



DATE 2019-03-04	TECHNICIAN Darren Mann	JOB/ORDER # 9207	REFERENCE TEXT Client reference
FIRST NAME Avril		LAST NAME Brett	
BILLING ADDRESS COMPANY / BILLING NAME 189 KEEFER STREET VANCOUVER, V6A0C8 BRITISH COLUMBIA, CANADA		SERVICE ADDRESS #905 - 189 KEEFER STREET, BUZZER 9057 VANCOUVER, V6A0C8 BRITISH COLUMBIA, CANADA	
PHONE 7788285903		EMAIL avrilbrett@gmail.com	

**REASON FOR TODAY'S CALL:**

We have another bathroom smell/toilet issue in our condo bathrooms. We have recently found both of the toilets to have no water and a sewer smell filling the room. It has happened twice in the last week or so in the main bathroom and just today happened in the ensuite bathroom. All three times the water was completely gone from the toilet bowl when we discovered the smell. Could you advise me as to appropriate next steps? \*Kohler F-4441-AA

**DESCRIPTION OF WORK PERFORMED:**

I made a visit to the unit and could see no obvious explanation for why the water would be periodically evacuating from the bowl. I called Kohler(1800.456.4537) and spoke with their tech department. They suggested that the only causes they could think of would be a blockage down the drain line between the toilet and the buildings main drainage, or an issue with the main venting being congested. Avril has noticed no issues with the toilet flushing and has not experienced any clogs so I would suggest having the buildings mechanical contractor take a look at the venting from the roof.

QTY.	CODE	DESCRIPTION	UNIT PRICE	PRICE
1		Labour	\$109.00	\$109.00
			SUBTOTAL:	\$109.00
			GST (5%):	\$5.45
			TOTAL:	\$114.45

## Give us Feedback

Please visit our feedback page at:  
[www.yaletownplumbing.com/feedback](http://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.

2019-03-04

CUSTOMER SIGNATURE

DATE