



water is precious — we care



QUALIFIED LICENSED PLUMBING

At Smith Brothers Plumbing we have the very best in qualified plumbers. We invest in our plumbers, ensuring that they develop and maintain the highest standards of qualifications and experience. We have an extensive ongoing training program including the latest in new products, methods and environmentally sustainable solutions.

We guarantee our workmanship providing our clients with peace of mind. You might consider using a handyman service but beware, plumbing is a licensed trade. Ask to see a license; there are serious implications of having unlicensed plumbing works done.

REPAIRS

- Burst pipes, clogged drains, leak detection
- Water mains, sewer and stormwater
- Roofing, downpipes, drains, gutters, tanks
- Backflow prevention and testing
- Gas fitting, leaks & repairs

INSTALLATION, SERVICE & REPAIRS

- Water filters and hot water dispensers
- Bathroom renovations and extensions
- Installation – dishwashers, washing machines
- Tap ware and sanitary ware - supply, install & repair
- Taps and washers
- Boiling water dispenser units
- Water filtration systems
- Thermostatic mixing valves
- Installation of space heaters, ovens & gas hot water services

MAINTENANCE PROGRAMS

- Preventative Maintenance
- Comprehensive Maintenance
- Programmed Maintenance
- Shut-down Maintenance

WATER & ENERGY SAVING

- Water and energy saving assessments
- Eco-plumbing innovation, latest technology & methods
- Water-saving Solutions for home, business, schools
- Rainwater tanks – supply, installation & repairs

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WHY USE A LICENSED PLUMBER?

In South Australia, anyone who undertakes plumbing work is required to be registered and licensed. To be licensed, a plumber must have obtained the required qualifications, have extensive experience and hold a prescribed level of insurance.

Why is a compliance certificate important?

Compliance certificates are issued by licensed plumbers to certify that their plumbing work complies with all regulatory requirements. You should receive a compliance certificate for most plumbing work.

What is plumbing work?

Water supply

Installation, alteration or repair of any pipes, fittings, appliances or other items that directly or indirectly involve the supply of potable (i.e. drinking) water.

Gas fitting

Installation, alteration or repair of any pipes, appliances, flues, fittings, apparatus control or other items involved in the supply or use of gas.

Sanitary

Installation, alteration or repair of any drains, fittings, pipes, fixtures, appliances or other items involved in the collection, conveyance, disposal or treatment of sewage, trade waste or greywater.

Roofing

Installation, alteration or repair of any roof gutters, flashings, piping, sheeting, roof covering or other above ground items involved in the collection, conveyance, disposal, treatment or reuse of storm water.

Draining

Installation, alteration or repair of any drains, pipes, fittings, appliances or other items involved in the collection, conveyance, disposal or reuse of storm water or sewage that is underground.

Mechanical services

Installation, alteration or repair of any valves, regulators, registers, pipes, ducts, flues, tanks, heating and cooling lines or surfaces, boilers, burners, solid fuel heaters, coils or other items involved in heating, cooling or ventilating your building by mechanical means.

Fire Protection

Installation and maintenance of automatic fire sprinkler systems that are designed to automatically operate in case of fire. It also includes the works associated with the installation and maintenance of fire hydrants and fire hose reels.



Always ensure you use a
licensed plumber.



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ENVIRONMENTAL PLUMBING

As licensed EcoSmart plumbers, we are trained in water audits and in the design and installation of environmentally sustainable plumbing solutions in and around your home or business.

We encourage and advise on efficient technology and products. We can help you save water and money. Ask us about a comprehensive audit on your business or home.

We are committing to help protect our environment by promoting and installing environmentally sustainable plumbing systems and products.

These include:

- Solar hot water systems
- Recycled gray water solutions
- Stormwater harvesting
- Rainwater collection systems
- Environmentally friendly pipe products – HDPE, PPP
- Waterless Urinals
- Water efficient fixtures
- Flow restrictive tap ware
- Dual flush toilets
- Recycled imported materials for backfilling trenches
- Water saving devices

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CUSTOMER SERVICE

ALL SUBURBS

Smith Brothers Plumbing has a fully mobile fleet of radio controlled vans to service Adelaide and surrounding areas including the Barossa Valley, 24 hours for every day of the year.

SAME DAY SERVICE

Smith Brothers Plumbing operates over 25 radio controlled service vehicles covering the metro area.

Each vehicle is stocked with a comprehensive range of tools, equipment, materials and parts. This means we can generally diagnose and fix the problem on the first visit without having to return again.

We aim to save you money and complete the job in minimum time for your convenience.

FREE QUOTES

Whether your Hot Water Service needs replacing; you need repairs urgently; are considering renovation your bathroom or want to be more water & energy efficient, we will offer free quotes, either over the phone or at your property. Written quotes are good for one month.

GUARANTEED APPOINTMENTS

We know that you are busy and do not want to waste a day waiting for a tradesperson to arrive. We will attend within a designated timeframe that suits you. If you need us to phone you an hour before we arrive, we will do that.

Whatever will make it easier for you, we will endeavour to do. We will also give you a courtesy call to confirm the arrival time of our plumber.

PERSONALISED SERVICE

We know that you would prefer for the same plumber to attend your property each time. It makes sense; they have an understanding of your particular plumbing issues. Wherever possible, we will schedule for the same plumber to attend.

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AFTER HOURS & EMERGENCY SERVICE 24/7

AFTER HOURS SERVICE - 24/7 ON-CALL PLUMBERS

Whether it be night or day, including Christmas day, we offer genuine 24 hour service with on-call plumbers available at all times for Adelaide & surrounding areas and in our new regional area of Barossa.

You will never get an answering machine; our phones are staffed 24 hours a day so you will always talk to a real person.

Blocked drains | Burst pipes | Leaking toilets, taps, pipes or roof | Hot water heater repairs and replacement | After hours service evening or weekend

24 HOUR EMERGENCY SERVICE WITHIN THE HOUR

Peace of mind whether you are a home-owner or managing a commercial, retail or industrial facility.

In an emergency, we guarantee that we will attend within the hour. Your call will be answered by an on-call qualified plumber who will be able to advise you of what to do until the plumber is on-site.

REBATES

South Australian Water (SA Water) Rebate Scheme
Includes water efficient shower heads, flow restrictors installed by a registered plumber, tap timers, mulch, washing machines, water audits. www.sawater.com.au

Rainwater Tank Rebates
Rebates to plumb new or existing rainwater tanks into existing homes.

South Australian Government Solar Hot Water Rebate
For the purchase of gas related solar hot water systems replacing and retrofitting current hot water systems.

Australia-wide Solar Hot Water Rebate Program which offers up to \$1000 rebate for eligible installations.

Some local councils and water providers offer rebates and incentive schemes specifically for their customers.



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CARE FOR YOU—OUR GUARANTEE

DISCOUNTS - SENIOR CITIZEN, VETERAN AFFAIRS, VIP CUSTOMERS

Smith Brothers Plumbing has offered discounts to our valued customers since we started business over 25 years ago. VIP customers are issued with a card entitling you to preferential service and discounts.

CUSTOMER SATISFACTION

We don't assume we know what our customers want, we ask them. We contact our customers and request them to complete a feedback questionnaire on our service. These responses play an important part in our business. Would you like to hear what our customers say?

CARE FOR YOUR PROPERTY, CARE FOR THE ENVIRONMENT

We respect your property and contents and do everything to ensure that your premises are left clean and tidy.

For your convenience, we will take away your replaced Hot Water Service, tap ware and packaging. We take responsibility to recycle wherever possible rather than landfill.

OUR GUARANTEE

If you are not satisfied for whatever reason, we will return and redo the repair without charge.

- *Australia is the driest inhabited continent on earth*
- *Australians are one of the world's largest per capita consumers of water*
- *Australians use on average more than 1 million litres of water per year.*

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