

What is our PlumbCare Program?

Our PlumbCare Program is a proactive plumbing maintenance service designed to help homeowners avoid unexpected and costly plumbing emergencies.

How It Works:

- 1. Free Plumbing Inspection Report** – Every job includes a complimentary, no obligation inspection to identify any potential plumbing issues. You're provided with a digital report of the findings and a quote to rectify any issues.
- 2. Reminders for Periodic Maintenance** – If any plumbing items require ongoing care, our team provides timely reminders—no spam, just helpful updates.
- 3. Exclusive Discounts** – Customers who rebook their service calls for these items receive a discount as a reward for proactive maintenance.

The program ensures that your plumbing stays in great shape, reducing stress, saving money, and offering peace of mind. Plus, it's a great way to thank loyal customers for staying ahead of potential plumbing problems.

Kitchen		NOTES	
Taps/mixer tap	PASS		Kitchen all ok
Sink	PASS		
Valves	PASS		
Water connections	PASS		
Drain/waste	PASS		
Dishwasher hoses	PASS		
Water Filter	N/A		
Fridge connection	N/A		
Insinkerator	N/A		
Other	N/A		

Laundry		NOTES	
Taps/mixer tap	FAIL		Laundry swivel outlet is leaking and requires replacing
Trough	PASS		
Valves	N/A		
Water connections	N/A		
Drain/waste	PASS		
WM stops/taps	PASS		
Other	N/A		

These items require regular maintenance and are included in our PlumbCare Program



Tempering Valve

This valve is located on your hot water service. A tempering valve blends hot and cold water to deliver safe, controlled water temperatures (usually 50°C for domestic use). It prevents scalding and ensures compliance with Australian plumbing standards.

What happens when it fails:

If a tempering valve malfunctions, water temperature can fluctuate, leading to scalding risks or water that's too cold. In some cases, blockages within the valve can restrict water flow.

How to prevent failure

Regular maintenance and replacement every 5 years as recommended by the manufacturer, helps ensure the valve operates correctly. Signs of failure include inconsistent temperatures and reduced flow.



Pressure Reducing Valve (Pressure Limiting Valve)

This valve, usually located at your water meter, regulates high water pressure entering a home to a safe level, typically around 500kPa. It protects plumbing fixtures, pipes, and appliances from excessive pressure.

What happens when it fails

A faulty valve can lead to high water pressure, which may cause burst pipes, leaking taps, and damage to appliances like dishwashers and washing machines.

How to prevent failure

Have the valve inspected periodically and replaced every five years as recommended by the manufacturer. Please note: Some appliance and tapware warranties may be void unless a PRV is installed and within its warranty period. An out-of-warranty PRV could also impact coverage.



Pressure Temperature Relief (PTR) Valve

A PTR valve is a safety device on hot water systems that is designed to relieve the increase in pressure caused by water expansion during the heating cycle. A small amount of water coming from this valve is normal.

What happens when it fails

If the valve is stuck shut, pressure can build up inside the tank, increasing the risk of a dangerous rupture. If it leaks continuously, it can lead to water wastage and increased energy costs.

How to prevent failure

Test the valve every 6 months by lifting the lever to ensure it releases water. Replace it every 5 years as per manufacturers recommendations or sooner if it drips excessively.



Flexi Connector

You may find these hoses next to your toilet, under sinks or basins. Flexible braided hoses that connect taps, toilets, and appliances to water supply lines. They allow easy installation and movement.

What happens when they fail

Over time, flexi hoses can corrode or split, leading to sudden bursts and flooding, often causing significant water damage. Don't believe us - check out Google for some horror stories!

How to prevent failure

Check flexi hoses regularly for rust, bulging, or fraying and replace them every five years.



Hot Water Service

Hot water systems provide heated water in our homes and businesses. They are definitely the unsung heroes of our homes and are often out of sight, out of mind! They come in gas, electric, solar, and heat pump models.

What happens when they fail

A faulty unit may result in no hot water, leaks, inconsistent temperatures, or strange noises. Severe failures can lead to high energy bills or complete and very inconvenient breakdowns.

How to prevent failure

Have the system serviced every five years by a licensed plumber to give you hot water for years to come.



Periodic Drain Clean

Routine drain cleaning removes blockages, grease, and debris buildup to keep wastewater around your home flowing smoothly.

What happens when it's neglected

Drains can become slow or completely blocked, leading to foul odours, wastewater backup, potential pipe damage and the dreaded code brown!

How to prevent failure

Schedule professional drain cleaning every 12 months, or more frequently if your drains are prone to blockages and have recurrent root infestations. Avoid flushing non-degradable items, and never ever flush 'flushable' wipes.

For Fast, Friendly and Reliable plumbers - call us today

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