

Now also ElectricStar

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PlumbStar Report

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Fall 2009

PLUMBSTAR TEAMS UP WITH JAVCO

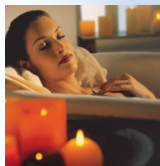


We are excited to announce a new development for PlumbStar. We have recently become affiliated with **JAVCO Remodeling and Restoration**. JAVCO specializes in residential remodels, home improvement and restoration work. Now all of your home's needs can be taken care of by one family - quite literally! Tim Carr, owner of PlumbStar, joined up with his brother Matt Carr, in the purchase of JAVCO. Being raised with the same high standards of integrity, Matt and Tim bring quality workmanship to their job everyday. Teaming up with JAVCO has allowed PlumbStar customers a whole home remodel solution. You can now place your entire project in the capable hands of the Carrs.



and JAVCO remodeling experts will be right there to install flooring, cabinets, tile, trim, whatever your project entails. For more incentive check out our coupons on the following page.

SERVICE HIGHLIGHTS



Want a warm floor when you get out of the bath? Let us give you a quote on **radiant floor heating**. We can offer you multiple solutions to the problem of cold floors! Together with our sister company JAVCO we can complete your whole project. A licensed PlumbStar technician can install your radiant floor heating

and JAVCO remodeling experts will be right there to install flooring, cabinets, tile, trim, whatever your project entails. For more incentive check out our coupons on the following page.

INDUSTRY TRENDS

High efficiency low flow toilets were all the rage in 2008. Now It's time to say hello to **Ultra High Efficiency Toilets**. Compared to the high efficiency toilet standard of **1.6 gallons** per flush, ultra high efficiency toilets do the same job with **1.2 gallons**. A further step up from that are **dual flush toilets** which give you the choice of 2 flushes depending on the job. You can choose Flush #1 for number 1 and Flush #2 for number 2. Supplying over 50 toilets that meet these ratings is **American Standard**, a quality brand that we have been installing for years.



Do you like the taste of fresh, pure water but hate the environmental hazard and cost of bottled water? Have us install your own **water filtration system** and watch your initial investment come back to you exponentially in what you'll save on store bought water. We offer excellent water purification systems which **remove**

99% of all contaminants potentially found in your water. The system will last you for years, provide purer water than what you can buy, and all the while reducing your carbon footprint.

TIPS & TRICKS

With Fall already here it's time to start thinking about winterization. Remember the record lows of last year? Don't get stuck with frozen pipes again. Protect your plumbing against the elements by insulating your pipes. If you holiday for a stretch of time, make sure to drain and flush your water heater.



Does your dishwasher leave residue on your glasses? Your dishwasher might not be getting hot water soon enough. To fix this problem we recommend installing a hot water recirculation line in your kitchen. Your dishwasher will receive hot water within seconds of start up, improving its ability to clean your dishes.

As we approach heating season remember to check your furnace air filter. One of the biggest causes of furnace malfunction is clogged air filters. This small effort on your part can protect your heating system investment. We ALL forget to change our air filters! Consider this your friendly reminder.

CUSTOMER #284

(The following is a real illustration of the dedication we at PlumbStar have to customer satisfaction.)

Most jobs go off without a hitch. Occasionally we run into problems difficult to solve. In the story of Customer #284 we did a complete water repipe including a hot water recirculation line and pump. The customer enjoyed extremely hot showers but after the installation was complete, the water wouldn't get as hot as they liked. Occasionally it would fluctuate. Because of our dedication we made 6 trips and had countless phone conversations trying to determine why the water temperature fluctuated.

We discovered that the recirculation pump worked too well! It lowered the water pressure on the hot water line and the pressure balancing shower valve was allowing too much cold water to mix with the hot. After diagnosing the problem we reduced the inlet to the recirculation pump thereby equalizing the pressure at the shower valve.

Although our initial bid was higher than a competing contractor, the customer still chose to use us for the following reasons:

1. We listened to the customer's specific wants and incorporated those into our proposal. The other contractor "listened" to the customer for over an hour but still didn't propose a desirable solution.
2. When faced with a difficult problem to solve we did not disappear, but answered our phone and followed the problems through to solution.
3. During the project the customer was never without water and we spent numerous efforts to protect the customers flooring and other possessions from construction debris.

Customer #284 was extremely happy in the end and has since given us many referrals. We exceeded their expectations and look forward to exceeding yours.

"JAVCO is dedicated to meeting the needs of clients who suffer from **EMERGENCY LOSS** due to damage from **WATER, SEWER, FIRE, SMOKE, & STORM.**"

Tim Carr
President

1-866-500-4141

**DID YOU KNOW...
...THAT WE OFFER**

RESTORATION

- ✓ **Finish Carpentry & Cabinetwork**
- ✓ **Flooring Replacement & Repair**
- ✓ **Drywall Repair & Installation**
- ✓ **Electrical Upgrades**

MITIGATION

- ✓ **Water Extraction & Dry Out**
- ✓ **Sewage Containment & Remediation**
- ✓ **Storm Damage Repair**
- ✓ **Fire & Smoke Cleaning**

EMERGENCY SERVICES

- ✓ **Crisis Response**
- ✓ **Security Board Up**
- ✓ **Source Determination**
- ✓ **Demolition & Debris Removal**

REMODELING

- ✓ **Drywall, Texture & Paint**
- ✓ **Home Additions & Structural Repairs**
- ✓ **Plumbing & Heating Systems**
- ✓ **Tile, Laminate & Hardwood Installation**

YARDSCAPING

- ✓ **Decks & Porches**
- ✓ **Fences & Gates**
- ✓ **Sidewalks & Pavers**

STEEL BUILDINGS

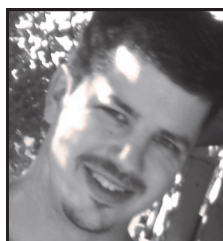
- ✓ **Custom-Engineered**
- ✓ **Lifetime Engineering Warranty**
- ✓ **Fraction of the Cost of Wood Structures**
- ✓ **Clean, Green, Strong & Low-Maintenance**

REAL ESTATE PREP

- ✓ **Pit Stop Property Preps**
- ✓ **Post Inspection Estimates & Repairs**
- ✓ **Defined Time of Completion**
- ✓ **Minimal Vacancy Time**



MATT CARR
GENERAL MANAGER



TIM CARR
PRESIDENT



ERIC GAGON
OPERATIONS MANAGER

10% OFF

UP TO
\$1000 PROJECT



YOUR NEXT PROJECT

Expires 11/30/09

Not to be combined with other offers.

FREE FAUCET

\$250 VALUE
NOT INCLUDING LABOR



WITH KITCHEN REMODEL

Expires 11/30/09

Not to be combined with other offers.

FREE TOILET

DOES NOT
INCLUDE LABOR



WITH BATHROOM REMODEL

Expires 11/30/09

Not to be combined with other offers.

FREE HARDWARE

DOES NOT
INCLUDE LABOR



WITH FENCE INSTALL

Expires 11/30/09

Not to be combined with other offers.

FREE THERMOSTAT

DOES NOT
INCLUDE LABOR



WITH FLOOR HEAT INSTALL

Expires 11/30/09

Not to be combined with other offers.

FREE TILE BACKER

DOES NOT
INCLUDE LABOR



WITH TILE PROJECT

Expires 11/30/09

Not to be combined with other offers.

\$150 OFF



TANKLESS WATER HEATER

Expires 11/30/09

Not to be combined with other offers.

\$50 OFF



WATER HEATER

Expires 11/30/09

Not to be combined with other offers.

\$35 OFF



SERVICE CALL

Expires 11/30/09

Not to be combined with other offers.

\$500 OFF



HEAT PUMP

Expires 11/30/09

Not to be combined with other offers.

BUY 1 GET 1

\$189.50 VALUE



ANNUAL SERVICE AGREEMENT

Expires 11/30/09

Not to be combined with other offers.

\$500 OFF



STANDBY GENERATOR

Expires 11/30/09

Not to be combined with other offers.

FREE BREAKERS

NOT INCLUDING GFI
OR AFCI BREAKERS



ON PANEL UPGRADE

Expires 11/30/09

Not to be combined with other offers.

\$19.95 SET

BRAIDED STAINLESS
FLOOD SAFE



WASHER HOSES

Expires 11/30/09

Not to be combined with other offers.

NO SALES TAX

UP TO A
\$1550 INVOICE



ON YOUR NEXT INVOICE

Expires 11/30/09

Not to be combined with other offers.