



INSTALLATION*MAINTENANCE*REPAIRS

CELL: 082 8964381
TEL: (023) 2310281
FAX: (023) 2311844

P O BOX 29
WOLSELEY 6830
E-MAIL: aquality@telkomsa.net

Introduction and Explanation of Insurance Claims Procedures for Burst Pipes and Geysers.

Dear Client,

Please set aside some time to read this letter while our plumbers are busy with the work that you or your insurance company instructed us to perform.

We are Aquality Plumbing Works – Wolseley.

We have been trading for 11yrs and are the accredited service provider of most of the insurance company's in South Africa, incl. yours. We are a registered plumbing company that is also a member of IOPSA and are also BEE compliant (level 4 rating).

You or your insurance company has instructed us to perform the following work, _____

_____ at the abovementioned address and may constitute a claim which forms part of your comprehensive cover as set out in your policy.

All repairs are carried out to their specifications and replacement items are replaced with their specified products and are all SABS approved.

If your insurance company has not paid our account within 30days, you are responsible for the settlement of the account within the same period. The onus is on you to follow up the progress of the payment. Interest will be charged on any overdue account.

Replacement items

In the case of a geyser replacement, the following will be replaced if necessary: new geyser, new drip tray (if required), new pressure control valve incl. two vacuum breakers, if required a max of 1m of pipe on the inlet and outlet of the geyser, plus two or three overflow pipes, depending on the type of geyser and if practically possible, these pipes are to protrude to the outside of the building, to a visible

position as required by law.

Please inform our technicians were you would prefer the geyser and these pipes to be, or they will use there own discretion which will not be altered once they are finished.

All installations are performed in strict adherence to the SABS 10254 Code of practice.

All material installed by us carry a standard warranty that varies between 1 and 6 years and this is upheld by the manufacturers of these products, these booklets, if available, containing their contact details and warrantees explanations, will be handed over to you by our technicians.

Please bear in mind that we don't accept any responsibility arising from any failure of these products, but if any problem arises due to faulty workmanship on our part we offer a three month guarantee i.r.o. the work carried out.

We will also gladly assist you in facilitating any warranty claims as we are also the service agents for most of the replacement parts and will appreciate any feedback pertaining to the original work performed.

Some problems experienced from time to time that do not form part of our guarantee, but with which we will gladly assist you if we can, are:

Circuit breaker tripping – possible lower Amp rating than geyser

Insufficient hot water pressure – blockage in water line

Safety valve discharging hot water or steam – possible faulty thermostat or control valve

Pressure control valve leaking excessively (more than 20 lt /day) – faulty or dirty

Noises like pipe hammering or vibrations - loose piping or worn taps or ball valves

Insufficient hot water / not hot enough

Existing/old pipes leaking – corrosion or wear and tear

Discoloured hot water – geyser lining separation

New geyser leaking

Earth leakage breaker tripping – faulty geyser electrics or house hold wiring.

All unbalanced geyser installations are deemed non-compliant but can be rectified at an additional cost to you if practically possible. We would be glad to supply you with a quote, just request it from our technician.

We, as service providers, are requested to replace like with like, or as close as possible, which is also applicable to type and pressure rating.

We can however do an upgrade at your request and with your insurer's permission, but you are requested to sign a waiver form, to exempt us from any problems that

might occur due to the upgrade.

We can also move the geyser (excl the electrical connection) to a new position, but it has to be practically possible, allowed by the insurer and municipal bylaws and the additional costs if not covered by your insurer, are for your account and payable on completion. If the condition of the wall is degraded and causes the wall hung geyser to become dislodged, we cannot be held responsible for any damages incurred.

Warranty claim/call-out procedure

If you experience a valid warranty claim in terms of faulty workmanship, we will attend to your problem ASAP and the repairs will be free of charge.

If however, the warranty claim does not fall within our guarantee or that of the manufacturers, you will be liable for a nominal call-out fee of R 195.00 (excl transport or VAT) during normal working hours and R295.00 (excl transport or VAT) after hours.

Electrical Compliance

Our plumbers are allowed to disconnect and re-connect the power supply to the geyser, as long as there are no visible signs of:

damage to the cable,
Electrical non-compliance
Below standard wiring
A dangerous installation.

He may not extend, replace or move any electrical equipment at any time; this may only be done by a registered and qualified electrician. The cost of which should be queried with your insurer.

By law all geysers are to be fitted with an isolator switch that is within 1m of the geyser, this is needed to obtain an Electrical Certificate of Compliance which is necessary for the sale of a building and forms part of the Occupational Health and Safety Act, 1993.

The owner is held responsible for failure to comply with this act. We are not responsible for the installation of this isolator, as we are only replacing the geyser and its components as allowed by law.

Please do not hesitate to ask our technician if your installation complies with the necessary laws and bylaws.

If there are any further queries pertaining to our services, please contact us directly on any of our abovementioned contact numbers.

Listed below is the name of our technician his signature and the installation date and job card nr. This information is critical for any correspondence regarding after sales service, please place this letter, warranty booklets and receipt in safe keeping as this will assist us with any further problems.

Kindly sign this form so that we know that you have read and understand the content of this explanatory letter

Date: _____ O/n: _____ Claim No: _____

Insurance Company: _____

Client : _____

Address : _____

_____ Tel : _____

Cell: _____ Excess : _____

I, _____ the undersigned, acknowledge that I have read and understand the procedures and warranties as set out in the supplied letter and am duly authorised to sign this waiver.

Additional comments or addendums:

Date: _____ I.D.Nr: _____

Signature: _____



INSTALLATION*MAINTENANCE*REPAIRS

CELL: 082 8964381
TEL: (023) 2310281
FAX: (023) 2311844

P O BOX 29
WOLSELEY 6830
E-MAIL: aquality@telkomsa.net

Work carried out:

Technicians Name: _____ Job card: _____

Technicians Signature: _____ Date: _____

**If you are unhappy about anything related to our work,
please do not hesitate to contact us.**