



Solving all of your plumbing issues.

Delivering a level of service you simply don't expect from your plumber.

Call 1300 867 226



Toscano Plumbing gets the job done and gives you peace of mind.

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How Toscano can help you

Left unresolved, large scale plumbing issues spell bad news for employees, tenants, and members of the public.

It's critical that your plumbing problems are solved quickly, correctly, and in line with Australian standards.

Toscano Plumbing offers a range of corporate maintenance plumbing services carried out by our

specialist plumbers. Whatever your plumbing requirement may be, our reliable team will ensure your needs are rapidly responded to, resolved, and reported on, minimising any damages and inconvenience.



Our promise to you

A level of service you simply don't expect from your plumber.

We appreciate the finer details, offering our clients what other plumbers don't. We do this by:

- ✔ **Turning up when we say we'll turn up.** It's an obvious one, but we understand that your day shouldn't have to revolve around us. We'll agree to an appointment time with you and stick to it – no excuses.
- ✔ **Remaining contactable.** With all plumbers connected 24 hours a day, your jobs are actioned as they happen. You'll always receive a prompt call back, day or night!
- ✔ **Using our own plumbers,** not contractors. We invest heavily in the training and development of our staff, which means your job is always completed by a highly-qualified, professional plumber.
- ✔ **Embracing technology** to create efficiencies both on the job and back at the office. By utilising leading technology, we can process your job data instantly, and it also enables the non-invasive assessment of your plumbing problems. In turn, this speeds up the resolution time.
- ✔ **Issuing a strict 'Clean up Our Mess' policy.** We leave your site in the same condition it was in when we arrived.
- ✔ **Valuing your feedback.** After every job we will follow up to ensure our service met your expectations and identify how we can constantly improve our level of service to customers.

Scope of our services

Toscano Plumbing offer a range of general and specialist plumbing services, and are committed to delivering the highest standard of work for our customers.

General Plumbing Services

- Preventative Plumbing Maintenance
- Water Services
- Hot Water Services
- Sanitary-ware and Tapware
- Stormwater Drainage Systems
- Roof Repairs
- Fire Hydrant & Hose Reel Systems
- 24/7 Emergency Plumbing
- Sewer Systems
- Gas Services

Specialist Services

- Water Saving Initiatives
- Thermostatic Mixing Valves
- Backflow Prevention Devices
- Hydrojet
- CCTV Camera
- Thermal Imaging Camera
- Acoustic Leak Detection

Scope of our services: General Plumbing Services

Preventative Maintenance Plumbing

Preventative maintenance plumbing is the key to preserving your assets, including equipment, fixtures and pipework.

Our objective is to minimise disruptions to your business' operations and maximise the working life of your assets.

Our preventative maintenance plumbing capabilities include:

- Undertaking a site inspection on condition of assets
- Preparation of a scheduled maintenance proposal including a list of the service requirements
- Providing a report on the condition and making recommendations
- Liaising with manufacturers for new parts or technology
- Working closely with relevant governing bodies.

Water Services

Toscano Plumbing can manage the installation, modification, and maintenance of all pipe work and associated fittings that supply your business with drinkable and non-drinkable water.

Our qualified plumbers can also investigate, locate, and repair or replace water bursts and water services, and install filtered and treated water systems.

Hot Water Services

These services encompass the supply, installation, and maintenance of your:

- Gas or electric hot water systems;
- Ancillary equipment; and
- Boiling and chilled water units

Furthermore, Toscano Plumbing also have the capability to design and install commercial hot water systems.

Sanitary-ware and Tapware

A licensed Toscano plumber can supply, install and maintain all of your sanitary-ware and tapware, electronically controlled tapware, and flushing devices, including flushometers.

These maintenance services include clearing blocked fixtures, fixing leaking cisterns, flushometers, and tapware.

Stormwater Drainage Systems

Toscano Plumbing will manage the installation, modification, and maintenance of your Stormwater systems.

We will also locate, clear and repair blocked or damaged drains to prevent unnecessary damage during periods of high rainfall.



Scope of our services: General Plumbing Services

Roof Repairs

Our specialist roofing plumbers can locate and repair roof leaks, including gutters, down pipes, flashings, and rain-heads, and manage partial roof replacements.

Fire Hydrant & Hose Reel Systems

The installation, modification and maintenance of all pipework and associated fittings connected to fire hydrant and hose reel systems will be managed by a specialist Toscano plumber. Your plumber will adhere to all Australian compliance standards when carrying out the job.

24/7 Emergency Plumbing

An urgent plumbing issue simply can't wait to be fixed. Toscano Plumbing offers 24 hour emergency service to ensure a plumbing problem doesn't cause you extensive (and costly) damage.

Sewer Systems

A licensed Toscano plumber can manage the installation, modification and maintenance of your sewer drainage systems, as well as locate, clear, and repair blocked or damaged sewer drains.

Gas Services

Toscano Plumbing's gas servicing capabilities include the installation, modification, and maintenance of all pipe work and associated fittings used in the supply of gas to a wide range of gas appliances.

Underground Pipe & Services Location

Using leading technology, we are able to detect and locate underground services for your organisation. Furthermore, site surveys and reporting are provided to give you all the information you require to make an informed decision about your plumbing.

Acoustic Leak Detection & Pipe Freezing

Toscano Plumbing use leading acoustic leak detection equipment and thermal imaging camera to determine exact location of leaks from your services.

We also have the ability to freeze pipework to fast-track repair work

Scope of our services: Specialist Services - Leak Detection

Leak Detection

Using non-invasive technologies is the most effective way of identifying plumbing leaks at your premises. Our range of non-invasive leak detection services includes thermal imaging cameras, acoustic leak detectors and CCTV cameras and locators.

These technologies are deployed by our highly-trained plumbers to pinpoint leaks within one metre, without the need for digging or intrusive excavation.

Our objective is to minimise the time, cost and disruption to your business by pinpointing your leak and finding a solution in no time.

Leak detection services can also form part of a preventative maintenance check to ensure there are no concealed leaks present, that haven't yet shown tell-tale signs.

Thermal Imaging Leak Detection

Thermal imaging leak detection uses an infrared device to measure and detect the changes in the surface temperature of the area under investigation.

We can use our thermal imaging camera to scan in, under, and around the plumbing to determine if there is an active leak going on. This provides a fast, efficient and non-intrusive way of locating leaks from hot water pipes that are hidden behind walls, under concrete slabs and in ceilings.

Thermal imaging:

- Is an immediate solution to protect property & people from electrical issues & structural damage
- Locates all internal pipes quickly, without the need for building schematics
- Quickly and effectively finds hot water leaks, air leaks and water damage

Acoustic Leak Detection

The Toscano Plumbing team is trained to use a wireless system of headphones, a touchscreen electronic monitor and advanced microphone to isolate the sound of water escaping the pipework and pinpoint concealed leaks.

Acoustic leak detection is often teamed with the use of pipe and cable locators so that pipes are mapped out prior, providing you with maximum efficiency.

Our team is trained to deploy this comprehensive and adaptable system with the most appropriate filtering options to meet your needs.

Where there is too much noise or other factors making acoustic leak detection difficult, we are equipped to use **tracer gas leak detection technology**.

This uses a safe gas that is injected into the pipeline to detect the precise location of leaks. You can expect fast and accurate detection, that complies with the safety requirements of your premises.

CCTV Camera Leak Detection

The Toscano Plumbing team are highly-trained in the use of drain inspection cameras to perform video surveys in sewer pipes. We are equipped to carry out real-time inspections via a monitor at the surface, to pinpoint the exact location and cause of leaks and blockages.

CCTV camera inspections:

- Mean no unnecessary excavation, as this is a no-dig method
- Give real-time results and reporting, so you get answers right away
- DVD's of the inspection are recorded and kept on file for ongoing maintenance and comparison.

Scope of our services: Specialist Services

Water Saving Initiatives

The Toscano Plumbing team will conduct hot and cold water audits of your building to provide you with informed advice on reducing your water consumption.

These services also include:

- The undertaking of environmentally sustainable plumbing work
- Installation of water saving devices such as timed taps (flow restrictors), laser taps, etc.
- Plumb rainwater tanks into your home or business

Thermostatic Mixing Valves

Thermostatic Mixing Values are designed to control hot water temperatures to reduce the risk of scalding and improve the safety of your workplace.

Aged care facilities, hospitals, child care facilities, and other institutions often require the installation of thermostatic mixing valves in order to remain compliant.

Annual testing and servicing of thermostatic mixing and tempering valves must be undertaken to ensure the valves are operating correctly and recorded in a register as per AS 4032.3.

Toscano Plumbing employees are trained and qualified to carry out the testing and reporting of thermostatic mixing valves and tempering valves.

Backflow Prevention Devices

Water Authorities often require the installation of Backflow Prevention Devices to prevent contaminated water flowing back into the mains water supply.

Backflow devices may require installation in commercial or industrial sites, including aged care facilities, laboratories, petrol stations, wash down bays, cleaners' rooms, and plant rooms.

By regulation these devices must be tested annually by a licensed tester. Toscano Plumbing have a team of qualified and licensed Backflow Prevention Device testers who will ensure your organisation remains compliant.

Test results are forwarded to the VBA and also maintained in our computerized backflow management system for future testing and reference.

Hydrojet

Toscano Plumbing have a specialist team of Hydrojet operators, all of whom are highly qualified and experienced. Our support team works alongside the Hydrojet operators to receive and dispatch work efficiently and effectively.

Toscano Plumbing also:

- Provide vehicles equipped to undertake Hydrojetting and CCTV camera work;
- Continually undertake training and up-skilling to ensure our employees are abreast of current trends and innovations;
- Employ the latest technological resources to provide the best service possible;
- Offer preventative maintenance solutions;
- Provide a 24 hour Emergency Service;
- Provide CCTV services. On request we offer the option of carrying out a CCTV inspection and supplying a DVD Disc on the spot for existing and new drain installations, including recommendations by the operators on how to repair any issues if required;
- Maintain a library of all CCTV DVD's for our clients future reference; and
- Provide a customer feedback service to ensure we continually meet or exceed the expectation of our valued clients.



About Toscano Plumbing

With over 60 years combined experience, Toscano Plumbing has established a team of skilled plumbers, ensuring your requirements are fulfilled by reliable professionals.

At the core of our business is an ethos that ensure service and plumbing excellence for our customers:



Our Mission

Quality Professional Service Always on Time

Customer

1. Treat the customer's house as if it way your own house.
2. We always must listen to their needs.
3. It is the 1% that makes the difference.

Workmanship

1. Quality workmanship.
2. We will only use licenced Plumbers.
3. We use our own plumbers.
4. We will see the job through to the end.

The Team

1. Experience and knowhow is core to our team.
2. We are always polite and respectful.
3. Our reputation is number 1.

Competitive & Transparent Pricing for a Quality Job

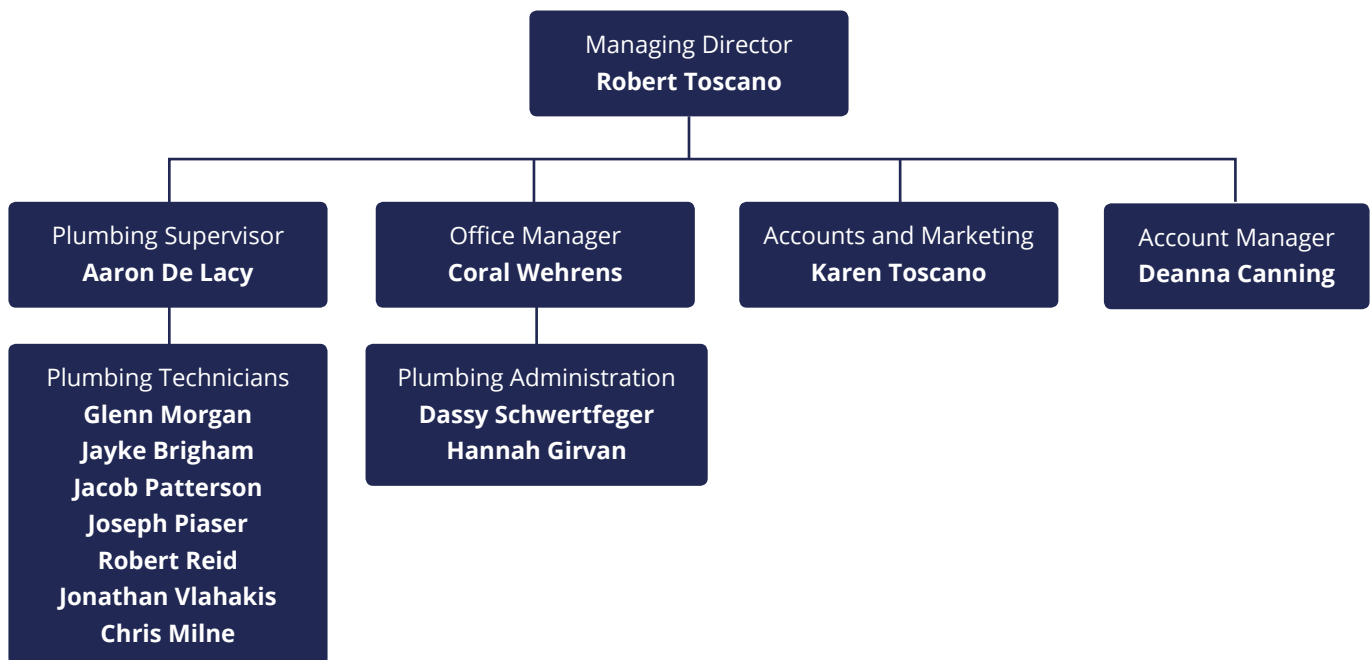


Our people

The Toscano Plumbing service division boasts a team of qualified, licensed plumbers, all of whom are well-trained and experienced, as well as a team of support staff to receive and dispatch work efficiently and effectively.

We also:

- Maintain a fleet of commercial vehicles equipped to undertake service and maintenance work;
- Continually undertake training and up-skilling to ensure our employees are abreast of current trends and innovations;
- Employ the latest technological resources to provide the best service possible; and
- Provide a customer feedback service to ensure we continually meet or exceed the expectation of our valued clients.



Our commitment to quality, safety and the environment

Quality

Each and every one of our clients have an expectation that all goods and services will adhere to their specific requirements.

We understand these requirements will inevitably differ from client to client, and endeavour to meet and exceed these expectations at every turn.

To do so, Toscano Plumbing's Management team have established specific and measureable Quality objectives, which are consistent with our Quality Management Plan, including:

- Commitment to continual service improvement; and
- The provision of a high level of service.

Specifically, this focuses on satisfying each customer's specific needs and expectations through the provision of quality service and products, cost efficiency, and ensuring jobs are delivered within a reasonable timeframe.

Occupational Health and Safety

The health, safety and welfare of our employees, apprentices, contractors, customers, and the public who may be affected by our work is at the forefront of our service delivery.

In order to maintain our OH&S commitments, we:

- Continuously improve our Safety Management System across the business;
- Promote active participation in health and safety through consultation and communication;
- Actively pursue the identification of all hazards with a view to elimination or management to the lowest practical risk level;
- Ensure that all activities we undertake as a minimum comply with the relevant legislation;
- Identify, communicate and monitor health and safety objectives, targets and performance measures at all levels within the business;
- Foster a culture where employees and contractors are aware of the hazards around them, and work in a manner to reduce risk; and
- Ensure all staff members are appropriately trained.

Environment

Toscano Plumbing is committed to best practice environmental management in all aspects of our operations, and we regard the management of the environment as an integral element of our business.

Our commitment to best practice Environmental management is realised by:

- Identifying and managing significant environmental impacts and risks;
- Working proactively with all levels of government, regulatory agencies, our clients, and other community stakeholders to enable environmental issues to be addressed at an early stage of operation;
- Encouraging all employees and subcontractors to take personal responsibility for environmental issues in which they operate, thereby building a strong environmentally aware business culture.

Insurances, Licenses, and Registrations

In order to maintain the highest quality standards Toscano Plumbing and/or our team of plumbers hold the following:

- VBA Plumbing License
- Worker's Compensation Registration
- Public Liability Insurance (\$20 million)
- Motor Vehicle Licenses
- Working with Children
- Construction Card
- OH&S Management Policy

What our customers say

I would like to pass on my thanks for the prompt and efficient service that I received from your company.

I was very impressed by the way I was informed of what was going on, the progress, the costs and also by your very professional and caring plumbers that came to assist.

I have told quite a few people how good the service was from Toscano as it is not always easy to find service people who you feel you can trust and who do a great job.

Debbie Thompson

Head of Faculty, St Catherine's School

Thank you for submitting this urgent LKD report to our office amazingly quick time!

Timeline:

- Adjuster phoned through an urgent LKD request through to me at 9:45am this morning;
- Phone and email request sent through to your office at 10:06am;
- LKD report received following site attendance from your office at 12:41pm;
- Report submitted to the adjuster at 1:56pm!

The report was also well detailed via pronto form with pinpoint markers of the cause of leak on the photos.

This is excellent customer service provided to our client with a 4 hour turnaround for an urgent request, so thank you to your team.

Nathan Lane

Key Account Manager

Yesterday I had some work done at my property by a Toscano plumber.

I was impressed last time Anthony attended my property, however Chris attended yesterday and once again exceptional service and workmanship, to even another level.

I was told 7:30am, the doorbell rang at precisely that time, punctual, meticulous, I cannot say enough.


It is very hard these days, to find quality tradesman that are good at their job and as people, and that respect the customer's property.

Once again credit to all of you as you have definitely found the right formula for a successful business. I recommend your business to anyone and everyone I can.

FYI - I have never sent anyone an email of thanks, yet have sent 2 to yourselves. It says a lot about the impression that was left

George Sarmas

Premier Supplies



On behalf of our company and the Major Projects team I would like to personally extend my sincere thanks to the Toscano team for your hard work and dedication throughout the reinstatement. Despite the numerous challenges thrown up along the way, the result achieved is a credit to all involved.

John Coates

Construction Manager, Major Projects

Let's talk further about your commercial
maintenance plumbing requirements:

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