

Water Fixers Plumbing & Filtration

Customer Engagement Form & General Service Terms

Version: June 3, 2026 Business: Water Fixers Plumbing & Filtration, Inc. Phone: 805-928-6444 Email: information@waterfixers.com
Website: waterfixers.com

Address: 2893 Industrial Parkway, Santa Maria, CA CSLB License No.:

IMPORTANT: This Customer Engagement Form explains general service terms. It does not replace a job-specific written estimate, invoice, service authorization, home improvement contract, service and repair contract, permit document, change order, or cancellation notice when one is required by law or by the scope of work.

Customer Information

Customer Name	_____
Business Name, if applicable	_____
Service Address	_____
City / State / ZIP	_____
Phone	_____
Email	_____
Preferred contact method	<input type="checkbox"/> Call <input type="checkbox"/> Text <input type="checkbox"/> Email
Authorized onsite contact, if different	_____

Purpose of This Form

By signing this Customer Engagement Form, the customer acknowledges receipt of Water Fixers Plumbing & Filtration general service terms and authorizes Water Fixers to communicate, schedule, inspect, diagnose, estimate, service, repair, replace, install, or otherwise perform approved plumbing and water filtration work as requested or separately authorized.

Job-specific scope, pricing, equipment, materials, start dates, completion dates, payment schedules, permit responsibility, and change orders may be documented separately through an estimate, invoice, work order, service ticket, proposal, home improvement contract, service and repair contract, email, text approval, or other written authorization accepted by Water Fixers.

Contract Compliance Notice

For California residential home improvement projects, a separate written contract may be required by law, especially where the total project price exceeds \$500. Required notices may include, when applicable, mechanics lien information, cancellation rights, payment schedule, insurance notices, contractor identification, start and completion timing, and other consumer notices. Nothing in this form is intended to waive any rights or notices required by California law.

If a separate contract, estimate, invoice, proposal, service authorization, change order, or statutory notice conflicts with this form, the job-specific document and applicable law control for that job.

Labor Rates, Travel Fees, Equipment Fees, and Special Service Rates

Standard Labor Rates

Service	Rate
One Employee Hourly Labor Rate - Business Hours	\$145.00
Two Employee Hourly Labor Rate - Business Hours	\$285.00

Emergency / After-Hours Labor Rates - Work Week

Service	Rate
One Employee Hourly Labor Rate	\$185.00
Two Employee Hourly Labor Rate	\$315.00

Emergency Weekend & Holiday Labor Rates

Service	Rate
One Employee Hourly Labor Rate	\$245.00
Two Employee Hourly Labor Rate	\$375.00

Leak Detection and Equipment Fees

Service / Equipment	Rate / Fee
Leak Detection Hourly Labor Rate - During Work Week Hours	\$225.00
Leak Detection Equipment Fee - Per Occurrence	\$100.00
Hydro-Jetter Equipment Fee - Per Occurrence	\$100.00
Sewer Camera Equipment Fee - Per Occurrence	\$100.00
Sewer Machine Equipment Fee - Per Occurrence	\$100.00
Nitrogen Gas Injection Equipment Fee - Per Occurrence	\$125.00

Travel Fees

Distance from Water Fixers corporate office	Travel Fee
15-49 miles	\$70.00
49-89 miles	\$90.00

Travel fees may apply to jobs or projects more than 15 miles from the Water Fixers corporate office located at 2893 Industrial Parkway, Santa Maria, California. Multiple travel fees may apply depending on the length, scheduling, or location of the job. Travel fees may occasionally be waived, reduced, or increased depending on distance, terrain, road conditions, emergency conditions, access limitations, or geographic factors.

Billing Terms and Payment Authorization

Minimum labor billing: Water Fixers bills labor in half-hour increments, with a one-hour minimum charge for any onsite visit, regardless of whether the employee worked a full hour from the initial arrival time.

Billable labor: Labor may include onsite work, diagnosis, troubleshooting, travel time where applicable, parts pickup, material inquiries, disposal runs, permit work, technical support calls, warranty support calls, text/email communication related to the job, invoice preparation, cleanup, and other job-related time.

Payment due: Invoices are due and payable when submitted unless a separate written agreement states otherwise. Extended jobs may receive multiple invoices, progress invoices, or one master invoice if approved by Water Fixers.

Payment methods: Payment may be made by cash, debit card, check, approved credit card, or bank wire transfer. American Express, Discover, and Novus are not accepted unless Water Fixers confirms otherwise in writing.

Credit card surcharge: Credit card payments on invoice amounts exceeding \$2,000.00 may incur a 3% surcharge processing fee added to the invoice total, where permitted by law.

Unpaid balances: Customer agrees to pay authorized charges when due. Unpaid balances may result in suspension of additional work, collection activity, lien rights where applicable, and recovery of allowable costs, fees, and interest to the extent permitted by law.

Water Fixers does not offer financing, payment terms, or loans unless approved in a separate written agreement by an authorized officer of Water Fixers.

Estimates, Approvals, Scope, and Change Orders

Water Fixers may offer free estimates to select prospective customers. A free estimate generally includes enough time to review visible conditions, take photos, take measurements, and gather basic job information. If the customer requests diagnosis, testing, repair, installation, disassembly, troubleshooting, leak detection, equipment use, parts pickup, or additional labor during an estimate visit, the customer may be billed for employee time, parts, materials, or equipment.

Any work outside the originally approved scope may require written or electronic approval before work continues. Approval may be documented by signed change order, written estimate approval, invoice approval, email, text message, digital authorization, service ticket, or other written confirmation accepted by Water Fixers. Additional work may affect price, timing, parts availability, permit requirements, and completion date.

Verbal conversations are helpful for scheduling and coordination, but customer should make sure any promised scope, price, materials, or special terms are included in the written estimate, invoice, service authorization, contract, or change order.

Permits, Inspections, Codes, Utilities, and Agency Delays

Some plumbing, water heater, sewer, repipe, gas, excavation, filtration, softener, or water treatment work may require permits, inspections, utility marking, agency approval, building access, HOA approval, property owner approval, or coordination with third parties. Permit requirements and agency timelines may delay work beyond Water Fixers control.

Water Fixers cannot begin excavation work until Dig Alert / 811 or other required utility marking has been completed and signed off where applicable. Emergency work may still require utility clearance, agency approval, or inspection before work can proceed.

Customer is responsible for disclosing known property conditions, private utilities, irrigation lines, gas lines, electrical lines, sewer/septic systems, abandoned lines, unpermitted work, prior leaks, insurance claims, access limitations, HOA requirements, and any known hazards before work begins.

Access, Safety, Hazardous Conditions, and Jobsite Readiness

Customer agrees to provide safe, reasonable, and timely access to the property, work areas, shutoff valves, water heaters, crawlspaces, attics, garages, utility areas, filtration equipment, softeners, reverse osmosis systems, drains, sewer cleanouts, electrical outlets, and any other areas needed to evaluate or perform approved work.

Water Fixers may stop, delay, reschedule, or refuse work if unsafe, unsanitary, hazardous, inaccessible, illegal, or unreasonable conditions are present. Examples include sewage exposure, mold, asbestos concerns, lead concerns, hoarding, aggressive animals, unsafe electrical conditions, unstable flooring, confined spaces, contaminated water, pest infestation, standing water, blocked access, or active conflict onsite. Additional charges may apply for extra access time, safety precautions, cleanup, remediation coordination, or rescheduling.

Existing Conditions, Hidden Defects, and Plumbing System Limitations

Customer understands that existing plumbing, valves, pipes, fittings, fixtures, water heaters, filtration systems, water softeners, reverse osmosis systems, drains, sewer lines, shutoffs, pressure regulators, pumps, pressure tanks, well components, irrigation tie-ins, and related components may be aged, corroded, brittle, improperly installed, inaccessible, damaged, undersized, unpermitted, or previously repaired.

Water Fixers is not responsible for pre-existing conditions, hidden defects, code deficiencies, improper prior work, inaccessible components, defective customer-owned equipment, or failures that become apparent during normal service, repair, diagnosis, testing, removal, or installation.

Customer is responsible for maintaining accessible and working shutoff valves. If shutoffs fail, leak, are inaccessible, or do not fully stop water flow, additional work and charges may be required. Water Fixers is not responsible for damage caused by pre-existing valve failure, excessive water pressure, deteriorated piping, hidden leaks, failed fixtures, failed components, or systems outside the approved scope of work.

Parts, Materials, Equipment, Pricing, and Availability

Water Fixers sources parts, materials, and equipment from multiple vendors, suppliers, jobbers, manufacturers, and retail outlets. Pricing, availability, shipping time, freight costs, product specifications, and manufacturing origin may change due to supply conditions and market fluctuations. Water Fixers will attempt to remain fair and competitive but cannot guarantee fixed pricing unless provided in a written estimate or contract that is still valid.

Substitutions may be required due to supply limitations, manufacturer changes, discontinued products, safety issues, code requirements, sizing differences, or compatibility concerns. Water Fixers may recommend alternative parts, fixtures, filtration components, water treatment equipment, or installation methods when needed.

Customer-Supplied Parts or Equipment

Water Fixers may install customer-supplied parts or equipment at its discretion. Customer-supplied parts are not warranted by Water Fixers. Labor to diagnose, install, remove, reinstall, modify, adapt, or replace customer-supplied parts is billable, including when the part is defective, incorrect, missing components, incompatible, used, damaged, not code-compliant, or fails after installation.

Water Fixers may refuse to install customer-supplied parts or equipment if the item appears unsafe, incompatible, incomplete, defective, unapproved, used in a way not intended by the manufacturer, not code-compliant, or not appropriate for the property conditions.

Diagnosis, Leak Detection, Drain/Sewer Work, and Investigative Services

Plumbing diagnosis, leak detection, drain cleaning, sewer camera work, hydro-jetting, pressure testing, nitrogen testing, exploratory opening, excavation, and troubleshooting are investigative services. These services may narrow or identify a problem, but they cannot always guarantee a single cause, complete access, immediate repair, or prevention of future failures.

Leaks may be hidden, intermittent, affected by pressure, weather, irrigation, slab conditions, appliance use, drain use, or multiple failure points. Drain and sewer blockages may be caused by roots, breaks, bellies, collapsed pipe, offsets, grease, foreign objects, scale, construction debris, or other conditions. Additional work may be required after investigation.

Water Quality, Filtration, Softeners, Reverse Osmosis, and Wells

Water quality recommendations may be based on customer concerns, visible conditions, onsite observations, test results, lab results, equipment history, and local water conditions. Water quality can vary over time. Filtration, softening, reverse osmosis, well water, and treatment recommendations may require maintenance, filter changes, sanitizing, resin replacement, membrane replacement, media replacement, testing, or adjustment over time.

Water Fixers does not guarantee that any system will remove every contaminant or resolve every taste, odor, hardness, sediment, bacteria, nitrate, iron, sulfur, pesticide, or other water concern unless the guarantee is provided in a specific written warranty or manufacturer specification applicable to the installed system and maintained as required.

Warranties, Manufacturer Claims, and Warranty Labor

Manufacturer warranties, when available, are provided by the manufacturer. Water Fixers makes no express or implied warranties beyond any written workmanship warranty, written estimate, invoice term, or manufacturer warranty documentation provided for a specific job.

Customers should not assume that any defective, malfunctioning, or non-operational part, fixture, equipment, filtration component, water heater, softener, reverse osmosis system, or related item has automatic warranty coverage. Warranty approval must come from the manufacturer or applicable warranty provider.

Most manufacturers do not pay or reimburse labor charges for diagnosis, discovery, installation, service, removal, reinstallation, or repair related to warranty claims. If Water Fixers assists with a warranty claim and the manufacturer does not pay Water Fixers for labor, freight, shipping, disposal, or related job costs, the customer is responsible for those charges unless Water Fixers agrees otherwise in writing.

Refunds

Water Fixers does not offer refunds for labor, diagnosis, investigation, leak detection, troubleshooting, equipment fees, travel fees, permits, rental costs, disposal, freight, special-order parts, or other expenses incurred to start, pause, diagnose, investigate, service, or complete a job or project. Refunds, if considered, must be authorized by an officer of Water Fixers.

Long-Term Projects, Re-Pipes, Excavation, and Delays

Water, gas, sewer line repairs, exterior line replacements, interior re-pipes, excavation, underground work, water heater work, filtration installations, and similar projects may take multiple days, weeks, or longer. These projects may involve permits, 811 / Dig Alert, inspections, insurance claims, utility marking, employee availability, subcontractor availability, parts availability, weather, holidays, emergency calls, and agency delays.

Water Fixers cannot be held responsible for delays caused by permitting, inspections, utility marking, agency timelines, insurance approval, employee illness, injuries, emergencies, weather, holidays, acts of God, supply delays, special-order parts, customer delays, access limitations, or other conditions outside Water Fixers control.

Release of Liability for Access, Opening, Demolition, and Restoration

Water Fixers may need to access the source of a water, gas, sewer, plumbing, or water filtration issue. This may require cutting, excavating, demolishing, moving, removing, disturbing, or opening walls, framing, roofing, ducting, venting, concrete, asphalt, stucco, plaster, tile, carpet, laminate, linoleum, drywall, stone, brick, pavers, landscaping, fencing, gates, trees, shrubs, furniture, doors, cabinets, windows, sheds, fixtures, appliances, hot tubs, dog runs, or other interior or exterior items.

Water Fixers will attempt to access the issue with reasonable care and as little disturbance as practical, but cannot guarantee that no damage will occur. Unless specifically included in a written scope of work, Water Fixers is not responsible for cosmetic restoration, reconstruction, finish matching, painting, drywall repair, flooring repair, landscaping restoration, concrete/asphalt replacement, cabinet work, tile work, stucco repair, or returning property to identical pre-existing condition.

If restoration, repair, replacement, reconstruction, or finish work is needed and is not included in the approved scope, the customer is responsible for all related parts, materials, labor, equipment, permits, and fees.

Photos, Video, Records, and Communication

Customer authorizes Water Fixers to take photos or video of plumbing, water filtration equipment, jobsite conditions, damage, access conditions, parts, equipment, serial numbers, installations, completed work, and related areas for documentation, estimates, warranty support, insurance coordination, training, internal records, and customer communication.

Public marketing use will not include private customer information, personal documents, visible address information, or identifying customer details without permission. Water Fixers may communicate with customer by phone, voicemail, text, email, digital form, invoice link, or other contact method provided by customer.

Replaced Parts and Disposal

When required or requested, replaced parts may be offered back to the customer. Customer may authorize Water Fixers to remove and dispose of replaced parts, damaged equipment, packaging, debris, filters, fixtures, or other job-related material. Special disposal, landfill trips, hazardous materials, or unusual debris may result in additional charges.

Customer selection for replaced parts	Initial
<input type="checkbox"/> Customer requests replaced parts be left onsite.	_____
<input type="checkbox"/> Customer authorizes Water Fixers to remove/dispose of replaced parts.	_____

Animals, Occupants, Personal Property, and Work Area Preparation

Customer is responsible for securing pets, animals, minors, tenants, occupants, guests, and personal property before work begins. Water Fixers is not responsible for pets escaping, personal property damage caused by failure to clear the work area, or delays caused by unsafe access, blocked equipment, or unsecured animals.

Customer should remove fragile, valuable, sentimental, electronic, stored, or obstructing items from the work area before the appointment. Water Fixers may move items when necessary but is not responsible for pre-existing damage, unstable storage, overloaded shelving, or items that should have been removed by customer.

Cancellation, Rescheduling, and Customer Rights

Nothing in this form is intended to waive any cancellation rights, notice rights, lien rights, warranty rights, or consumer protections required by California law. Where a statutory cancellation notice, home improvement contract, service and repair contract, mechanics lien warning, insurance notice, or other required disclosure is required, it should be provided with the applicable job-specific paperwork.

Customer should notify Water Fixers as soon as possible if an appointment must be cancelled or rescheduled. Late cancellations, missed appointments, inaccessible property, locked gates, no-show conditions, or inability to perform work due to customer-controlled access issues may result in charges for time, travel, or rescheduling where permitted.

Office / Job Reference Information

Job / Work Order #	_____
Appointment Date	_____
Service Type	<input type="checkbox"/> Plumbing <input type="checkbox"/> Drain/Sewer <input type="checkbox"/> Water Heater <input type="checkbox"/> RO <input type="checkbox"/> Softener <input type="checkbox"/> Filtration <input type="checkbox"/> Leak Detection <input type="checkbox"/> Other
Documents Attached / Linked	<input type="checkbox"/> Estimate <input type="checkbox"/> Invoice <input type="checkbox"/> Contract <input type="checkbox"/> Change Order <input type="checkbox"/> Permit <input type="checkbox"/> Cancellation Notice <input type="checkbox"/> Photos

Customer Agreement and Signature

I have read, understand, agree to, and accept this Customer Engagement Form and General Service Terms. I understand this form explains general terms and does not replace a job-specific written estimate, invoice, contract, change order, permit document, statutory notice, or cancellation form when one is required.

By signing below, customer acknowledges receipt of these general service terms and agrees to pay for authorized labor, materials, parts, equipment fees, travel fees, permits, disposal, and other approved job-related charges, subject to any written estimate, invoice, service authorization, contract, change order, and applicable law.

Customer Printed Name	_____
Customer Signature	_____
Date	_____
Water Fixers Representative, if applicable	_____
Water Fixers Signature, if applicable	_____

Optional checkbox for digital/signing workflow: I have read, understand, agree to, and accept the Water Fixers Plumbing & Filtration Customer Engagement Form and General Service Terms.

Recommended office workflow: attach or link this CEF to the customer record, then attach the job-specific estimate, invoice, contract, change order, permit, and required consumer notices when applicable.