

Water Treatment Install

At Tim Beil Plumbing, we provide high quality service along with high quality products. It is important for you, our customer, to understand what is involved in our water treatment install and why. Below is a list of what our technician will be doing for you on the day of the install besides just putting in the equipment.

Bypass/Shutoff Valve

We will install a bypass/shutoff valve right at the softener. This is done for several reasons. If there would ever be a reason to need untreated water, you could go to the softener and just turn the handle to bypass. This also would allow you to get water to the home if there was ever a need to service the softener. Also, if there was a plumbing emergency, like a leak, you could just turn the same handle to shut the water off to your home and stop the leak.

Drain Line (with proper air gap)

The water softener has a drain line run from it to a drain in order to discharge whatever hardness/iron/etc. it has collected. It is important for this drain line to have a proper air gap as part of this install. If for some unforeseen reason your waste line was to backup, there needs to be an air gap so that the waste couldn't siphon back into your softener. This could ruin your equipment and contaminate your water supply. This is the right thing and the safe thing to do.

Warranty *

Kinetico provides the best warranties available on their systems. These warranties are not only defect warranties, but performance warranties as well. Tim Beil Plumbing always matches Kinetico's warranty with a matching labor warranty. If for any reason your equipment is not working properly within the warranty period, the unit is under warranty, parts and labor!!

Note - Certain pieces of equipment use media or filters to continue working. These items are not under warranty. These items are Salt for a Water Softener, Calcite for a Neutralizer and Filters for an R.O.

Salt

Your unit comes filled with salt (about 250lbs.) We use, and recommend using, pellet salt (usually in a yellow bag.) We find this salt to be a little cleaner and more refined than solar salt.

A Courtesy Visual Inspection **

It is common for water softeners that meter water unable to detect water that runs at a very slow rate (like from a leak). So our technician will do an inspection of your toilets, faucets and other plumbing fixtures to be sure there aren't any slow, hard to detect leaks.

Cleanliness

With our install, or any of our plumbing work, it is important to us that we not only do the work we're scheduled to do, but to take care of your home at the same time. Our technicians will wear shoe covers, or lay drop cloths, or do whatever is necessary to protect your home from getting dirty due to us being there.

Follow Up

As part of our service, we always do a follow up in about three weeks from the day of the install. At that follow up, we will test your water just like we did on the day of the presentation, to be sure that everything is working properly and your water levels are where they should be.

Service

Just as important to us as the sale, is the service we provide afterward. If any of your equipment requires servicing, we will put you on our schedule to remind you when the proper time comes. We will provide that service to you with the same quality and effort as everything else we do. If there is ever an issue with your equipment, we will stand behind our warranties and take care of your problem.

* Work performed on "Non-Emergency" warranty claims will be performed during normal working hours only. If you, the customer, want the work performed after normal working hours, there will be a charge that will be given up front to perform that work. (Normal hours: 8 -> 4:30 : Mon -> Fri)

** This is a \$75.00 value and includes a 1 year service agreement. If you already have a service agreement, we'll extend your current agreement an additional year at no charge.

