

Warranty Information

Flow Masters Plumbing, Inc. is committed to delivering high-quality workmanship and reliable service. Our warranty is designed to protect you, ensure efficiency, and prevent unnecessary damage to your property. Please review the following details regarding our coverage and service policies

Workmanship and Materials:

Flow Masters Plumbing guarantees that all serviced plumbing components are free from defects in materials and workmanship.

Specific warranty periods apply as follows:

Dripping: Repairs to faucets, shut-off valves, gate valves, supply lines, pumps, and hose bibs are covered for **90 days**.

Leakage: Waste, water, and gas piping (new installations only) are covered for **1 year**.

Stoppages: Drain stoppages (bathtubs, garbage disposals, lavatories, showers, sinks, toilets, etc.) are covered for **7 days**.

Warranty Call Back Service, Scheduling & Fees

Emergency Calls: Handled promptly. Technician entry requires an adult (18+).

Non-Emergency Calls: Scheduled as schedule allows.

Labor Warranty Services: No charge for labor within warranty periods.

Non-Warranty Services: Payment is required at the time of service.

Manufacturer Warranties:

Please kindly familiarize yourself with your product's warranty via the manufacturer's website or user manual. In some cases, items may be subject to inspection by the manufacturer's representative. Also please read the service description described in your estimate or invoice for specific warranties pertaining to that the service or product as some may vary.

Fixtures & Components: Covered as per the manufacturer's specified warranty

Boilers, Tankless, Air To Water Heat pumps, Gas & Heat Pump Water Heaters: Covered as per the manufacturer's specified warranty; variations exist between manufacturers. Most manufacturers require a record of annual system service to keep warranty intact.

Warranty exclusions include:

- No warranty is offered on parts supplied by the customer
- Unauthorized alterations, misuse, negligence, accidents, or lack of maintenance.
- Chips, discoloration, or finish wear on fixtures.
- Final connections to appliances and fixtures performed by others.
- Repairs or alterations performed by parties other than Flow Masters Plumbing.

The table below outlines our standard warranty coverage; **HOWEVER, WARRANTIES LISTED IN THE SERVICE BEING PERFORMED TAKE**

PRECEDENCE OVER THIS TABLE. For any exceptions or variations, please refer to your estimate or invoice for warranty details specific to that service or product.

Category	Parts	Labor	Category	Parts	Labor
Water Heater/Heat Pump - Gas Tank, New Installation - Heat Pump, New Installation - Tankless, New Installation - Repair	Per Manufacture Per Manufacture Per Manufacture 30 Days	2 Year 2 Year 2 Year 30 Days	Boiler - New Boiler Installation - Repair (5 Yr old unit +) - Repair (0-5 Yr old unit)	Per Manufacture 30 Days 90 Days	2 Year 30 Days 90 Days
Recirculation Pumps - New Installation - Repair	Per Manufacture 30 Days	2 Years 30 Days	Radiant Heat Systems - Repair	30 Days	30 Days
Fixtures / Faucets - Installation - Repair	90 Days 30 Days	90 Days 30 Days	Sewer Laterals - Spot Repair - Replacement	1 Year 5 Year	1 Year 5 Year
Toilet Repairs - Installation - Repair	90 Days 30 Days	90 Days 30 Days	Drain Cleaning / Blockages - Snaking w/ camera inspection - Snaking w/o camera	N/A N/A	7 Days N/A
Shower Repairs - Installation - Repair Shower Valve - Installation Shower Stems - Cartridge Replacement - Shower Head Installation - Shower Head Repair	1 Year 30 Days 30 Days 30 Days 30 Days 30 Days	1 Year 30 Days 30 Days 30 Days 30 Days 30 Days	REPIPE - Gas Pipe (Full Repair) - Gas Pipe (Spot Repair) - Water Pipe (Full Repair) - Water Pipe (Spot Repair) - Waste Pipe (Full Repair) - Waste Pipe (Spot Repair)	1 Year N/A 1 Year N/A 1 Year N/A	1 Year 90 Days 1 Year 90 Days 1 Year 90 Days
Tub Repairs - Installation Tub - Waste & Overflow (full repair) - Waste & Overflow (spot repair) - Tub Spout	1 Year 90 Days 30 Days 30 Days	1 Year 90 Days 30 Days 30 Days	Shut Off Valves / Supply Lines - Gas Valves Installation - Ball Valves Installation - Auto shut of valves	90 Days 90 Days Per Manufacture	90 Days 90 Days 2 Year
Kitchen Repairs Garbage Disposal Installation Insta Hot Installation	90 Days 90 Days	90 Days 90 Days	Miscellaneous - P-Traps (Sinks) - Gasket - Air Gap - Hot & Cold Angle Stop	30 Days 30 Days 30 Days 30 Days	30 Days 30 Days 30 Days 30 Days