



Blocked Drains  
**1300 806 683**

# The Omega Advantage

Omega Service Solutions is a family owned business that prides itself in the way it conducts business. Over the last twenty years Omega has developed a well earned reputation for reliability and skill.

## Highly skilled service technicians.

It is not enough at Omega for a service technician to gain his trade qualification and then stop learning. Our service technicians spend three hours per week in the company's education facility, keeping up to date with new products, and new ways of doing things. As well they receive training on subjects not covered in their technical syllabus; there is a strong emphasis on customer service. This translates into better service for you the customer.

## Reliability

We have invested in computer controlled scheduling, and capacity management systems, together with providing time for planning meetings to make sure your job goes as smoothly as possible. We have the manpower to be able to put as many technicians on your job as required. Line management is in place to make sure your job is started and finished on time.

## Our Relining Method



We excavate a keyhole and blow the new pipe liner into place with compressed air.



After the relining is complete an inspection opening is brought to the surface, landscaping is protected with drop sheets.



Relining truck fitted out with all the equipment necessary to complete the job.



The completed job, apart from the white cap of the inspection opening you would hardly know a repair has been done.

### Respect for your property

All Omega technicians take every care to minimise damage to landscaping and improvements by putting protection in place, or carefully cutting and setting aside turf etc. This may take a little more time and effort, however we are working on what is possibly your main asset, worth many hundreds of thousands of dollars, as well as being your home. And for this reason we believe the extra care and attention makes good sense both financially, and for you personally.

### Fair and honest pricing

Omega's prices are not made up by the technicians. All works are costed by component from our official price books which we update and publish annually. This assures fair and honest prices and consistent pricing across every suburb in Sydney.

### State of the art equipment

We have invested in the best and most up to date technology such as high pressure water jets, high definition sewer inspection cameras, electronic location equipment and the latest trenchless pipe rehabilitation technology.

### Straight forward contracts

We understand that consumers have to be careful, and make sure what they are going to get is what they are expecting, without any nasty surprises. For this reason we have adopted the Department of Fair Trading's Contract word for word. We believe this will give you the confidence that the contract is fair and equitable. You don't have to worry about the fine print because there isn't any.



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State of the Art Equipment



Well planned excavations with the right equipment.



The optimum amount of resources allocated to your job.

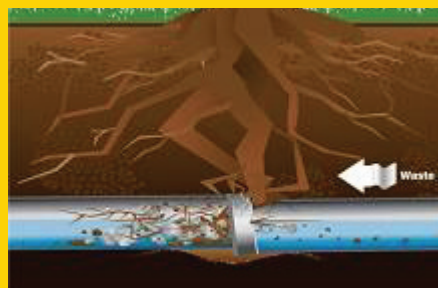
## What causes a sewer to collapse

Stage 1



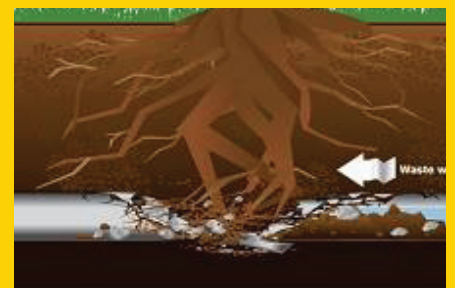
Roots have entered the sewer system, causing partial stoppage. This can usually be cleared by water jetting. However this would only give temporary relief.

Stage 2



Roots have clogged the sewer system causing serious damage. This can be fixed permanently by replacing a section of your sewer Pipe, or water jetting to cut out the roots and Pipe-lining to repair the break.

Stage 3



Roots have caused the sewer to collapse or have damaged the pipe beyond repair. This usually causes catastrophic blockage. (One that cannot be cleared) Excavation and repair will be required. At this stage unfortunately relining is no longer an option.

# Sydney's "No Dig" Sewer Repair Experts



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"I think the promise to be at the time agreed upon to do the job is fantastic and one of the main reasons I use Omega."

Ms C Furner, Oatlands

"Very impressed with the efficiency. Have used your service at least 4 times and having Omega again to connect water tank."

Mr G West, Pymble

"The serviceman you sent out was a delight! Clean, efficient and loyal to your company. Taps work perfectly, drain doesn't smell, outdoor leaking tap fixed. Just joyous."

Mrs Hestelow, Wahroonga

"We were very impressed by the promptness and on time to our call from the first phone call through your staff were polite and all work was explained."

Mr Sweeney, Killara

For the ultimate solution to your drain and sewer issues in Sydney, Omega Service Solutions can help with the latest 'no dig' underground repair technology and a level of service which is second-to-none. You can read more about your service level guarantee on this page.

## THE OMEGA 'NO DIG' ADVANTAGE

### 1. SAVE YOUR EXISTING LINES

If you have a damaged or leaking drain or sewer pipe, most companies would have to dig a trench right through your garden with a digger. Not so with Omega Service Solutions, we have invested in the latest technology which can help SAVE a pipe that other companies would have to replace.

### 2. SAVE YOUR LANDSCAPING, GARDEN, PATIO & DRIVEWAY

Because we don't have to dig a trench and can repair the pipe underground, we can also save your landscaping, garden, patio and driveway from destructive trench digging.

### 3. SAVE TIME AND MONEY

Not having to repair or replace parts of your landscaping or driveway can save you thousands too, as well as the time and inconvenience. Not to mention that not all plants or landscaping can be replaced as they were.

### 4. LATEST TECHNOLOGY

This latest technology enables us to solve your sewer line issues underground. The technology works by means of a hard epoxy which is pulled through the pipe and then expanded to the sides of the existing pipe to form a hard shell - in effect a new pipe of startling strength.

### 5. LIFETIME WARRANTY

You can be sure that your sewer line issues have been solved permanently with a lifetime warranty on replacement lines for as long as you own the home.

### 6. SATISFACTION GUARANTEED SERVICE

Not only does the technology save you money and inconvenience, but with Omega Service Solutions you also benefit from our drain expertise and satisfaction guaranteed service, with a commitment to customer care and attention which is second-to-none.

### 7. HELP

For help with all your trenchless 'no dig' sewer line questions and needs in Sydney, call and speak with the experts from Omega Service Solutions **1300 806 683**, 24 hours, 7 days.



# Excavation and replace option



“Excavations are well planned in consultation with you to minimise disruption. The project team allocates the optimum amount of resources to get the job done in the absolute minimum of time.”

In cases where relining is not possible, or economically not the best option, Omega Service Solutions offers the excavate and replace option. We take every step possible to minimise surface damage and disruption. With this option it is necessary to remove debris from the site and back fill with new blue metal. Omega sources materials and services such as skip bin hire, and back fill materials from the local area to minimise the environmental impact of your excavation.

Excavations are well planned in consultation with you to minimise disruption. The project team allocates the optimum amount of resources to get the job done in the absolute minimum of time.

## Your responsibilities in selecting a contractor.

Your home is a valuable asset, so when selecting a contractor to perform any substantial works on your home you should satisfy yourself that you are choosing the right contractor. **The Department of Fair Trading recommends you do not sign a contract** unless you can satisfy yourself of the following twelve items, **if you cannot answer yes to all twelve you should not sign the contract.** To assist you in some of these checks, Omega's contract contains warranties that certain conditions have been met. This means you can answer yes to the following questions:

YES NO

### Q1. Does the contractor hold a current licence?

A1. Omega's contract warrants that we hold a current licence so there is no need to conduct a licence check. However if you wish to do so, our licence number is 6646C, the web address for conducting licence checks is [http://www.fairtrading.nsw.gov.au/About\\_us/Online\\_services/Home\\_building\\_licence\\_check.html](http://www.fairtrading.nsw.gov.au/About_us/Online_services/Home_building_licence_check.html). If you do not have access to the internet a copy of our license is available on request.

### Q2. Is the licence for the type of work you want done?

A2. Omega warrants that it is licensed to carry out works for the following trades: Air conditioning, Electrical work, Draining, Gas fitting, LP Gas fitting, Plumbing and roof plumbing.

### Q3. Is the name and number on the licence the same as on the contract.

A3. Our licenses are held under the name of Omega Plumbing Pty Ltd which is a wholly owned subsidiary of Omega Service Solutions Pty Ltd.

### Q4. Is the work to be done covered in the contract?

A4. The description of the work to be done is clearly stated on the front of the contract.

### Q5. Is the contract price clearly stated on the contract?

A5. The contract price is clearly stated on your contract.

### Q6. If the contract price can be varied is it clearly stated how this can be done.

A6. Omega contracts are for a fixed up front price and cannot be varied. Other than excavation exclusions. This amount is clearly stated on the front of your contract.

YES NO

### Q7. Is the contract for more than \$12,000 if so is an insurance policy in place.

A7. If an insurance policy is required Omega will take out that insurance and provide you with a certificate. The costs of this insurance are included in your price.

### Q8. Is the deposit within the legal limit?

A8. 10% for work up to \$20,000, 5% for contracts in excess of this price. Omega does not accept deposits outside the legal limits.

### Q9. Do you understand the procedure for variations?

A9. Omega offers a fixed up front price for the works as described. There are no variations to the contract price other than excavation exclusions. If you wish to change the scope of works to include extra works a new fixed price contract will be prepared for those works and approved by you before commencement.

### Q10. Are you aware of who is to obtain council or other approval for the works?

A10. Omega warrants that any approvals for the works will be obtained By Omega and that the costs for these approvals are included in the price.

### Q11. Do you understand that if the works exceed \$12,000 a home warranty insurance policy must be in place for the works?

A11. Omega is qualified to obtain this insurance. If the contract requires insurance; the cost of this insurance is included in your contract price. You will be provided with a copy of this insurance certificate.

### Q12. Have you received a copy of the consumer building guide?

A12. A copy of the guide in PDF form is available from this URL: [http://www.fairtrading.nsw.gov.au/pdfs/About\\_us/Publications/ft246.pdf](http://www.fairtrading.nsw.gov.au/pdfs/About_us/Publications/ft246.pdf). If you do not have access to a computer please contact our office and we will provide you with a copy of the guide.