



# Capability Statement

## Company Overview

### **Who We Are**

Hydrotek Leak Solutions is not just another leak detection company; we are your go-to experts for a comprehensive range of leak and utility issues. With over 10 years of specialised experience, we have honed our skills to offer more than just quick fixes. We provide long-lasting solutions that stand the test of time.

### **Our Expertise**

Our team is proficient in tackling a myriad of challenges, from residential plumbing leaks to complex commercial utility locating. Our services extend to fire service lines, large capacity water lines, irrigation systems, and even swimming pool and spa leak detection and repairs. We are equipped with state-of-the-art technology, including Thermal Imaging and CCTV camera inspections, to ensure pinpoint accuracy and efficiency.

### **Our Mission**

Our mission transcends fixing leaks; we aim to provide our clients with peace of mind. We understand the stress and inconvenience that come with leak and utility issues, which is why we offer comprehensive services that go beyond mere detection. From the initial investigation to the final repair and post-service reporting, we handle every aspect with the utmost professionalism.

### **Our Guarantee**

We are so confident in the quality of our work that we offer various guarantees on our services. Whether it's a minor pipe repair or a complex drainage system inspection, you can rest assured that our solutions are designed to last.



## Core Competencies

### Leaking/Burst Pipes

- Residential: Minimum 1 hour
- Commercial: Minimum 2 hours
- Fire Service: Minimum 2 hours
- Large Capacity Water Lines: Minimum 4 hours
- Irrigation Lines: Minimum 1 hour
- Mud Map and Reporting: Minimum additional 1 hour

### Wet Areas and Structural Leaks

- Wet Area (Bathroom, Laundry, Kitchen): Minimum 1 hour
- Additional Area: Minimum additional 1 hour
- Balcony: Minimum 1 hour
- Windows/Doors: Minimum 1 hour
- Roofs Drone: Minimum 2 hours
- Roof Spray Testing: Minimum 2 hours
- Mud Map and Reporting: Minimum additional 1 hour

### Sewer, Stormwater, and Drainage

- CCTV Sewer: Minimum 2 hours
- CCTV Stormwater: Minimum 2 hours
- CCTV Sub-surface Drainage: Minimum 2 hours
- CCTV Full Stormwater, Sewer, and Drainage: Minimum 4 hours
- Hydrostatic Testing: Minimum 2 hours
- Mud Map and Reporting: Minimum additional 1 hour



### **Utility Locating**

- Gas, Water, Data, Power, etc.: Minimum 1 hour
- Sewer and Stormwater: Minimum 2 hours
- Drainage: Minimum 2 hours
- Irrigation: Minimum 1 hour
- Mud Map and Reporting: Minimum additional 1 hour

### **Swimming Pool and Spa Services**

- Pipeline Testing: Minimum 1 hour
- Structural Testing: Minimum 1 hour
- Full Test Pipeline and Structure: Minimum 2 hours
- Suction Blockage/Partial Blockage: Minimum 1 hour
- Lighting Issues: Minimum 1 hour
- Pump and Filter Issues: Minimum 1 hour

### **Swimming Pool and Spa Repairs**

- Pipe Repair: Minimum 4 hours (no concrete) / 1 day for concrete removal
- Skimmer Box Fiberglass: 2 days + materials
- Skimmer Box Concrete: 2.5 days + materials
- Light Repair: Minimum 4 hours (no concrete) / 1 day for concrete removal
- Patch Repair: Epoxy Putty and Vinyl
- Hydrostatic Valve Replacement: Minimum 1 hour



## Why Choose Us?

**Decade-long Experience:** Our extensive experience sets us apart, making us a trusted name in the industry.

**Advanced Technology:** We employ the latest technology for accurate and non-invasive leak detection.

**Comprehensive Services:** From residential homes to industrial facilities, our range of services is designed to meet diverse needs.

**Customer-Centric Approach:** Your satisfaction is our priority. We offer transparent pricing, timely service, and guarantees to ensure your peace of mind.

## Contact Information

For more information or to schedule a service, please contact us at [info@hydrotekleaksolutions.com.au](mailto:info@hydrotekleaksolutions.com.au)



## Our Unmatched Guarantee

At Hydrotek Leak Solutions, we don't just offer services; we offer peace of mind. With over a decade of expertise in the leak detection and repair industry, we are confident in the quality and reliability of our work. That's why we provide tailored guarantees across our wide range of services—from residential plumbing to complex commercial projects and specialised pool repairs.

Our guarantees are not just verbal assurances; they are our commitment to you. Whether it's a 3-month guarantee on all CCTV camera inspections for sewer and stormwater lines or a 12-month pro-rata repair guarantee on swimming pool repairs, we stand behind our work. Our guarantees serve as your safety net, ensuring that if any issues arise post-service, we'll be there to make it right, at no additional cost to you.

Choose Hydrotek Leak Solutions for a service you can trust and a guarantee you can rely on.

This Capability Statement serves as a comprehensive guide to the services we offer and the standards we maintain. We look forward to the opportunity to work with you.