

WHAT?

WHO?

HOW?



www.inhouseplumbingcompany.com
Phone 972-494-1750

WHEN?

WHY?

ALL YOU will ever need to know about
Under Slab Leak Testing, Location, Excavation, & Repair as well as MUCH MORE

How can we serve YOU?

Below are some of the benefits of using our services.

- **Honest Affordable Pricing** – Our goal is to provide “A” (quality) work for a “C” (average) price. We are not always the cheapest, but we are never the most expensive.
- **FREE telephone consultation** on solutions for your specific problem.
- **Cleanliness Guarantee** - On all under slab leak repairs where it is necessary for us to penetrate a hole through the slab to make the repair, if you are not completely satisfied with the final cleanup, we will give you \$100 towards having the area professional cleaned.
- **Call before we arrive at YOUR Property** – We can give you a window of time when we will arrive and then call when we are on the way so you can avoid having to waste time sitting at home waiting on us to arrive. Ask us about this when YOU CALL TODAY for service.
- **Protecting YOUR Property** – We wear shoe covers or take off our shoes when entering your home. When performing repair work we also protect your home in many other ways, ask us about this when you CALL TODAY for service.
- **We are Plumbers YOU can TRUST** – You can trust our team to treat you and your home with the utmost respect, honor and integrity. We CARE about YOU and YOUR Home.
- **FREE Second (2nd) Opinion Test** - We offer a **FREE no obligation** 2nd opinion on all under slab sewer and/or water leak test. Also ask us about a 2nd opinion for leak location/detection and/or a 2nd opinion estimate/proposal on work you need done.
- **Warranty** - We provide a warranty on most of the services we perform, the warranty period is anywhere from 1 month to 1 year depending on the type of service. **CALL OUR OFFICE** for more details on the warranty that will apply to your service.
- **Honesty, Integrity & Reputation** - It is our goal to serve you with the utmost honesty and integrity so that we can uphold our great reputation. We are a member of the Foundation Repair Association, have an A rating on Angie’s List and our Better Business Bureau report shows an A rating. We started this company on a strictly referral basis, and referrals continue to be a huge part of our business.
- **Licensed, Bonded & Insured** – We are fully licensed, bonded & insured (including general liability and workers compensation insurance) for YOUR PROTECTION. Don’t take a chance going with a non-insured/not fully insured contractor.
- **Fully Stocked Trucks** - For your convenience all of our trucks are fully stocked with leak detection & repair standard replacement materials & equipment.
- **Convenient Scheduling - CALL NOW** to discuss your specific scheduling need
- **Credit Cards Accepted** - Visa, Mastercard, Discover, AMEX
- **Helping You with Other Home Services** - If you need other home services please call us we can likely help you with those through our trusted home services network of contractors.
- **Going Green** – Fixing leaking toilets, faucets & underground water leaks, as well as installing hot water recirculation pumps, low flow shower heads, faucets, and toilets are just some of the ways you can save money on your water bills, and our team can help save our precious water resource. We can also give you a referral to someone who specializes in installing Tankless Water Heaters that we would recommend. Call us **BEFORE** you install a tankless water heater for some very important information that could save you thousands of dollars and tons of headaches down the road. We have limited availability for these services.
- **Leak Location Guarantee** – See our website or **CALL NOW** for more details
- **Leak Detection With NO Destruction** – See our website or **CALL NOW** for more details
- **Serving Our Community** - see our website or **CALL NOW** for more details

Call us for all your plumbing needs 972-494-1750

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1. Why is it necessary to test for sewer or water leak(s) under the slab?

Important Note: It is important to note that as of 2019 we do not recommend or perform leak isolation/spot repair on cast iron sewer pipe systems. Cast Iron pipes were only designed to last 50 years and were last used in homes in DFW around 1985 at the latest, meaning the life expectancy of these pipes is just about over and with that in mind it does not make financial sense to locate or spot repair in these situations. If you have any questions about this please feel free to contact us.

Answer: Because of the expansion/contraction clay soils we have in the North Texas Area, which expands when wet, and contract when dry, an undetected or un-repaired water source which is left under the slab, can/will at some point cause a problem to the foundation structure of the home.

2. When should a plumbing sewer and water test be done?

Answer: Anytime foundation work is done on a concrete slab, during lifting and leveling it is always possible plumbing pipes could be pulled apart causing a leak. Even after repairs, an undetected and/or un-repaired leak can cause problems to the foundation structure. Therefore we recommend testing under the following circumstances.

1. Prior to any foundation repair work (Pre Sewer & Water Test) This must be done if you think the insurance company should pay for foundation repair work or expect them to. Also see brochure questions 15, 18 and 20 for more information relating to this topic.
2. Prior to any mud jacking/pumping foundation work (MJ Sewer & Water Test)
3. After any foundation repair work (Final Sewer & Water Test)
4. Re-occurring sewer pipe stoppage problems
5. Higher than usual water bills
6. Prior to the purchase of a home. **VERY IMPORTANT** - Do not buy a home or let someone buy a home without testing the sewer pipes under the home and the water lines on the entire property.
7. Preventative maintenance testing is also a good idea. (Recommended at least once yearly)

3. Wouldn't I know if there were leaks under my home?

Answer: With a fresh water plumbing leak, no more than a few months after a leak would develop; you would be alerted to the leak with higher than usual water bills. The problem is with a sewer leak; there is no measuring device or system, measuring the amount of use per month. The sewer pipes are 2 to 3 feet under the slab with dirt and concrete on top. There are also concrete perimeter beams all the way around the exterior of the home. With this known, any evidence of the leak will only come in the form of structural damage to the home, and at that point it will be too late. We call these leaks "Silent Killers".

4. What procedures are used to determine whether there is a leak on the sewer lines under my home?

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have any questions about this please feel free to contact us.

Answer: An inflatable rubber test ball is inserted into the main sewer line at the clean out area and is inflated to separate the sewer lines under the home from the main line in the yard. The entire system under the home is then filled with water to floor level and monitored for loss. The preferred leak test water level observation point is a commode lead bend, however it is also possible to observe the water level from a stand-up shower drain, main line sewer clean outs at slab level, or any end of the line clean out at slab level. Main line sewer clean outs must be present in order to perform this test. If it is necessary to observe the water level from a commode lead bend, it will require the removal of a commode from the floor. If damage to the commode and/or flooring occurs during the removal and/or resetting of the commode, In-House Plumbing & Services, LLC accepts no responsibility for the damage and will not pay for any repairs and/or replacement of the commode and/or flooring damaged. This includes the removal and/or resetting of a commode during the leak isolation/repair process.

5. What is a sewer clean out?

Answer: A main line sewer clean out is one or two pipes that normally stick up a little out of the ground, usually in the front or back yard of the home, and typically in the flower bed areas around the home. Basically this would normally be within 2 to 4 feet of the edge of the foundation. This clean out is one or two pipes that tee directly into the main sewer line, its purpose is to allow for something, normally a sewer machine cable to be inserted into the sewer line to unstop a plugged sewer line as necessary. We use these clean outs in order to insert a rubber inflatable test ball into the sewer line, or a sewer camera for testing purposes.

6. Why is it necessary to install a main line sewer clean out?

Answer: Main line sewer clean outs are used to gain access into the sewer line in order to unstop a clogged or plugged sewer line, test for leaks, locate leaks, and video inspect the sewer pipes if necessary.

7. What procedures are used to determine whether there is a leak on the potable water supply lines under my home?

Answer: There are two different types of tests that can be done to determine if there is a water leak. One test is what we call a meter test. A meter test is the process of watching the water meter for a period of time to determine if there is any flow of water with everything turned off in the house. We prefer to watch what we call the drip indicator hand on this meter if possible. This is a small triangle or circle on the meter, that indicates when anything is dripping anywhere in the water system. If there is no drip indicator, you can watch the big hand of the meter for a much longer period of time, or you can perform a pressure gauge test. A pressure gauge test is where a pressure gauge is attached to one of the water faucets somewhere, then the potable water system is turned off at the meter, and the gauge is then monitored for pressure loss.

8. What procedures are taken if a leak is detected under my home?

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it does not make financial sense to locate or spot repair in these situations. If you have any questions about this please feel free to contact us.

Answer: At this point all we will know is that there is a need for further investigation to determine where the water system is losing pressure and/or the sewer system is losing water. This investigation, which is step 2 of the plumbing repair process is called water and/or sewer leak isolation or sewer leak detection. Call our office for a (\$) price quote on this investigation. One important note here is that In-House Plumbing & Services, LLC cannot guarantee leak location unless our company performs the excavation and repair process, see question #9 for more information.

9. If you perform the location process, can I get someone else to perform the repairs, and/or if I get someone to perform the location can you do the repairs?

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Answer: The short answer is No/Not recommended for either but to answer this question we are going to give you the procedures followed by our company in this regard. If someone calls us saying that they have a leak under their home, they know where it is and they would like an estimate from us to repair the leak or leaks, we explain the following. We will be glad to give an estimate to repair the leak(s) present, however if we excavate to the leak sights and there is no leak present, it is the responsibility of the homeowner to pay us for work performed anyway, with this in mind, it makes absolutely no sense for us to actually excavate to leak(s) that were located by another person, because we have no idea that persons experience level, motives, whether he was having a good day or a bad day on the day he did the leak location, etc. Because of this, we just won't under normal circumstances even think about this as an option even if the homeowner wants us to (it sounds good with foresight a lot of times, but people tend to change when hindsight takes hold and there really is no leak present in the area and we go to collect money anyway). The other option we offer to the customer is for us to provide an estimate for leak location/verification of where the leak(s) is/are and repairs (based on the findings of the original plumber), if they are satisfied with that estimate, we will go in and perform a verification isolation to verify the leak locations are correct and collect a portion of the estimated amount (pre-set in each estimate) when we do the leak location and the remainder of the estimated amount when the repairs are completed.

If during the verification isolation it is determined that the leak(s) are not located correctly, the other plumber was incorrect, we will supply a new estimate for repair and verification isolation, with the same plan (collect part for the leak location we did and the rest when we do repairs) in mind. We take the location process very seriously, because we believe that any company performing these types of repairs takes on the responsibility of the location whether they performed it or not once they excavate through or under the slab.

The only exception to this rule is if the customer does not want us to perform a verification isolation, and if we accept the job (as stated above we won't under normal circumstances do this type of job), at that point we clearly explain that they

are responsible for all costs whether the leak is present or not, have them sign a document explaining the situation clearly and that they have been informed of the risk, and we COLLECT THE FULL AMOUNT OF THE WORK UPFRONT/BEFORE THE WORK IS COMPLETED, to insure that we will get paid/someone cannot change their mind if the leak is not present when the area is excavated.

It is our belief that neither us nor any other company should be held responsible for leak(s) not present at excavation if they performed the isolation but not the excavation. It is the excavation and repair companies' responsibility to verify they are going to the right location.

With that said, no our company may not have to perform both the location and repair process, but it is best for you the customer from a responsibility standpoint to have one honest company perform both the location and repair process. We say honest company, because there are some companies out there who are never wrong on the location of the leak, the reason they are never wrong is that if the leak is not present where they said it is, they will cut out a section of pipe and say the leak is fixed and you will never know the difference.

Now with this said they may go ahead and re-test the system and tell you there is still another leak and charge you two or three times for one leak repair, or they may not even re-test the system, meaning you may get charged for a leak repair and never get the leak repaired. You might say that this is not possible, however we know for a fact this is possible, and happens every day in the industry, because several of us came from other companies in this industry where this kind of fraud took place on a weekly basis. This goes back to what we stand for, we are people of integrity, honesty and fairness, who are willing to admit when we are wrong, and suffer the monetary loss which may occur from the error. We can supply you with several names of former customers where these exact situations have occurred. No one in this industry is perfect, including us, because we do not have ex-ray vision we will make mistakes, but we work very hard to be right in every situation, and we will treat you fairly through-out the entire process.

10. How is a plumbing sewer leak(s) located?

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Answer: This is a process called Sewer Leak Isolation or Sewer Leak Detection. We want to isolate the leak(s) under the home by breaking the system down into smaller parts, by using different sized inflatable test balls and air hoses. We strategically place the test balls into the system to test section by section of the system until the leak(s) is located. We can also use a special tool called a sewer inspection camera to be able to see inside the sewer pipes. However many times, what may look like a leak on the camera may not actually be a leak, so using the camera only to locate leaks, is not a correct location technique.

11. Can a sewer camera be used to locate an under ground sewer leak?

Answer: A sewer inspection camera snake tool can be inserted into the sewer

lines in a variety of different ways in order to visually inspect the sewer drain pipes. A sewer inspection camera is a very useful tool in locating leak(s) within an underground sewer drain pipe. However, it is very important that in the overwhelming majority of the cases the camera cannot be used as a primary leak location tool. The reason for this is, what may look like a leak with a camera, may not be leaking, and the opposite, so it is very important that in leak locating, test balls with air hoses attached to them be the primary leak location tool, and the camera be used to help in the process of putting the test balls in the proper place for testing. Also, see question # 10 for more information on locating underground sewer leak(s). The ONLY PROPER WAY to know if something is leaking in a sewer line is to fill it up with water and observe that water level for a period of time to determine if it drops or holds.

12. How is a plumbing water leak(s) located?

ANSWER: In a normal situation In-House Plumbing Company refers a separate company/outside source to locate these types of leaks, however we will explain below the normal process used so you are more informed. This is a process called Water Leak Detection. First we need to verify that the leak is under the house. This is done by turning off the water on the sprinkler system if applicable, as well as turning off the water supply to the house at the main line cut off valve if available. If the leak is determined to be under the house, we will also need to determine if it is on the hot water or cold water lines under the house. Once that information is determined, we will first have to locate the lines. Once the lines are located we will turn the water system off at the meter. Then we pump air from an air compressor into the water lines, which forces the water still in the lines out. We then use a special listening device to listen for air escaping from the pipe, to pinpoint the location of the leak. We may also be able to locate the leak listening for escaping water, meaning we would not have to turn the water supply off to do that, this all depends on the individual situation. It is important to note here, that when locating a water leak, it is only possible to find one water leak at a time, once a leak is located, that leak must be repaired and another test performed to verify there are no further leak(s). This means that it is possible to have more than one location charge and/or repair charge. However with that said, the overwhelming majority of houses tested do not even have one water leak, and the majority of houses with water leaks only have one leak present. It is just important for you to know what could happen.

13. How is a plumbing sewer and/or water leak(s) under the concrete slab repaired?

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Answer:

1. **Sewer Drain Line Leak** - The leak(s) must be exposed. There are two ways to access a leak under the concrete slab. One is to penetrate through the slab, by Jack Hammering a hole, and digging to the leak. The other is to tunnel from outside the slab to avoid interior reinstatement & inconvenience to the homeowner. **Fresh Water Leak** - The leak(s) must be exposed. In order to expose the leak it is necessary to penetrate through the slab, by Jack

Hammering a hole, and digging to the leak. We cannot expose and repair a fresh water leak by tunneling under the slab.

2. Once the leak is exposed, we cut the bad section of pipe out, and install a new section in its place.
3. Once the leak is repaired, a final sewer test and/or water test is performed before covering the leak(s) to verify there are no further leak(s).
4. Once a no leak result is reached on the final test, we re-insert the dirt back into the open hole / tunnel and then reinstate the concrete if applicable.
5. If it is necessary to access the leak(s) from the inside of the home, by Jack Hammering through the floor, and/or cutting through any sheet rock or wall coverings, In-House Plumbing & Services, LLC's proposal amount does not include reinstatement costs. Furthermore In-House Plumbing & Services, LLC accepts no responsibility for the reinstatement cost of any kind, i.e. floor covering replacement which could include but not be limited to carpet, linoleum, tile or wood flooring of any kind, and does not include any wall covering replacement which could include but not be limited to sheet rock, brick, paneling, tile or wood of any kind. If it is necessary to Jack Hammer through a tile shower bottom with or without a shower pan, to repair a leak at the shower pan or any part of the drain sytem in or under the slab the following applies. In-House Plumbing & Services, LLC accepts no responsibility for reinstatement cost to reinstall the shower pan and/or the tile of any kind. This includes at time of original repairs and/or warranty repairs.
6. It may be necessary at some times to repair 1 leak and re-test the system to determine if there are any further leak(s). In-House Plumbing & Services, LLC will submit a proposal for specific work to be performed. If it is determined that additional work is needed, additional costs will apply for the additional work.

14. What is tunneling and can it be done to repair an under slab leak?

Answer: Tunneling is the process of digging on average a 3 foot x 3 foot hole under the concrete slab of a home in order to expose something. In leak detection & repair, this would be used to expose a broken sewer drain pipe in order to repair the broken pipe. Tunneling can be done to repair an under slab sewer drain line leak, however when it comes to exposing and repairing fresh water plumbing leaks under a concrete slab, tunneling is not a good idea for several reasons, 1st Safety and 2nd Structural. Generally when there is a fresh water leak under the slab the soil is extremely wet. The wet soil makes it impossible to create safe tunnel walls, generally the walls collapse quickly because the soil is unstable, this makes it an extreme safety risk for humans digging these tunnels. Also because the soil is so wet and unstable, this can and likely will add to the risks of future structural integrity issues with the foundation/structure of the home. We know an engineer who condemned a home because there was a fresh water leak under the slab for too long and the soil lost all of its mineral properties making it unable to hold up the home. For safety and structural reasons we will not tunnel to an under slab fresh water leak. As an alternative to tunneling we can give you an estimate to completely re-pipe/replace the fresh water lines of the home, if you would like more information on this or an estimate please contact our office.

15. Should the leak(s) be repaired before or after any foundation work?

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Answer: From an honest plumber's stand-point, the best time to isolate/locate and/or repair the sewer and/or water leak(s) under the slab is after any foundation work is completed. Anytime any lifting and/or leveling is done on a foundation, it is always possible to pull plumbing pipes apart, causing a leak(s). There is no foundation repair company which takes responsibility for leak(s) that develop as a result of lifting and/or leveling. Therefore In-House Plumbing & Services, LLC always suggests that the plumbing repairs be done after any foundation work that may be done. We have found that it is hard enough to pay for these types of repairs once, more/less twice. However, there are a few reasons why it may not be possible to perform the foundation repairs prior to the plumbing repairs.

1. If there is coverage in your homeowners insurance policy, the insurance company may require that the investigation and/or leak(s) repairs be performed prior to any foundation work being done. This decision must be discussed with the homeowners insurance company involved in the process. In-House Plumbing & Service, LLC is not the insurance company, and must differ completely to the insurance company for all coverage issues.
2. From a foundation repair stand-point, it is sometimes necessary to repair the plumbing leak before any foundation work is done, and let the dirt under the foundation dry out for a period of time. This may be necessary, if the foundation repair company and/or the engineer believes that there is a possibility the leak may have caused the foundation damage, and with the leak repaired, there may be a possibility no foundation work would need to be performed. This decision must be discussed with the foundation repair company, and/or the engineer involved in the foundation repair process. In-House Plumbing & Services, LLC has no experience in the foundation repair business, and must differ completely to any foundation repair company and/or engineers opinion in this matter.
3. If Foam Injection (FI) /Mud-Jacking/Mud-Pumping (MJ) is also required during the foundation repair process, it will be necessary to repair any plumbing leak(s) under the foundation before any FI/MJ can be completed. In-House Plumbing & Services, LLC's recommendation in this situation if you want the plumbing repairs to be done after the foundation repairs is as follows. First perform any lifting and/or leveling to the foundation, then repair any plumbing leak(s) that would need to be repaired, then the FI/MJ can be performed. After all foundation repairs have been completed including any FI/MJ work, then a final sewer and water test can be performed to make sure there are no further leak(s) in the plumbing

systems under the home.

4. If foundation repairs are done before the plumbing repairs, you must be prepared to repair any plumbing leak(s) after the foundation repairs, because any undetected and/or un-repaired plumbing leak(s) left under the foundation especially after foundation repairs, could cause the foundation to shift and/or move again.

16. What is the warranty period on any under slab plumbing work performed?

Answer: Our under slab plumbing repairs are covered by a One Year Warranty which covers all labor and materials to excavate to the leak(s) repaired, repair the leaking area, and back-fill the excavated area. As in the original plumbing repair process, this warranty includes standard replacement materials only, and does not include replacement of any finish work, i.e., Sheet rock, Paint, Flooring, Ceramic Tile, etc. This warranty is also voided if any work is performed which compromises the integrity of the plumbing repairs performed, such as foundation movement or repair work, mud-jacking, mud-pumping, any other digging, underground vibrations, movement, etc. If repairs are performed and during the 1 year warranty period you suspect a leak at the repaired area, we must be contacted immediately, and given an opportunity to investigate. In-House Plumbing & Service, LLC will perform a sewer/water test of the system(s) in question, if there is no leak present or it is determined that any leak present is not at one of our repairs, regular charges will apply for all services performed.

17. Would my Homeowners Insurance Company/Policy cover any of the cost associated with the plumbing repairs?

Answer: In the past, most Homeowners policies covered the majority of the costs to repair these types of leaks, However at this time, most of the companies have taken this type of coverage out of the policies. If there is coverage, typically the Insurance Company would pay for the Testing, Location/Isolation, and the Access/Egress portions of the repairs. You the homeowner would be responsible for the deductible and the plumbing cost to repair the actual leak(s). Please see question #20 for more important insurance information.

18. Would my Homeowners Insurance Company/Policy cover any of the cost associated with foundation repairs?

Answer: Foundation repairs are not covered in any policy, However if the Insurance Company determines that there are leak(s), and that there is coverage for those leak(s), than they may do an investigation to determine if the leak(s) caused the foundation damage. Only if there is coverage for the leak(s), and if it is determined that the leak(s) caused the foundation damage would they cover some or all of the foundation repair cost. In our experience it is very rare that someone would receive any coverage for foundation repairs. However, this investigation cannot be completed by the insurance company unless the evidence to investigate is still intact, meaning that no foundation work can be completed until the insurance companies investigation of the evidence is complete. Once the foundation repairs have been completed, the insurance company will not be able to perform the proper investigation to determine if the leak(s) may have caused the foundation damage.

With this in mind, if you would like to get help from the insurance company on foundation repairs, they must be contacted and given an opportunity to investigate the damage prior to any foundation work. If you have any more questions or are confused on this, please feel free to contact our office and ask for Shawn Bucklew the owner, he has a lot of knowledge in this area, and would be more than happy to discuss your situation further as necessary.

19. How would I go about finding out if my homeowners insurance policy covers these types of repairs?

Answer: It is important to be very careful how you determine if there is coverage in your Homeowners Insurance policy. If you call the insurance company and let them know you have a leak, and ask them if it is covered, they could file a claim to determine if it is covered. Therefore you could end up with a claim on your record, and get no help from the policy. Because of this, we suggest that you call the agent personally, and explain to him/her that you know someone who has a leak under the slab of his or her home, and found out that there is no coverage in their homeowner's policy for these types of problems. Then explain to them that you want to know if your policy would cover anything like that. This method puts it back on the agent to sell you the policy all over again. They cannot afford to put a claim on your record in this type of situation.

20. Important Insurance Coverage Notes

Answer:

1. It is important to note that if you have a deductible of \$1000.00 or more, it may not benefit you to file a claim. It really depends on how many leak(s) you have, and where those leak(s) are. Therefore we suggest that you have a leak(s) Isolation performed first, then an informed decision can be made on whether or not the insurance company is needed. Most homeowners insurance policies today carry a 1% deductible, that is 1% of what the house is insured for. Check your deductible before making a decision on what to do.
2. If the insurance company does cover some or all of the costs, and a claim is filed, the process can take anywhere from 2 weeks to 4 months.
3. If you are selling the home, with the insurance market in Texas now, a claim on your insurance policy could cause the new homeowners not to be able to get insurance coverage. As of 2009/2010 this is not as bad today, but you want to be careful in this area.
4. If you are looking to get insurance coverage, you cannot do any foundation repairs until the insurance company has performed an investigation. Part of the normal investigation process is repairing the leak(s), which means you may get all the way through the process, get no coverage on plumbing or foundation, and end up having a leak(s) after the foundation repairs are completed. This would mean you repaired the leak(s) 2 times and got no money from the insurance company. This is a very legitimate possibility.

5. The insurance company may require their investigation plumber come to the property and perform the leak(s) isolation/location testing and report back to them on the findings. The insurance company has the right to use whoever they choose to perform the investigation work needed on the plumbing system, however you the homeowner have the right to use whoever you want to make the repairs needed to the plumbing system(s). Therefore if a separate plumber is obtained for investigation purposes, they will locate the leak(s) sights, report these sight(s) to the insurance company along with a repair method option and price. If you would like In-House Plumbing & Services, LLC to perform the repairs, we would be honored to do so, just call our office, one of our specialists will discuss your situation with you and see how we can help, remember it is possible our price might be less than the insurance plumber.

21. I have a Home Warranty Policy, would that policy pay for the costs of these repairs?

Answer: Normally Home Warranty policies have a buyout clause which would come into play on these types of problems. Many of the companies will send a plumber out to perform a test to verify there is a leak(s). Once it is verified that you do have a leak, they will give you a certain amount of money as a buyout. This will leave it to you to get the repairs done. The normal buy out amount is \$250.00 to \$600.00. It is important to note that anytime there is a leak(s) under the slab, it will be more than \$600.00 to find and fix that leak(s). Because of this there is absolutely no reason why the warranty companies plumber would need to do anything but verify there is a leak(s) somewhere under the slab. We suggest, that if they try to require you to do anything else than a test to get the money, you ask them how much they normally charge to find and fix a leak under the slab. Then get them to put that in writing as a guaranteed price. One problem these days in this area, is many of the warranty companies are requiring you to use their plumber to do the repairs in order to get the buyout amount from them. The problem with this is that the warranty companies plumber makes his money on the non-covered items, generally charging 2 and 3 times what another plumber would charge for that same thing, to make up for the small amount the warranty company pays them for covered items. So with that said, be very careful when it comes to doing any kind of work with the warranty companies plumber, generally they are 2 or 3 times as much on cost what you could get it done somewhere else, and they are generally not specialists in this part of plumbing, which means you could get a sub-standard repair. Shawn Bucklew our owner would be more than happy to discuss your particular situation further with you in regards to a home warranty policy and possible coverage, there is so much information here, that there is just no way to cover it all. Call us if you have any questions.

22. Steps in a plumbing leak detection & repair Process

Steps in a plumbing sewer and/or water leak detection and repair process

Answer: The process of plumbing sewer and water leak detection and repair is a process that entails a possible 1-3 steps to complete. In-House Plumbing & Services, LLC can perform all three steps of the process if necessary. However, since

we will not know if there will need to be further investigation done until we do the initial test, these steps will most likely be performed at different schedule times, over a short period of time. The following is a list of those possible steps in the leak detection and repair process.

Step 1 - Perform a plumbing sewer and/or water test on the plumbing sewer and/or water system under the home. **No Leaks Detected** - This would be great, and at this point there would be no further decisions to be made. **Sewer and/or Water**

System Shows To Be Leaking - Important Note: It is important to note that as of 2019 we do not recommend or perform leak isolation/spot repair on cast iron sewer pipe systems. Cast Iron pipes were only designed to last 50 years and were last used in homes in DFW around 1985 at the latest, meaning the life expectancy of these pipes is just about over and with that in mind it does not make financial sense to locate or spot repair in these situations. If you have any questions about this please feel free to contact us. At this point all we will know is that there is at least one leak under the slab foundation somewhere. At this point, because further investigation is needed to determine where the leak(s) are, and how many there may be, we really have no idea what it will cost to repair the leak(s). To determine this information it will require going on to step #2, which is the next step in the plumbing process. However, please review the following section numbers to get information on any decisions that might need to be made before going on to step #2.

Example 1 - Leak detected before foundation repairs started, see #8, 15, 17, 18, 19, 20, & 21.

Example 2 - Leak detected after foundation repairs started and/or completed, see #8, 17, 19, 20 & 21.

Example 3 - Leak detected with no foundation repairs needed, see #8, 17, 19, 20 & 21.

Step 2 - Perform a plumbing sewer and/or water leak isolation/location test. See #10 & #12 of the question and answer section for the process used to isolate/locate these types of leak(s). Once the leak or leaks are isolated/located, a proposal amount can be given to repair the leak(s), which is the third step in this process.

Step 3 - Perform sewer and/or water leak(s) repairs. See #13 of the question and answer section for the process used to repair these types of leak(s).

23. Residential Gas Leak Detection & Repair Information - Limited availability for service

Gas lines are an important part of any residential home. However, there can also be dangers associated with those gas lines. This is why it is important when any gas work, installation or refitting is performed, it must be done by a qualified professional. Your life depends on the work of that professional.

Gas piping is often used for the heating system, hot water heater, stove/oven, as well as for fireplaces, because of this when there is a problem it is imperative to locate and solve the problem quickly and easily, In-House Plumbing & Services, LLC can help do this.

Gas Leak Testing – A gas leak test can be perform to determine if the gas system

is leaking. We install a special pressure gauge assembly on the gas riser at the meter, then pump air into the gas system. At that point we watch the gauge meter for a period of time typically 15 minutes to verify that the gauge hand is not moving. This method tests the entire gas system, which is the yard service and house service. Sometimes we can also take the gas line apart at the house and install the pressure gauge assembly there to just test what is in the house.

Gas Leak Detection – In-House can detect for leaks, using several different methods. We can isolate the leak to the house or yard in many cases by shutting the gas off to the house at the shut of valve. If it is determined to be in the yard gas service, there are a few fittings we can check with soap bubbles to check for escaping air, however if those fittings are not leaking, it will then be necessary to replace the entire yard service to repair the leak(s). If the leak is determined to be the house, we can again use soap bubbles to check for escaping air on the gas lines in the attic, under a pier and beam home, or at the gas hook-ups. If the gas is still

on to a home and there is a leak, and in some situations even if the gas has been turned off, we may be able to use a special gas leak locator that sniffs for gas leaking, to pin point a gas leak area. Either way, once the leak is located we can develop the best plan of action for repairs.

Gas Leak Repair – In many cases this step will require that a permit is pulled with your particular city municipality. Once that is done, or it is determined it is not necessary, we can begin the necessary procedures to repair the gas leak. Leak found inside the home, will in many cases require that the pipe is taken apart and reconnected to stop the leak, leaks found above ground on the outside will typically require the same thing, however leaks determined to be outside underground will typically require the replacement of the entire underground line. This will in many cases require some sort of excavation, whether it be trenching or boring in order to replace that gas plumbing line. If a permit is required, it will also require in many cases that the gas system be brought up to current building code standards, if this is necessary, this will also be done at the repair stage. Once the repairs and possible code upgrades are completed, we will call in for an inspection with your city, and they will schedule a day (typically the next day) to come and inspect the work.

Below are some possible questions you may have about gas leaks, with answers to those questions, if your question is not listed here, please feel free to contact our office for the answer to your questions.

A. What do I do if the gas company has come out and turned off my gas?

Answer: In a normal situation this means that you will now have to have a pressure test perform on the gas service, to determine if there are any leaks. Once the test is performed, any leaks repaired, and any code violations upgraded, then your city will have to inspect the job. Once the city inspects the job and approves it, then the city will release your house to the gas company for the gas company to come back out and turn the gas back on.

B. The gas company has informed me that because the gas has been off for more than 60 days or ??? a certain amount of time, they will not turn it back on with-out a pressure test inspection by a licensed plumber, what do I do now?

Answer: See answer to question #A in this section.

C. What do I do if I am smelling gas?

Answer: Because of the danger involved with gas leaks, it is always our recommendation to err on the side of caution and call 911 and/or the gas company to have them come out and shut of the gas immediately. Once the gas is shut off, the gas company will then inform you that you will need to call a licensed plumber to have them test, detect for and repair the leak(s).

D. What kind of pipe is used for gas systems?

Answer: In the old days all gas systems, both in the yard and in the house were typically black galvanized pipe. The problem with this pipe is exposed to water it deteriorates over time, so any house that still has this type of pipe underground in the yard, will be replacing it in the near future. These days, a new rolled Poly pipe, which is a plastic pipe, (it typically comes in orange or yellow colors) is used in the yard. Black Pipe/Galvanized pipe is still used in the house. There is also a new type of flexible piping for inside use. One brand name of that pipe is called GasTite.

E. What is the big deal about having a gas leak?

Answer: Gas leaks are a huge deal, one small gas leak that is in the right place, or is allowed to continue to leak for a longer period of time can cause gas to build up in an area, and one small spark can cause a serious explosion. Some may remember somewhere around 2001/2002 a house explosion in Garland, Texas, or in 2006 a house explosion in Wylie, Texas, both of these were due to gas leaks. It is a very big deal, and is nothing to play around with. This is also the reason that the State of Texas, Gas companies and cities have implemented the procedures listed in the answer to question #A of this section in dealing with these problems.

F. Can I or should I try to fix a gas leak myself?

Answer: We strongly recommend against this, as it is a major safety and liability issue for yourself and others in your neighborhood. See also the answer to question #E of this section for more reasons why you should never attempt to fix a gas leak yourself. Again if you have any other questions, comments or concerns, please feel free to contact our office, and we will be more than happy to help you in any way we can.

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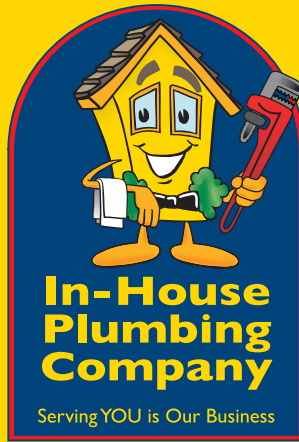
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We offer Financing, contact our office for details.

Disclaimer

In-House Plumbing Company, LLC thanks you for your interest in doing business with us, and hopes that this brochure will help you understand a little about what it is we do. We hope to help you in any way we can. We reserve the right to change any of the information listed within this brochure at any time and for any reason.

This brochure is written for the sole use of In-House Plumbing Company, LLC, its employee's, referral sources, and customers, and is intended to be used as a useful tool to help aid our customers in making an informed decision about the plumbing leak detection and repair process. Any statements about foundation repairs or companies, and/or an insurance claim or company should not be taken at face value, and should be verified through those companies, as each individual situation may be different.



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