



July Newsletter

Helpful Hints for Homeowners

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We hold these truths to be self-evident...



“The United States was built by men of hard, practical frames of mind - men of action like Washington and John Adams and Alexander Hamilton. However, it was based on a dream - the dream of Jefferson. That dream has - ever since - slowly - generation by generation - been spreading across the globe.”
(American Sphinx by Joseph J. Ellis 2006)

All of us at Rapid Service wish you a safe and happy 4th of July.



And remember, if a plumbing or electrical emergency threatens to ruin your holiday plans, we are available 24 hours a day, 7 days a week, 365 days a year to solve the problem.

Rapid Service charges by the Job, not by the hour

Questions to ask a home repair contractor (besides “How much do you Charge?”)

Everyone in the service business cringes a little when people call and ask, “How much do you charge?” No, it's not because we charge too much. It's because, deep down, we know we cannot completely answer the question



Quoting an hourly rate might seem to provide a rough estimate. Yet how often have you seen home repair jobs drag on for hour after hour with “the meter running”? Too many variables come into play, including the exact nature of the problem and the skill of the service technician dispatched to your firm. Some are more experienced and work faster than others.

To answer that question, the service company needs to know the exact nature of the problem, which cannot be described with certainty over the phone, and how long it will take to fix it.

With this in mind, I would like to suggest some other questions that you as home owners might wish to ask of the people you call for home repairs and service who quote you hourly charges over the phone.

Questions to Ask your Contractor

- Can you guarantee a maximum price to do the job?
- Do you charge for time driving to and from a supply house?
- Who will be doing the work?
- If the problem persists or reappears after your mechanic leaves, will you come back to fix it at no extra charge - immediately?
- Can you show me proof of a license and insurance, both general liability and worker compensation?
- What time will you show up?
- Another useful gauge of a service firm's value is if there is even anybody available to answer these questions

To see how Rapid Service responds to these questions, visit our website

Resource Center at <http://rapidservicellc.com/resourceindex.html>

Around the House

The Plumbing Basics Every Homeowner Should Know

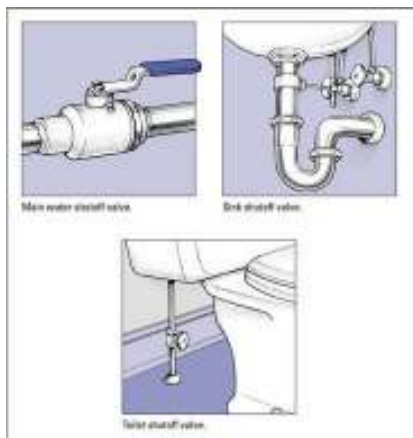
The most important things to know is the location of your main shut-off valve and any secondary shutoff valves as well as the electrical circuits that control your water pump and furnace.



If you have a leak or water is flooding the area, immediately go to the appropriate shut-off valve and turn off the

incoming water. You and each member of your family should know the location of these shutoff valves. If the emergency is limited to a specific appliance or fixture, look for its shutoff valve and close the valve by turning clockwise.

Turn off the main shutoff valve if the problem is a leaking pipe or if there is no shutoff valve for the particular fixture or appliance.



This doesn't solve your problem but it is the best thing to do while waiting for the professional plumber to arrive. Ask our technicians to help you locate and label your

shut-off valves. If our plumbers are already at your home, we can do this for you immediately. Otherwise, give us a call and we will be happy to offer this courtesy service.

For more tips, visit our website at www.rapidservicellc.com/

Special Money Saving offers are available on our website at

www.rapidservicellc.com/specials.html

Label your Electrical Circuit Panel

Electrical Code now requires that circuit panels be traced and labeled. A labeled panel is not only a convenience when there is a power issue, but also an important safety measure.



If your circuit panel is not traced and labeled, this is something you should do yourself. It's helpful to have at least two people for this project, one at the panel itself and another providing feedback on closed or open circuits.

Circuit Breaker Panel. If you are working alone, the items needed for this project are a droplight with long cord, or a radio without batteries and a multimeter, available at most home improvement stores.

First turn on all the lights in the house. Then use the droplight or radio by plugging it into an outlet. Now set the light up so you see it from the panel, or turn the radio on loud enough so you can hear it. Go through all the breakers until the light or the radio goes out. After it goes out, go to that room where you had the light/radio plugged into and check to see what else went out. Use the multimeter on outlets that you do not have something plugged into to see if it still has power.

Ask one of our Electrical technicians for complimentary labeling of your circuit panel.

See our Blog at www.rapidservicellc.blogspot.com/

If you have any questions you would like answered in Next Month's newsletter, just drop us an email at

resourcecenter@rapidservicellc.com