

Rite Way Plumbing Services



**Heating, Cooling
& Plumbing**



Why Choose Rite Way?

Let's address the elephant in the room.

Contractors these days have a pretty bad reputation. Broken promises, poor customer experience, taking your hard earned money and not delivering what you expect.

Rite Way's owner, Rick Walter, believes that the contractor trades are vital to homeowner quality of life, and that there is no excuse for not delivering a premium experience.

At Rite Way Heating, Cooling & Plumbing, our company mission is to "Help Homeowners Live Better In Their Homes" and we take that very seriously. We aim to make every experience with us a positive one.

To that end, we hire only people we'd want servicing our own homes. Friendly people with great attitudes who show up to work everyday looking forward to helping our customers.

We invest heavily in training our folks in all the skills they need for their jobs, including customer service skills. We aim to be one of the best employers to work for in Tucson, knowing that happy employees will look after you how we want them to.

At the macro level, our management team spends a large amount of time discussing how we can better serve customers and be a better company to work with.

At the same time, your experience is all about 'the little things'. To that end our employees will always wear plastic booties in your home, will always present you with options rather than pushing to make a sale, and our workers are asked to leave any work area cleaner than they find it.

And of course, we always find a way to take care of our customers if and installation has issues. We take responsibility for the quality of our work and the products we supply - when you work with Rite Way you are purchasing a solution and support - not buying a problem.

At the end of the day, the true measure of our success in providing superior contractor experiences is what our customers say. Please check out our many, many Google reviews to see how thrilled our customers are about their decision to work with us. We hope you'll soon give us the chance to make you feel the same way....

What Do Previous Customers Say?

"It's difficult to believe that in the commercial world today there exists a heating and cooling company like this one. A pleasant example of incredible customer service, outstanding quality in equipment, a superb installation and retrofitting experience, and a communication system that could replace the Pentagon's. I am literally blown away.... First they set up an appointment with their sales team who drove 1.5 hours from Tucson to our tiny town. Before they arrived they confirmed our appointment several days in advance, a sign of superior inter-company planning and customer service support. When Eric and his associate arrived, they put blue surgeon booties over their street shoes as they entered our humble abode. What? Booties? Eric said that their boss, the owner of the company, insisted. I could tell then that our first meeting, the sales pitch and system bid, would be quite interesting....and it was. Rite Way has the Mojo, man. You will never want for a better company and team at your precious home. I can only imagine how nice our air conditioning will feel this coming summer. Our winter heating system is a gem and has already made our home a much nicer, and safer, haven. Damn, thank you guys. A+ doesn't even do it."

- Jim B, Google Reviewer

"The plumbing professional that worked with me was incredibly personable, knowledgeable, and efficient. Rite Way clearly has high expectations for the services they deliver and have engaged educated, articulate professionals in order to maintain high standards of customer service and plumbing quality. I sure am glad I chose Rite Way's hot water heater service!"

- Sarah C, Tucson customer

"I replaced the main water heater, A.C. and furnace at our residence. Their estimate was higher than my other two estimates but I feel I was given so much more. They uncovered blatant code and safety violations that existed that the other contractors did not see. For example, my old A.C. was wired directly into my incoming electrical wiring without going through a breaker. My old water heater and furnace vented directly into my evap cooler air inlet. My existing gas line was not big enough for both a water heater and furnace. And finally, my old A.C. was not big enough for the square footage of the house. They got permits for every phase of the work. Pima County and Southwest Gas inspected and verified all work accomplished with no defects noted. I'm not sure other contractors would have gotten the permits."





- Anonymous online review

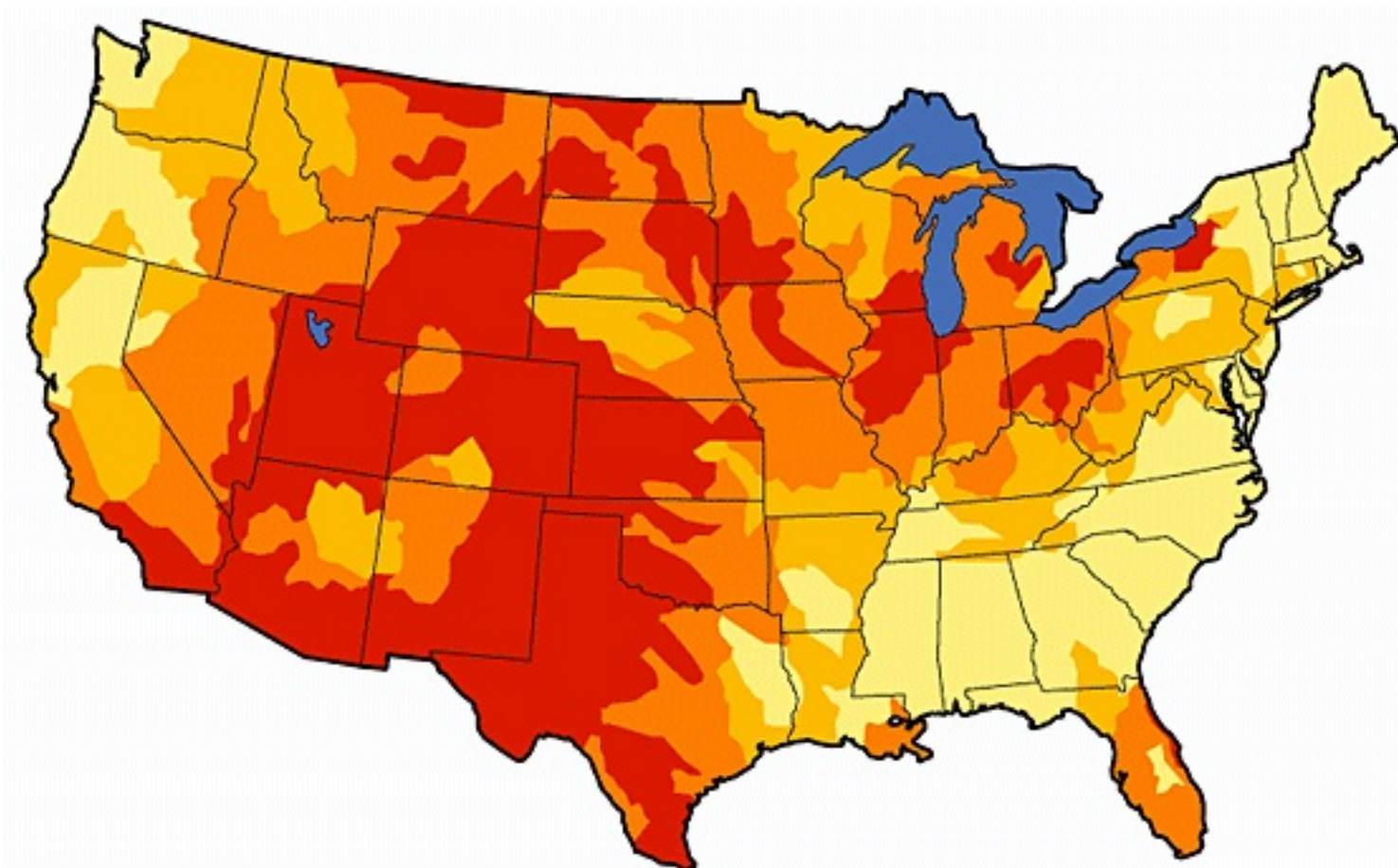
Hard Water Problems

What makes the water in Tucson and Southern Arizona so hard?

As you can see from the map below, Tucson sits right at the bottom of a band of very hard water, i.e. a high level of calcium, magnesium, iron and other minerals in the water. Because our water travels so far, from the Rockies down through Nevada and then through most of Arizona, it tends to absorb a high level of those minerals on its journey.

It's clear that here in Southern Arizona, we need a whole house water softening system even more than in most other areas of the country.

-  **Slightly Hard Water** (1 - 3.5 Grains Per Gallon)
-  **Moderately Hard Water** (3.5 - 7 Grains Per Gallon)
-  **Hard Water** (7 - 10.5 Grains Per Gallon)
-  **Very Hard Water** (10.5+ Grains Per Gallon)



Effects Of Hard Water

Hard water has a number of negative effects on Arizona home owners:

- Water smells and tastes metallic or moldy, and can look cloudy.
- Minerals clog up pipes like plaque in arteries, reducing flow and increasing chances of expensive and damaging pipe leaks.
- Minerals clog up home appliances such as refrigerators, ice machines, washing machines and dishwashers, making them work harder. This increases energy usage and reduces lifespan of the appliance. Hard water also erodes rubber seals, making an expensive and stressful leak more likely to occur.
- Hard water is damaging to your water heater's heating element, again increasing energy usage and reducing lifespan.
- Iron causes dirty looking reddish brown stains on porcelain.
- Calcium causes white water spots on dishes, cutlery, sinks and countertops, making constant clean up necessary. On shower curtains this can create a microbial biofilm containing disease spreading bacteria.
- Minerals deactivate the active ingredients in soap and detergent. This makes it hard to get a good lather in the shower, and difficult to wash soap properly off the body, leading to dry skin and difficult to manage hair. This is even more difficult when calcium clogs your showerhead, reducing pressure. Soap on the body all day can also exacerbate eczema, especially in children.
- Clothes don't get fully clean, and residual soap on laundry allows even more dirty and grime to stick to it. Fibers wear out faster and since more detergent and hotter water is needed, clothes tend to fade faster in homes with hard water.
- The American Water Works Association estimates hard water reduces washing machine lifespan by 30%, and costs the average homeowner over \$800 per year.

Rite Way Hard Water Solutions

Ameriflow Platinum Water Softener



- Ameriflow has delivered improved water quality to 100,000 homes since being founded in 1984. The company is based in Mesa, Arizona, which means they know exactly the best solutions for our Southern Arizona hard water.
- Removes minerals such as lime, calcium and magnesium.
- Instead of harsh chemicals, uses activated coconut shell carbon. This creates the cleanest water of any activated carbon, and comes from a green, renewable source.
- Platinum Valve monitors water usage by the day, and uses proprietary algorithm to predict future usage base on day of week. May initiate self cleaning a few days early or late to ensure sufficient soft water is always available on predicted laundry or heavy use days.
- Proportional regeneration means that the system senses how much of the media is dirty, and only uses the minimum cleaning resources required, reducing waste of salt and water.



Ameriflow Platinum Reverse Osmosis



- Most RO systems use 3-5 gallons of water to produce 1 gallon of drinking water. Excess water is wasted and flushed away.
- The Ameriflow Platinum RO system uses only 1 gallon of water to produce 1 gallon of drinking water, making it far more efficient and eco-friendly.
- Simple twist off filters make it easy to service.
- High capacity filter only needs to be changed once per year.
- Many water-borne contaminants, such as petroleum products, require up to 7 minutes of contact time with carbon to be reduced. Standard RO systems top out at around 15 seconds of contact time. The Ameriflow Platinum RO system fully protects your family with over 10 minutes of contact time!
- Standard industry warranty ranges from 90 days to 3 years. Ameriflow provides a 10 year manufacturer warranty for total protection and peace of mind.

Eco-Guard Salt Free Water Conditioner



- Recommended as the best whole home water conditioning solution.
- The Ameriflow Salt Free Condition features multiple filters to maximize water conditioning:
 - **Sediment Filter** pre-treats water by removing sediment and dirt
 - **Carbon Filter** reduces chlorine, pesticides and herbicides plus hundreds of other contaminants while maximizing carbon contact time
 - **Conditioner** uses anti-scale technology to protect entire home by removing the causes of hard water such as calcium and magnesium. ResinShield prevents heavy usage from damaging the media.
- Provides both scale control and whole home filtration. Reduces chlorine and other chemicals, prevents metallic taste and smell.
- Reduces scale build up which damages home appliances.
- Saves money and reduces water, soap and detergent wastage.
- Can reduce water heating cost by up to 25%.
- No salt needed, no media to continually fill up.
- No control valve or electricity required.
- No discharge water as in other water conditioning products.

Home Water Heater Solutions

Rite Way recommends water heater products from companies which offer high quality products, maximum energy efficiency and excellent warranty protection.

All work is carried out by well training, background checked employees who ensure installation is done in line with code and permit requirements, and backed by Rite Way's excellent Satisfaction Guarantee.

The US Department of Energy provides the Uniform Energy Factor Rating, which takes 3 factors into account:

1. How much hot water a system can create in the first hour of operation
2. Total capacity for storing hot water
 1. Estimated Energy Cost Savings - an estimate of running costs

Rheem Gas Tank Heaters

- Highly efficient, scoring well for Uniform Energy Factor Ratings: 0.58-0.66 UEF.
- Creates large amount of hot water per hours - 30.3 to 40.4 Gallons Per Hour Recovery Rate.
- *Guardian* System & Sensor - added safety features automatically shut off air and fuel to heater if flammable vapor builds up.
- Environmentally friendly burner reduces output of nitrous oxide.
- Patented magnesium anode rod with special resistor which maximizes protection of tank from corrosion over time.
- *EverKleen* - patented systems fights build up of sediment, essential with Arizona's hard water.
- *Rheemglas* tank lining resists corrossions, extending lifespan of unit.
- 6 year limited tank and parts warranty



Rheem Electric Tank Heaters

- With a unique isolated tank design, heat loss is reduced and efficiency is increased to 0.90-0.93 UEF.
- Special restituted copper upper element and stainless lower element, combined with premium grade anode rod work together to lengthen lifespan of both anode and tank.
- Creates large amount of hot water per hours - 21 Gallons Per Hour Recovery Rate.
- For added safety, system cuts off should excess temperature be detected.
- *EverKleen* - patented systems fights build up of sediment, essential with Arizona's hard water.
- *Rheemglas* tank lining resists corrossions, extending lifespan of unit.
- 6 year limited tank and parts warranty

Navien Tankless Gas Water heater

Tankless systems offer the benefit of endless, and instant, hot water throughout your home, on demand.

- Up to 80% smaller than tanked water heaters, freeing up storage space in your home.
- For your peace of mind, includes one of the industry's strongest warranties, at 15 years. This product is designed to provide you with problem free service for a long time.
- Highly efficient, scoring well for Uniform Energy Factor Ratings at an incredible 0.97 UEF.





Tru-Tankless Electric Tankless Water Heater

Tankless systems offer the benefit of endless, and instant, hot water throughout your home, on demand.

- By maintaining near 100% efficiency, Tru-Tankless systems use less energy than tanked water heaters. Most customers save over \$250 per year compared to their costs running a traditional tanked water heater.
- With compact dimensions - 24 inches wide by 6 inches deep - the Tru-Tankless system can be installed almost anywhere in your house, for maximum space efficiency.
- With a unique self-flushing design, Tru-Tankless systems offer up to 20 years of maintenance free operation. This could save you over \$3000 in upkeep and replacement costs compared to a tanked system. Perfect for homeowners who intend to live in their



home long term.

- Tru-Tankless systems come with a 5 year parts warranty, and a lifetime limited warranty on the heat exchanger.

Bathroom Plumbing Solutions

Rite Way offers a full suit of bathroom improvement options.

For most customers we recommend the following in order to maintain your bathrooms and prevent expensive plumbing problems in future.

- **ANGLE STOPS / SHUT OFFS** - vital to your plumbing system, these should be replaced every 8 to 10 years, even if not actively leaking.
- **SUPPLY LINES** - should be replaced any time toilet or shut off valve is replaced, to prevent bursting or leaking.
- **WAX RINGS ON TOILETS** - may last up to 20 years, but should be replaced with toilet, or if water is spotted, or sewer gas is released. Again, better to be safe than sorry.
- **CHROME / METAL P-Traps** - should be cleaned regularly. Will eventually corrode and potentially leak. P-Traps should be replaced whenever a bathroom faucet is replaced.
- **TOILET TANK PARTS** - chlorine in water will eventually eat away at gaskets and rubber seals inside the tank - these should be inspected for wear.
- **SHOWER & SINK DRAINS** - keep them flowing freely by minimizing used of bath oils and adding screens over drains to deny entry to hair and other debris which can lead to blockages.

Ask our plumbing team about getting a full plumbing inspection to alert you to any potential issues or leak risks.



Kitchen Plumbing Solutions

Rite Way offers a full suit of kitchen plumbing improvement and maintenance options.

For most customers we recommend the following in order to maintain your kitchen plumbing and prevent expensive problems in the future.

- **ANGLE STOPS / SHUT OFFS** - vital to your plumbing system, these should be replaced every 8 to 10 years, even if not actively leaking.
- **SUPPLY LINES** - need to be replaced when faucet or dishwasher is replaced.
- **GARBAGE DISPOSAL** - typical warranty on garbage disposal system is only 2 years. At Rite Way we offer a mainline garbage disposal system with 0.5 Horsepower motor with a 5 year warranty. We're confident in our work and choice of equipment.

Ask our plumbing team about getting a full plumbing inspection to alert you to any potential issues or leak risks.



Sewer Lines/Drains

Clogged sewers are one of the most frustrating plumbing problems, especially with the older homes common around Arizona.

We recommend regular inspection of sewer lines to prevent future leaks, breaks or sewer water backing up into your home.

It's also vital to pay attention to what you put in your drains. Many clogs turn out to be hair, food waste, small objects or sanitary products which should never have been flushed.

Our desert trees are incredibly good at searching out underground water sources. We recommend minimizing trees planted near sewer lines or water lines. That said, even distant trees can send long roots underground which slowly find their way into your pipes and cause leaks or blockage.

If you have any concerns, Rite Way offers camera inspections to properly view inside lines and ensure they are trouble free. An underground leak may not be obvious until you start noticing far higher monthly water bills.

Underground Water Lines

While plumbing leaks causing reduced water pressure can be annoying, the real risk is damage to your home. The majority of home insurance claims stem from leaking water.

The number one way to avoid plumbing issues, keep water costs down and conserve water for future generations is to ensure your home's system is in good condition. Much like running a vehicle, the occasional full system check up is a great idea.

At minimum, be sure to check under sinks and behind toilets for signs of moisture, such as puddles, mineral stains from evaporated water, a musty smell or mold growth.

We've noticed that water pressure in the Tucson water system can vary widely by area and water coming into the system. In some areas of town, especially overnight, water pressure can spike, putting your home's plumbing under increased strain.

To this end, we often recommend adding a pressure regulator. This will ensure your home's plumbing system is maintained at a safe level, so that sudden high pressure doesn't result in a leak or burst pipe.

Leak Defense

Home water leaks account for the most common - and most expensive - home insurance claims.

While your insurance company will likely cover this cost beyond your deductible, it may lead to higher premiums in future. Not only this, but home water leaks frequently result in destruction of irreplaceable property, and days, weeks or even months of having to be out of the home while remediation work is completed.

To save you this potential cost and inconvenience, Rite Way offers Leak Defense System products to our customers.

These devices array sensors around your home in places water may potentially leak - beneath sinks, behind toilets, under water heaters or behind refrigerators and washing machines.

In the event of a leak, these devices can sound an alarm, or - even better for snowbirds or frequent travelers - send an alert. Some devices can also be set up to automatically shut off water to the home to stop any leaks immediately before they become catastrophic.

It should also be noted that *some* insurance companies will reduce monthly premiums with evidence of a leak defense system.

Ultimately, most homes should have these devices to reduce exposure to the hassle, cost and lost time associated with major plumbing disasters.

