

**877-262-4522**

**EMERGENCY**

**PLUMBING**

**HEATING**

**ELECTRICAL**

**REMODELS**

**PUMPS**

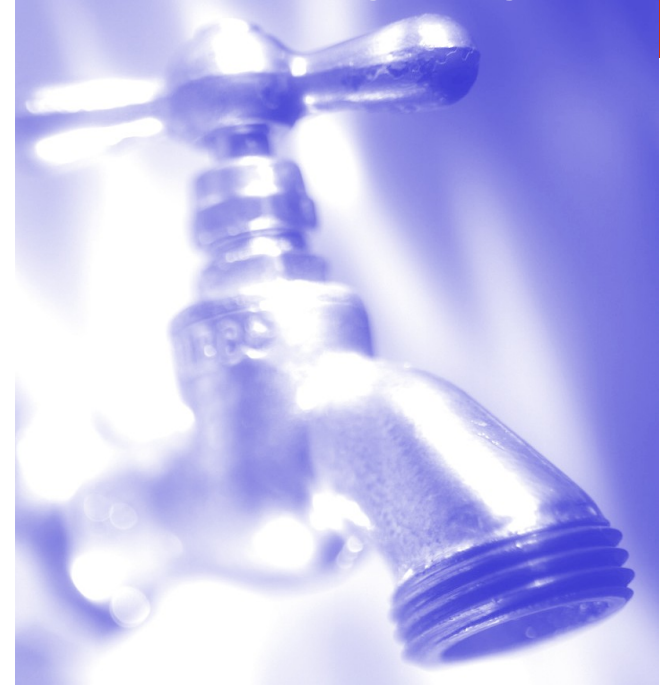
**WELLS**



2431 101st Avenue NE  
Lake Stevens, WA 98258  
Toll 877-262-4522  
Fax 425-374-2123  
[www.plumbstar.com](http://www.plumbstar.com)



**PLUMBSTAR**



**FACTS ABOUT  
SERVICE CALLS**

**GENERAL CONTRACTOR  
PLUMBI\*957KS**

**ELECTRICAL CONTRACTOR  
PLUMBI\*9572S**

# What Do You Get For Your Service Call?

## OUR PROMISE

At **PlumbStar** we strive to bring the highest quality products and outstanding customer service to all our customers. We promise:

- ◆ to **protect your home** whenever we do work on it by using shoe covers, task mats, paper and plastic when needed,
- ◆ to sit down with you and **answer all your questions**,
- ◆ to provide several real **solutions** to each problem, and
- ◆ to help you decide which one is best for your situation.



**Keep Your Home Healthy!**

Call today and ask about our **Preferred Customer Program.**

## OUR TECHNICIANS

When a **PlumbStar Technician** is dispatched to your home there are many costs incurred by the time he arrives at your door, including:

- 1) Technicians are dispatched by **cell phone**.
- 2) Technicians drive fully stocked cube vans with many **specialized tools and parts** so that they are prepared to fix almost any problem.
- 3) Our office has **phones, faxes and computers** to ensure that we can communicate, schedule and keep accurate records of your jobs and payments.
- 4) We maintain **licensing, insurance and bonds** to protect you as a consumer.
- 5) Our technicians receive **ongoing training** to keep up with industry trends.
- 6) Our **vehicles are maintained and insured** so that we will be able to respond to your call immediately.
- 7) We provide you with **brochures and literature** on fixtures and faucets. In a sense we can bring a paper showroom to your house.
- 8) We have printed **contracts, business cards**, and other materials so that our contact information is convenient to locate and you can have written information about the work we propose.
- 9) We offer preventative maintenance service with our **Preferred Customer Program**.
- 10) Once your work is scheduled we block out the time required to complete your project. **You become our top priority.**

## OUR SERVICE

Every dollar earned by a **PlumbStar Service Call** must be divided up to pay:

- ◆ Licensing
- ◆ Bond
- ◆ Insurance
- ◆ Taxes
- ◆ Rent
- ◆ Utilities
- ◆ Payroll
- ◆ Trucks
- ◆ Vehicle Maintenance
- ◆ Technicians
- ◆ Dispatchers
- ◆ Employee Training
- ◆ Continuing Education
- ◆ Uniforms
- ◆ Specialized Tools
- ◆ Parts Inventory
- ◆ Marketing Materials
- ◆ Advertising
- ◆ Business Cards
- ◆ Contracts
- ◆ Computers
- ◆ Email
- ◆ Website
- ◆ Cell Phones
- ◆ Fax Machine
- ◆ Office Supplies
- ◆ Office Furniture
- ◆ Profit

