pipe with a motorbike accidentally and there is no water coming through anymore, you don't expect a plumber to turn up an hour later, fix it like a boss and then on his way. I was more than thrilled with iplumber and the service I received. Matt was very experienced, took no time at all to replace broken parts and get it all sorted and have running water again with a house full of visitors. Would use them again for any plumbing needs in the future and highly recommend.

- Raylene Cowie

Contact iPlumber today

 07 839 7586  info@iplumber.co.nz  iplumber.co.nz

