



DATE 2018-06-12	TECHNICIAN Darren Mann	JOB/ORDER # 8564	REFERENCE TEXT Client reference
FIRST NAME Lorenzo	LAST NAME Ignacio		
BILLING ADDRESS COMPANY / BILLING NAME 1109 - 58 KEEFER PL VANCOUVER, V6B0B8 BRITISH COLUMBIA, CANADA		SERVICE ADDRESS 1109 - 58 KEEFER PL, BUZZER 056 VANCOUVER, V6B0B8 BRITISH COLUMBIA, CANADA	
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**REASON FOR TODAY'S CALL:**

In our kitchen faucet, whenever turn on the tap for the hot water, we see black sediment in the water. Recently, the black sediment has spread to the cold water as well. We were told by a friend that it may be because of some rubber which has disintegrated. Attached are: 1) An image of the water with the black sediment/specks 2) An image of the piping underneath 3) An image of the faucet. Please get back to us soon as we have a new baby and are using the bathroom taps for our water supply. \*Hmm, that's an odd one. Typically when the shut off valves (connected to the faucet) start to break down the water pressure will decrease and you may see a few specs of black rubber but that looks more like silty sandy type debris. I would ask the building manager if there has been a recent water shut down in the building as it could be due to that. If you'd like to repair the valves under the sink to eliminate that as a culprit id be happy to help out:) We can repair the shut off valves by replacing the washers, stems, packing, packing nuts, and handles. After the repair is complete we would then try and flush debris out of the faucet. Our cost to repair a shut off valve of this type (assuming you have standard valves which I'd be happy to confirm with a few pics) is \$139+GST. Each additional valve of this type that requires repair while onsite would be charged at \$25+GST. \*To facilitate repair of these valves we would require access to the units main water shut off valves.

**DESCRIPTION OF WORK PERFORMED:**

June12: The black rubber within the shut off valves under the sink (connected to the faucet) and the seats within the handle of the faucet were starting to break down. I first repaired the shut off valves by replacing the washers, stems, packing, packing nuts, and handles. I then replaced the seats and springs within the faucet handle. Unfortunately the black sediment is still present in the water coming through the faucet. The seats within the faucet handle, and the washers within the shut off valves are the only 2 spots where there is black rubber in the flow of water. It seems as though there is some black rubber, possibly from the shut off valves, lodged in the faucet allowing bits to flake off when water flows past. I suggest replacing the faucet. JUNE20: I installed the new customer supplied kitchen faucet and tested. There seems to be no sign of black particles in the hot or cold water. I replaced the garburator and tested by filling and draining the sink multiple times while running the garburator.

QTY.	CODE	DESCRIPTION	UNIT PRICE	PRICE
1		Repair 1/2" x 3/8" Angle or Straight Stop	\$139.00	\$139.00
1		Repair 1/2" x 3/8" Angle or Straight Stop - ADD-ON	\$25.00	\$25.00
1		Supply & Install 1/2HP Waste King 1001 Garburator	\$279.00	\$279.00

SUBTOTAL:	\$443.00
GST (5%):	\$22.15
TOTAL:	\$465.15

**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.

2018-06-12

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CUSTOMER SIGNATURE DATE