



DATE 2017-11-30	TECHNICIAN Darren Mann	JOB/ORDER # 7974	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:**

Hi there, we live in a condo building (2.5 years old) and have been experiencing a sewer-type smell coming from the toilet area. I've plugged and blocked off the shower drain and sink drains and overflows and the problem persists so I'm fairly sure it's coming from the toilet. The toilet appears to flush smoothly and the area surrounding the toilet is very clean. The toilet is sealed to the tile all around except on the back side where it sits about 2 inches from the wall. I've also tried creating a seal on the back wall side with a damp towel to see if this would help but so far there has been no improvement. Putting deodorizer into the toilet bowl briefly covers up the smell. Thank you so much for your help! Avril

**DESCRIPTION OF WORK PERFORMED:**

I lifted the toilet and found the wax seal to be breached. I reinstalled the toilet with a new wax seal and supply line. Tested by flushing a dozen times while using a camera around the back to inspect for leaks between the tank & bowl, and the toilet & floor. Toilet is flushing normally with no signs of leaking.

QTY.	CODE	DESCRIPTION	UNIT PRICE	PRICE
1		Replace Toilet Wax Seal - Standard	\$189.00	\$189.00
			SUBTOTAL:	\$189.00
			GST (5%):	\$9.45
			TOTAL:	\$198.45

## 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.

\_\_\_\_\_ 2017-11-30  
 CUSTOMER SIGNATURE DATE