



DATE 2019-01-09	TECHNICIAN Darren Mann	JOB/ORDER # 9096	REFERENCE TEXT Client reference
FIRST NAME Bonnie		LAST NAME James	
BILLING ADDRESS COMPANY / BILLING NAME 105 - 867 HAMILTON ST VANCOUVER, V6B6B7 BRITISH COLUMBIA, CANADA		SERVICE ADDRESS 105 - 867 HAMILTON ST VANCOUVER, V6B6B7 BRITISH COLUMBIA, CANADA	
PHONE 778-987-9507		EMAIL bonnie20@mts.net	

REASON FOR TODAY'S CALL:

I had contacted you a few months back about issues we were having with our shower. We had a contractor at the time and was trying to resolve it with them. We have since been unsatisfied with the finished job. We thought we would just live with it, but we fear it may get worse. The valve just doesn't seem right to us. The water flow is inconsistent. The temperature knob also seems to not be able to turn all the way. We prefer to have you look at it and pay out of our pocket rather than bring the contractor back. I was hoping you could have some time to come by and we could show you what we have been experiencing.

DESCRIPTION OF WORK PERFORMED:

Jan9: -I removed the shower valve trim plate and took pictures to send to Riobel, along with a description of what I believe to be causing the issue. -I will have to return on another day to repipe the ABS drainage under the lavatory sinks to allow proper access to the main water shut off valves. Jan25: I repiped the ABS drainage under the lavatory sinks and tested by filling and draining both sinks multiples times. Jan30: I replaced the shower valve integral shut off valves and installed the new thermostatic cartridge, tested and in good working order. I re-siliconed around the base of the toilet.

QTY.	CODE	DESCRIPTION	UNIT PRICE	PRICE
5		Discount Labour	\$99.00	\$495.00
1		Materials	\$30.00	\$30.00
			SUBTOTAL:	\$525.00
			GST (5%):	\$26.25
			TOTAL:	\$551.25

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www.yaletownplumbing.com/feedback [1]
 Fill in the required details from your invoice and tell us how we did.
Thank You!

WARRANTY: PARTS - SUBJECT TO MANUFACTURER'S WARRANTY

LABOUR - 1 YEAR ON NEW UNITS, 30 DAYS ON REPAIR, VOID AFTER 30 DAYS IF MAINTENANCE IS NOT DONE ON NEW UNITS, OR PAYMENT NOT MADE, ABSOLUTELY NO WARRANTY ON CUSTOMER SUPPLIED MATERIALS.

INTEREST AT THE LEGAL RATE IS CHARGED ON PAST DUE ACCOUNTS. ACKNOWLEDGEMENT IS HEREBY MADE THAT SERVICES LISTED ABOVE ARE SATISFACTORY COMPLETED AND THAT CHARGES AND MATERIALS LISTED HEREON ARE CORRECT. YALETOWN PLUMBING IS NOT RESPONSIBLE FOR BROKEN, SETTLED, RUSTED, DETERIORATION, OR LEAD PIPES, FIXTURES, CLEAN OUTS AND ANY OTHER DAMAGES RESULTING FROM CLEANING OR REPAIRING EXISTING FIXTURES OR PIPING.
TERMS: NET CASH THE AMOUNTS CONTAINED HEREIN ARE FOR LABOUR, MATERIALS AND TRUCK CHARGES. E. & O. E.

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 CUSTOMER SIGNATURE DATE