

Choosing Your Next Plumber: 7 Important Questions To Ask

Plumbing Maintenance by Professional Plumber

Due to the sheer volume of plumbing companies in Sydney, choosing a trustworthy plumber is a difficult task. It can be even more challenging if you're not sure what to look for. To make the process easier, we've compiled a list of seven questions you should ask before you hire your next plumber.

1. Do you have a license?

We have this questions listed first because it is one of the most important questions you should ask any potential contractor. If they don't have a license, move on. A license shows the plumbing company has passed government testing. A license also proves they are aware of the latest building codes. A license doesn't guarantee perfection, but it is a sign of a professional plumbing company.

2. Can you provide proof of insurance?

Make sure the plumbing company you hire carries the appropriate insurance. If they do not carry liability insurance and something causes damage to your property or your neighbours' while they are working on your plumbing, you could be held financially responsible.

3. How are your prices calculated?

Some plumbing companies offer flat-rate pricing on a per job basis while others charge parts and an hourly labour charge. Understanding how the price is being calculated will allow you to more easily compare other estimates you receive. Price is important, but also remember that the cheapest estimate is not always the best.

4. Will you provide a detailed, written estimate?

Ask for a written estimate that itemizes or breaks down what is included in the price. This will eliminate the chance of being surprised by a much larger bill upon the completion of the plumbing project. If you are unsure of whether something is included in the estimate, make sure you ask the plumber, don't just assume.

5. Can you give me a list of references I can contact?

Approach it like you are interviewing someone for a job; you want to know their job history from previous employers. Ask for a few past customers that you can contact as references. In addition, it is a good idea to check online review communities, the Better Business Bureau and the plumbing company's social media sites to give you a better feel for the contractor.

6. What are your emergency plumbing rates?

Will the plumbing company be available in the middle of the night when you have a plumbing emergency? What is the additional charge? By getting this information upfront, you will save yourself the hassle and stress of an emergency plumbing situation down the road.

7. Do you offer guarantees and warranties on your plumbing services?

Reputable plumbers offer guarantees and warranties on the parts and labour they provide. Remember, though, that a guarantee is only as good as the plumbing company that stands behind it. Therefore, it is important to make sure the company also answers the other six questions favourably.

Make your search easier; use these seven questions the next time you are looking for a trustworthy, reliable plumbing company.

Service Heroes is Sydney's premier plumbing company. Schedule a free estimate with us for your next plumbing project.