



Your 5 Star Commercial Plumbers



13000-5-STAR



**WE AIM TO DO IT
BY ALWAYS PROVIDING
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 - came together at a previous place of business and realised by combining their passion for teamwork, customer service and business operations they could become the best domestic plumbing maintenance company in Perth, and perhaps even the biggest.

Plumbing Bros. was born, and in just over two years, we have grown from three eager young men to more than 20 hardworking, passionate and reliable team members. Proof is in the pudding for us and based on the amount of 5-star Google reviews, Facebook and other review-based portals, we are living up to our mantra.

We think of ourselves as disruptors in the trades and services industry. In an category filled with specific trade-based workmanship ability, we identified a lack of business nous. Seeing this gap, we created a system-based, process driven business. Now with the success of our business model in WA, founder James Riddle has set about expanding Plumbing Bros. Australia wide.



A DIFFERENT PLUMBING COMPANY

We want to abolish the often-negative stigma attached to plumbing companies and trade businesses in general. Plumbing is plumbing; when you employ a plumber, there is an expectation they know what to do and how to fix the plumbing issue. We believe simply being 'great' plumbers is not a strategy, it is an expectation. The expectations are high, yet the overall perception of plumbers can be quite negative.

We have a fantastic culture within of likeminded individuals, all striving to deliver a great customer experience with a genuine care factor.

We do all the little things right due to this care factor, which then enables us to provide real value. We're more interested to know what you want in a plumbing contractor, and tailor a complete service offering around those factors. Ones which simply makes conducting business with Plumbing Bros, easy.



WE ARE ALL ABOUT 5 STAR SERVICE

We always strive to deliver the best and most consistent service to all our customers. From the way we answer the phone and how we present ourselves, to the follow-up and systems behind our service.



AUTOMATED SYSTEMS AND PROCESSES

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



A CULTURE OF CARING

We are professional in everything we do, and we really do sweat the small stuff. Every time!



ON-TIME PROMISE

Reliability is paramount. We will be on site within a specified two hour window, ready to go. If we are late, you receive a \$25 voucher for every 25 minutes.



LIFETIME WARRANTY

We stand behind every job. If there is a problem with our workmanship, we will make good. For the lifetime of the job. Plus all standard manufacturers warranties apply.



24/7 EMERGENCY

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
- ★ No call-out fee
- ★ Free quotes
- ★ Same day service
- ★ All job requests are replied to with booking times or confirmation of receipt
- ★ We do our own leak detection and repair
- ★ We have state of the art cameras so accurate reports can be generated about services that are not visible underground
- ★ We call for approval before completing any works greater than the sum allowed in the job request
- ★ Highly detailed invoice reports emailed within 72 hours of job completion
- ★ 24-hour service
- ★ Industry leaders in kitchen and bathroom renovations
- ★ 6-month interest free payment options available
- ★ On-time guarantee

AND HERE'S WHAT WE DO...

- Scheduled & Preventative Maintenance & Repair
- 24/7 Emergency Assistance
- Automated Equipment & Asset Register Planning & Implementation
- Water & Waste Pump Systems
- Backflow Prevention
- Commercial Tapware & Sanitaryware
- High Pressure Jetting & Camera Inspections
- Grease Arrestor Installation & Servicing

Plus much more...

All Performed with a Safety First Approach



We are passionate market leaders in satisfying our customers' needs for plumbing solutions by delivering only quality products and services, along with value for money pricing and every day superior customer Service.

James Riddle CEO

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



**AT YOUR
SERVICE
ACROSS
THE
COUNTRY**

★ PERTH

BRISBANE ★

SYDNEY ★

MELBOURNE ★



Plumbing Bros Proudly supports the work of





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