

Guaranteed Solutions for Solving Sewer Backups

Heritage™

PLUMBING
HEATING • COOLING

Problem Solved!



"Honey, just call Heritage."



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The typical network of pipes in your home.



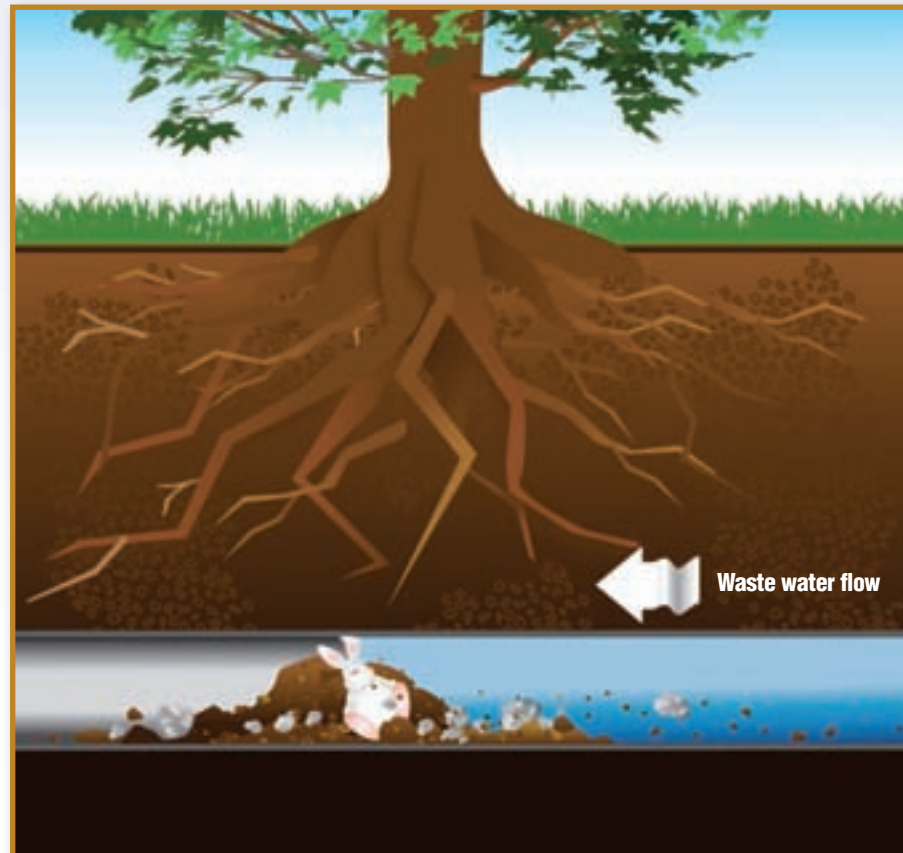
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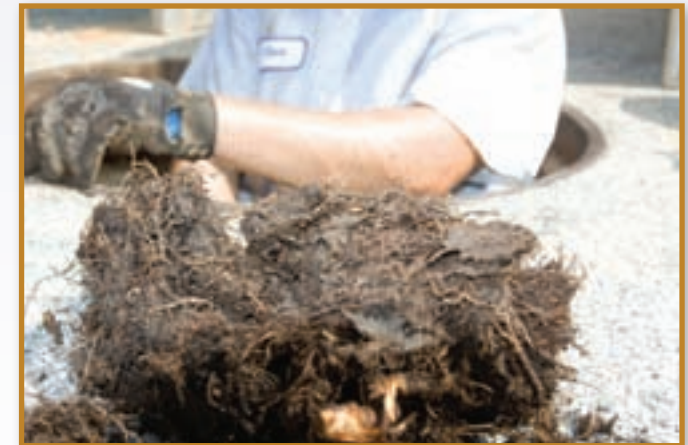
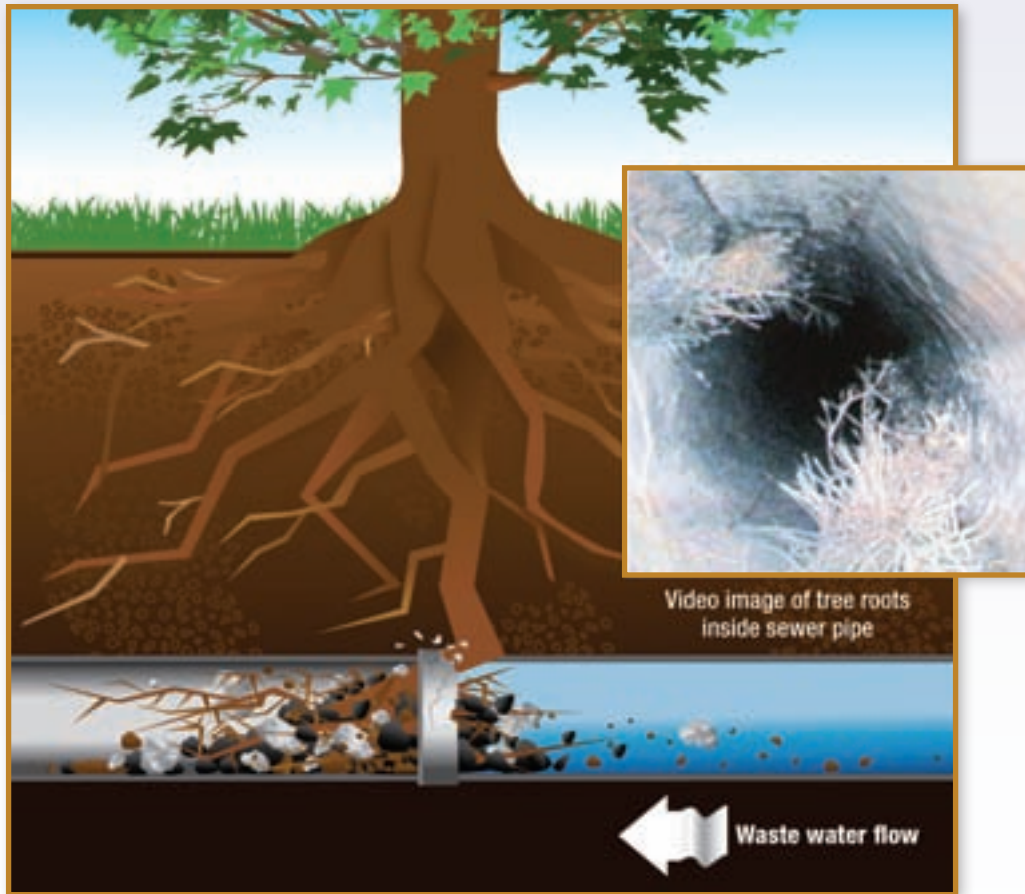
What causes sewer pipe backup?

Foreign objects



What causes sewer pipe backup?

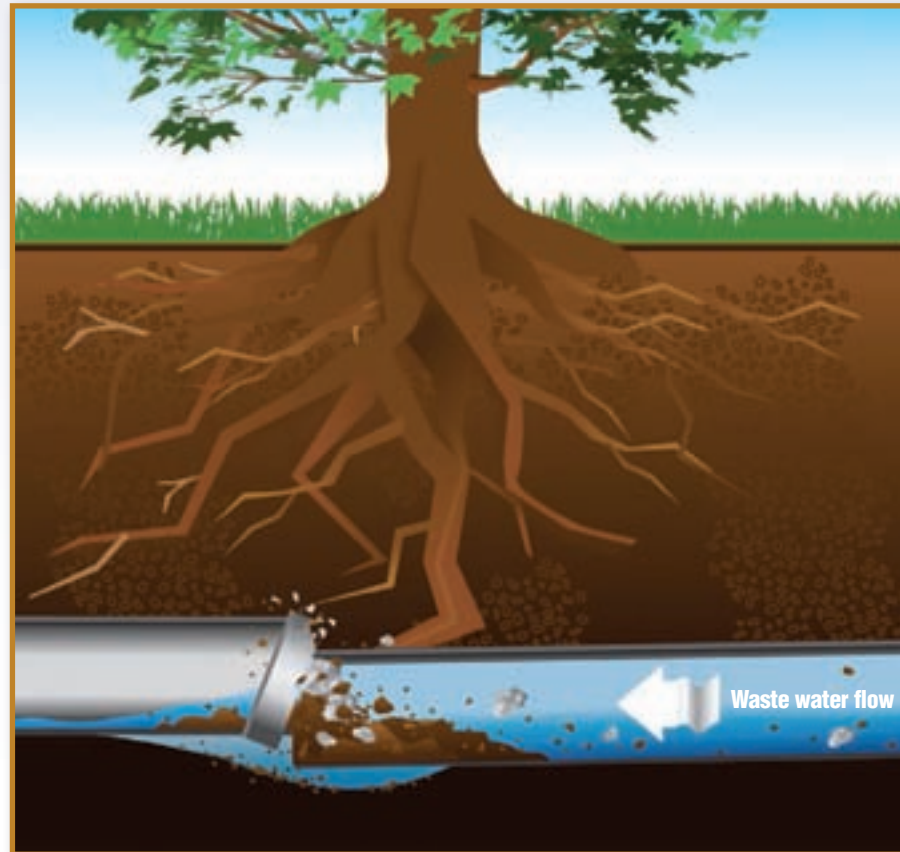
Tree Roots



Removed tree roots that caused a complete sewer line backup

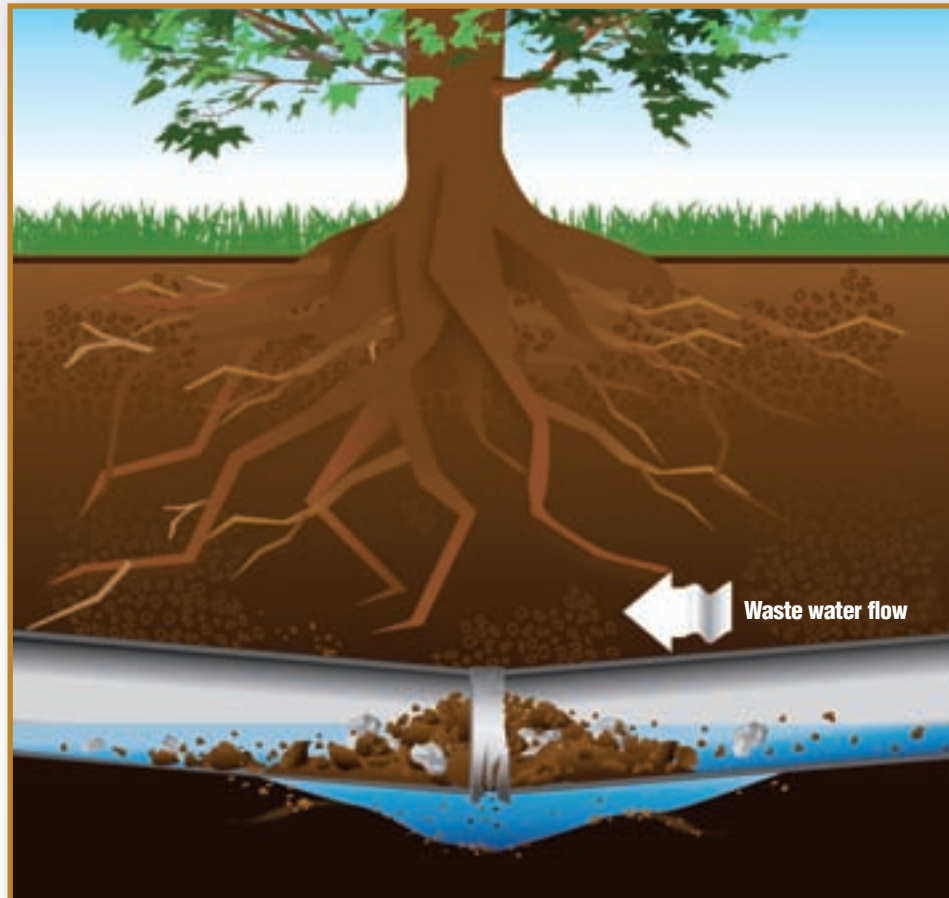
What causes sewer pipe backup?

Pipe misalignment



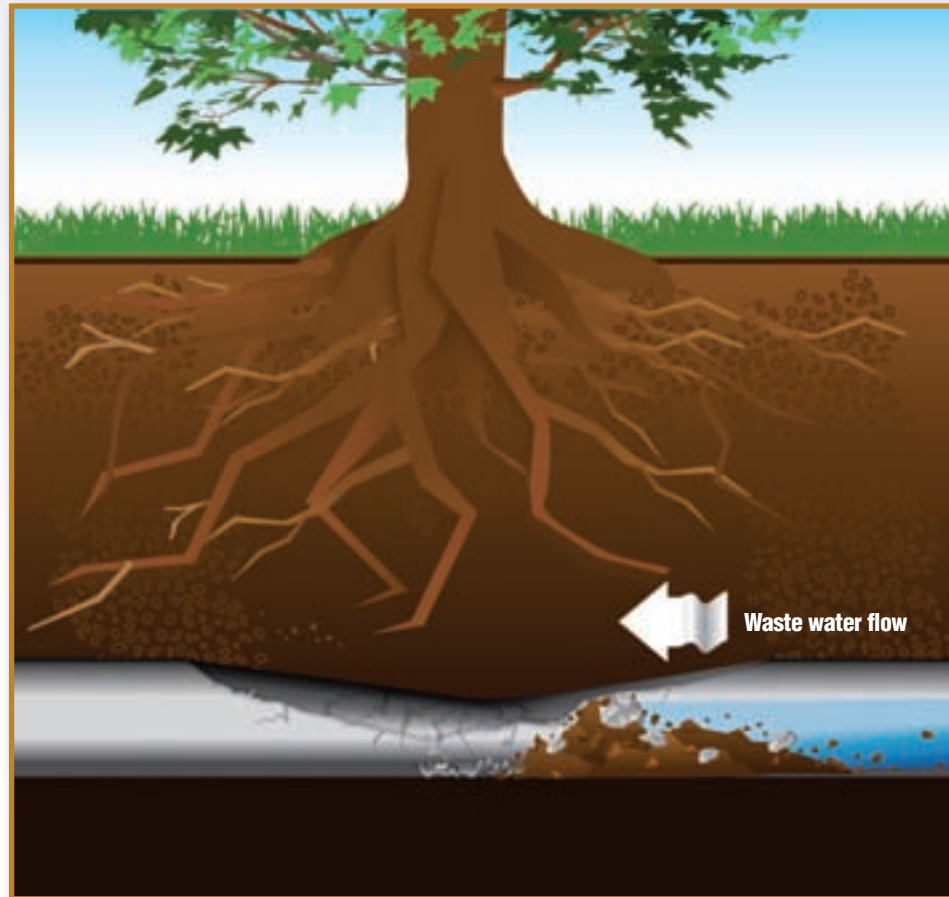
What causes sewer pipe backup?

Pipe belly



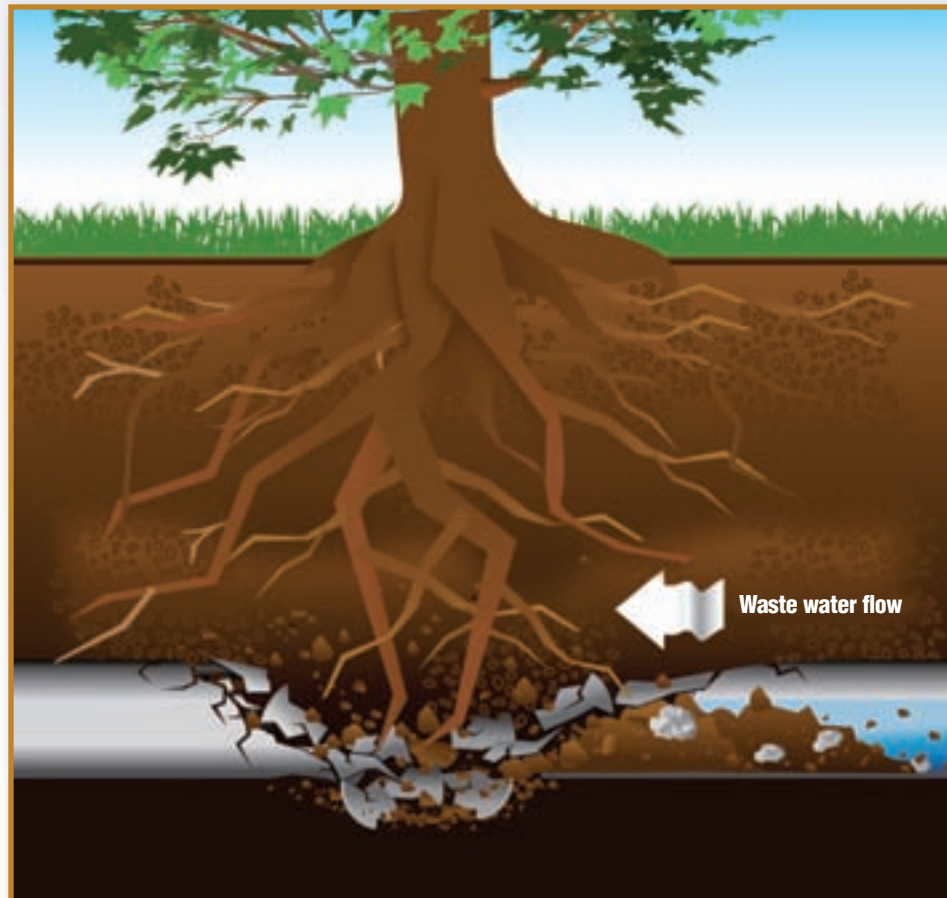
What causes sewer pipe backup?

Partially collapsed pipe



What causes sewer pipe backup?

Fully collapsed pipe

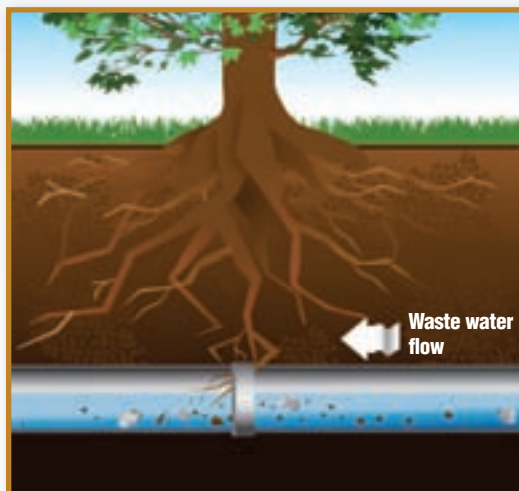


What causes sewer pipe collapse?

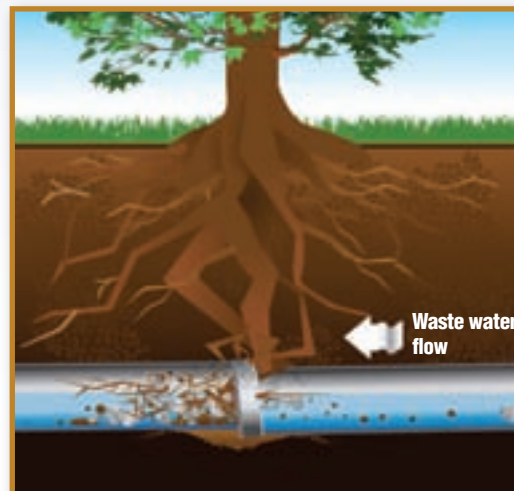
Progression of conditions:
Tree roots to collapse



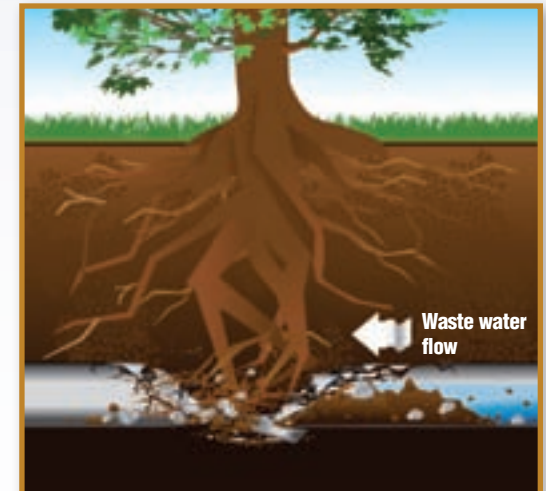
Stage 1



Stage 2



Stage 3

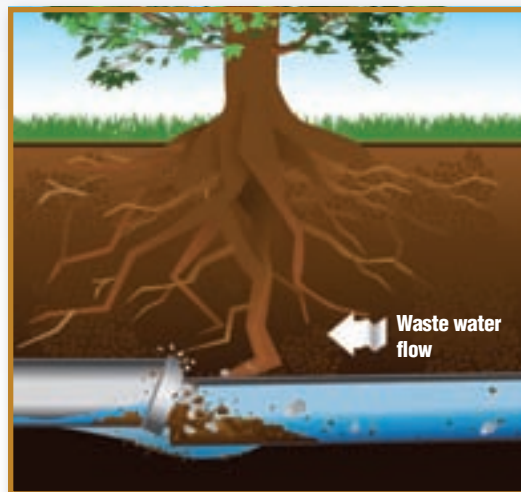


What causes sewer pipe collapse?

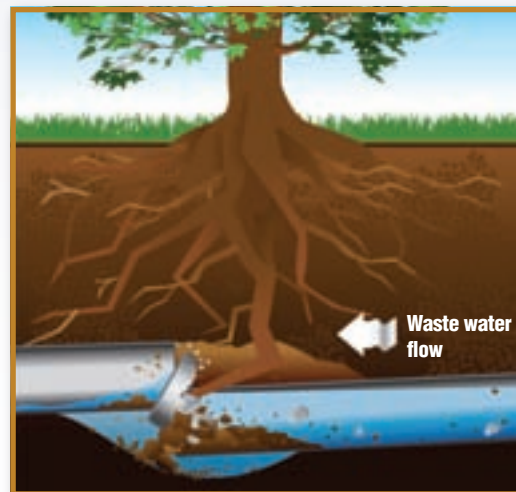
Progression of conditions:
Misalignment to collapse



Stage 1



Stage 2



Stage 3

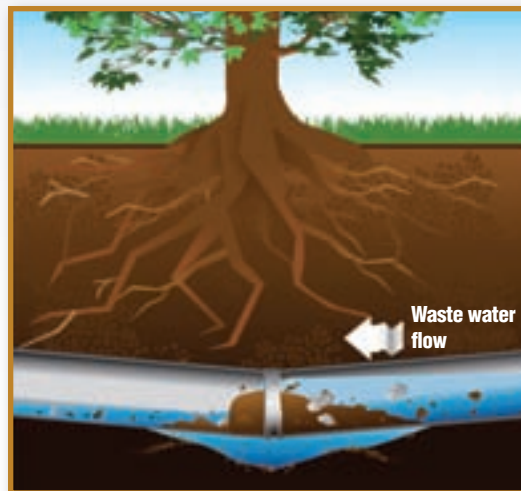


What causes sewer pipe collapse?

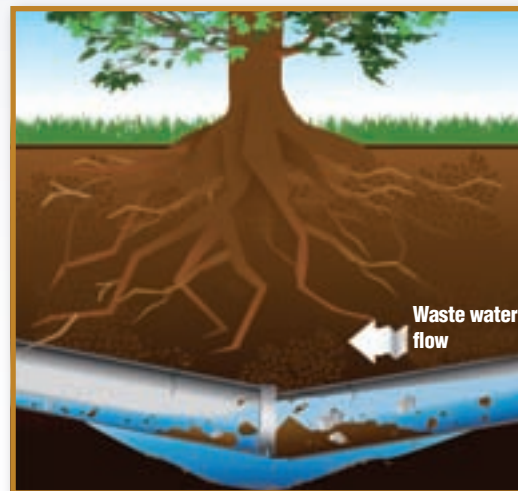
Progression of conditions:
Pipe belly to collapse



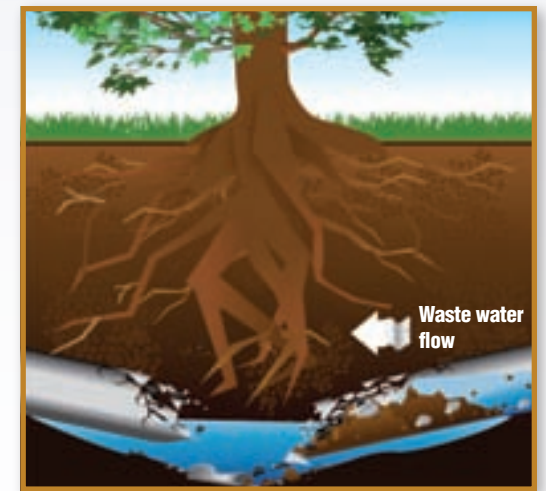
Stage 1



Stage 2



Stage 3



Typical Types of Sewer Pipe Materials

Cast Iron



- **Common life span of cast iron pipe is 30 years**
- **Susceptible to corrosion and waste buildup**

Typical Types of Sewer Pipe Materials

Clay



- **Common life span of clay pipe is 30 years**
- **Brittle Material**

Typical Types of Sewer Pipe Materials

Concrete



- **Common life span of concrete pipe is 30 years**

Typical Types of Sewer Pipe Materials

Orangeburg



- **Composed of paper and tar**
- **All Orangeburg pipe should be replaced**

Typical Types of Sewer Pipe Materials

PVC and ABS



Left to right: Thin Wall PVC, ABS, PVC

- Pipe foundation critical
- Thin wall PVC especially susceptible to collapse

Repair or Replace?



Repair your sewer pipe if it...

- ...is reasonably accessible
- ...is sized properly for the occupants of the home
- ...has a reasonable life expectancy after the cost of repair

Replace your sewer pipe if it...

- ...is Orangeburg
- ...is undersized for the occupants of the home
- ...is bellied or collapsed
- ...condition of the existing pipe is deformed or deteriorated
- ...beyond the life span of the existing pipe
- ...you desire a worry-free solution to your sewer issue

Repair or Replace?



Consider Trenchless Pipe Bursting if...

- Existing conditions are compatible
- Avoid disruption of landscape and structures
- You desire a worry-free solution to your sewer issue

Repair and Replacement Process



Determine location of damaged areas and pipe run

- Mark sewer pipe and utilities
- Assess damage potential
- Contact dig authorities to mark utility lines



Repair and Replacement Process



Pipe Replacement Using the Pipe Bursting Method

- Same or larger diameter pipe is pulled from one access point
- Little or no distribution
- No joints
- Only two access points are needed



Old pipe is burst and new pipe is installed at the same time



Polyethylene replacement pipe is rated for a 50-year life



Welded areas of pipe are stronger than the pipe itself



Repair and Replacement Process

Pipe Replacement Using the Excavation Method

- Extreme care is taken to protect and preserve landscape and property.
- Pipe foundation is examined and rebuilt if necessary to a grade of 1/4" per foot slope.
- Safety precautions are taken to protect property and personnel.
- Polyethylene replacement pipe is rated for a 50-year life expectancy.

Heavy duty plastic protects your lawn during the repair process

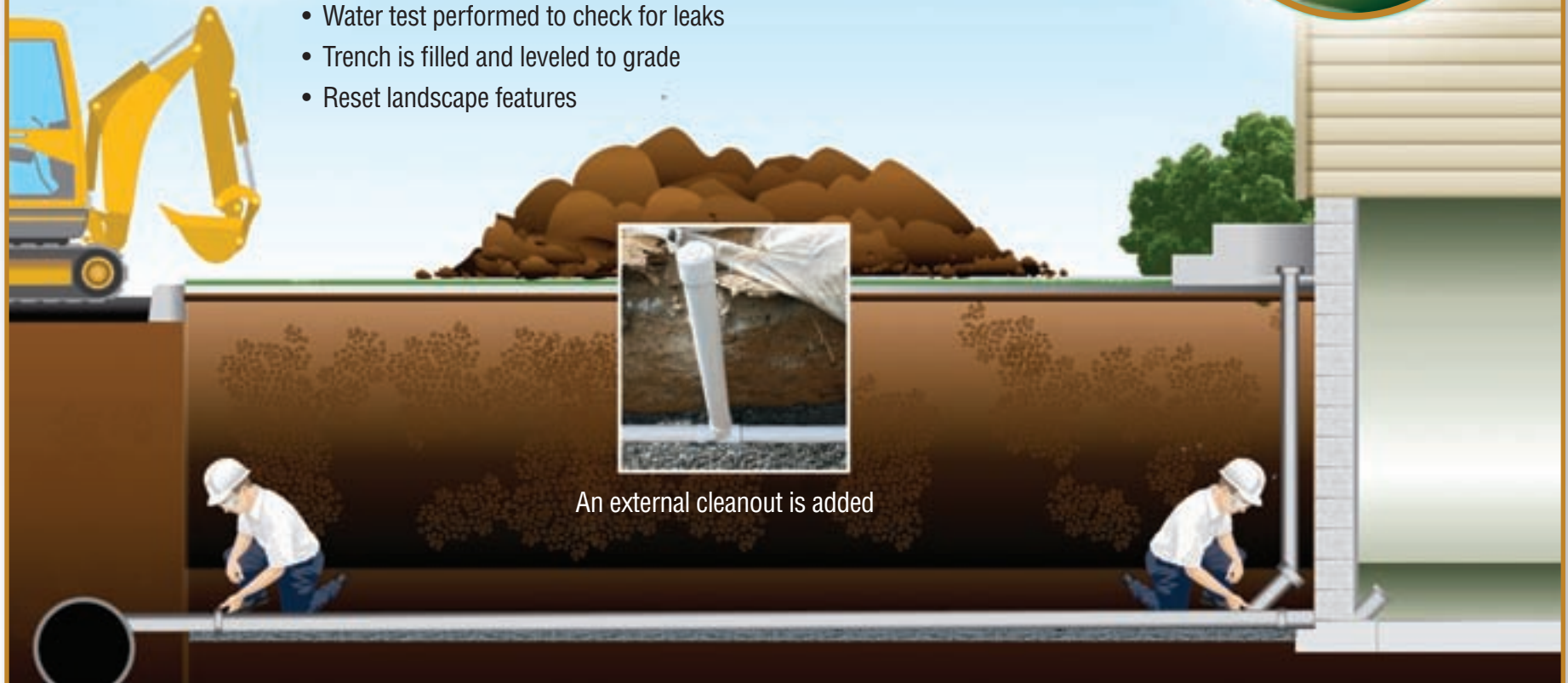


Repair and Replacement Process



Pipe Replacement Using the Excavation Method

- New pipe is reconnected to existing pipe
- Water test performed to check for leaks
- Trench is filled and leveled to grade
- Reset landscape features



Only Our Guarantees are Stronger Than Our Pipe

Lifetime Guarantee

- Warranted for the life of the house*
- Warranty is transferable

*So as long as Service Partnership is maintained.
(20-year warranty without a partnership)

Exact Price / No Surprises Guarantee

- Know the price before we start — not a penny more.

One Hour Service Guarantee

- If your new sewer system fails, we're here within an hour — any time — any day.

No Risk / No Worry Guarantee

- We'll assume: liability, permits and clean-up — not you.



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Why Our Company is the Right Company for Your Sewer Repair or Replacement?

- We use only high quality materials for long-lasting service.
- We are a member of Nexstar, a world-class business development organization, with whom we have sworn to a code of ethics.
- Our employees are background checked. We won't send someone to your house who we wouldn't send to ours.
- Our thorough training allows us to offer you one price to complete your project with no surprises.
- Family owned, locally independent, invested in your community.
- Our guarantees and business conduct are best in this area. Ask us for a list of customer references.
- We have financing packages available within reach of nearly every budget.



Code Of Ethics

Customers

We will serve our customers with integrity, competence, and objectivity.

We will deliver to our customer all that we promised through value-added services.

We will perform our work to meet technical codes or better.

We will explore each customer situation to sufficient detail and gather sufficient facts to gain an understanding of the problems, the scope of assistance needed, and the possible benefits our service and technical recommendations may provide our customers.

We will respect each customer's home and property and leave them as clean as we found them.

Employees

We regard our employee's satisfaction as important as customer service and company profitability. We subscribe to the premise of win, win, win.

We will assign technical and support personnel to each job in accord with their experience, knowledge, and expertise. WE WILL FOSTER training for all our employees on an on-going basis to improve and uphold high performance standards.

Professional Responsibility

We will perform jobs for which we are qualified by our experience and technical competence.

We will make Quality Service the trademark of the jobs we perform. If needed we will take care of callbacks with a minimum of inconvenience to our customers.

We will stand behind our work.

We will not provide services to a customer under terms or conditions that might damage or compromise the integrity of our trade and profession. We will follow the Golden Rule.

We will not advertise our services in a deceptive manner.

We will maintain a wholly professional attitude and behavior toward those we serve, our fellow contractors, our own employees, our suppliers, and the public at large.

Earnings

We will agree with our customers independently and in advance on the basis for our fees. Our fees will be commensurate with the quality of the services we deliver and the responsibility we accept.

We will make it our moral imperative to maintain a profitable business as part of our responsibility to our employees and our families.

We will be mindful of the honest value received by the customer and our right to an ethical profit.

Social Responsibility

We will be good corporate citizens.

We will protect the health and safety of our communities by sharing knowledge of new environmental developments and technological advancements with the communities we serve.

We will report violations of this Code of Ethics.

Repair or Replace?



Consider Trenchless Relining

- Existing conditions are compatible
- Avoid disruption of landscape and structures
- You desire a worry-free solution for your sewer issue



The Repair And Replacement Process



Pipe Replacement Using The Pipelining Method

- Existing pipe wall is cleaned of all debris
- Resin-coated fiberglass sleeve is extended into the pipe and compressed against the pipe wall by an air-filled bladder
- The bladder holds the fiberglass in place until the resin cures
- Life expectancy of the pipelining material is 50 years
- No joints



Inflatable bladder
(temporary, removed)

Existing pipe
(permanent)

Pipe lining material
(permanent)



Liner is prepped with epoxy
ready for placement

← Pipe lining sleeve and inflatable bladder are pulled into pipe ←

