BECOME THE BEST

WITH 1-800-PLUMBER +AIR

1-800-PLUMBER® +AIR

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OUR HISTORY

The history of 1-800-PLUMBER +AIR is a unique journey that laid a foundation for the strongest brand within the industry. It started by securing the exclusive rights to the name and phone number in 1999. Development of the brand began in 2004 by bringing on board several top people within the industry to create the 1-800-PLUMBER +AIR infrastructure. These individuals took their years of expertise in the plumbing and HVAC industry and built a brand that is an industry leader.

In 2010, Mark Collins, along with his father Dennis Collins, joined the 1-800-PLUMBER +AIR brand as a franchisee and rebranded their existing plumbing company, D.M. Collins Plumbing. Owned and operated since 1983, there were many challenges and fears with rebranding the company. However, it was the best decision they could have made. Within 4 years, their revenue increased by over 200%. Sadly, Dennis passed away in 2017. However, his legacy continues on through the culture of 1-800-PLUMBER +AIR today.

In April 2015, under the business name of 1-800-SERVICES, Mark Collins purchased the 1-800- PLUMBER +AIR brand. Mark Collins brings a variety of expertise to the company. He, along with his family, have successfully owned and operated a plumbing company for over 37 years and know what it takes to operate successfully out in the field. Through their hands-on experience, they understand the process of rebranding your business and driving successful growth. This experience creates the foundation needed to grow 1-800-PLUMBER +AIR into a household name throughout the country.

"We do not want to just be better than our competition, we want to deliver the BEST experience our customers have ever encountered, period."

Mark Collins
President/CEO

B.E.S.T.

Becoming Better is based on the principle that we are to always be learning. No matter how much we know or how good we get, we can always learn something new. It is important within your organization that you foster a learning environment.

Exceeding Expectations is focused on the customer experience. Every time a customer has an encounter with 1-800-PLUMBER +AIR, our goal is to exceed their expectation. This includes their interaction with us on the phone, while in the home, and even after the work is complete.

Superior Service is rooted in the idea that quality matters. Our trade has major impacts on how people live. It is critical that we focus on quality craftsmanship and using quality materials.

Teamwork rallies around the principle that we are stronger together than we are by ourselves. We win together and we lose together. It is important that we create an environment that promotes teamwork. How can we work together to create an unforgettable experience for our customers?

OUR CULTURE

Culture within any organization is the backbone upon which all things connect. To state it simply, 1-800-PLUMBER +AIR is focused on being a "People First" organization. Meaning, if we make decisions that puts people's needs first than the outcome is usually a desirable one. Our objective at 1-800-PLUMBER +AIR is to be the "B.E.S.T." This is not about being better than everyone else or standing on a hill looking down at our competitors saying we are better than them. It is about our customers being able to say, "That was the BEST experience I have ever had when working with a service type company." We want our customers to have that BEST experience every time they call us. So, as an organization we focus on 4 key things in our B.E.S.T. Philosophy.

WHY 1-800-PLUMBER +AIR

1-800-PLUMBER +AIR is about many things, but above all else, it is about honesty and integrity. Honesty and integrity are the fabric of our company and will be carried out through the brand. Unfortunately, these are qualities that are becoming hard to find. We, at 1-800-PLUMBER +AIR, will always tell the truth, do what we say we will do, and never sell someone something they do not need. It's that simple, but also that important. By treating our customers with these three basic principles, we are transforming the plumbing and HVAC industry.

By becoming a 1-800-PLUMBER +AIR franchise owner, you are also gaining access to a proven system and dedicated team standing by you every step of the way. When implemented properly, the 1-800-PLUMBER +AIR system is productive and effective. It is designed to set up you, as the owner, for success. This system covers every aspect of your business giving you the tools that are necessary to take your business to the next level. It also is a system that your customers will love.

WHATEVER IT TAKES

At 1-800-PLUMBER +AIR, we're looking for franchise owners that have a 'whatever it takes' mentality. We're committed to support you as a franchise owner and do whatever it takes to ensure you're successful, and our hope is that the same tenacity is reciprocated from our owners.

Whether you are the owner of an independent plumbing or HVAC business looking to take your success to the next level, or an entrepreneur looking for a franchise opportunity with a solid future, 1-800-PLUMBER +AIR is what you are searching for.

OUR BRAND & MARKETING

Joining the 1-800-PLUMBER +AIR brand instantly sets you apart from the competition by not only providing you with a name that is easy for your customers to remember but also the information they need to reach your business and request service.

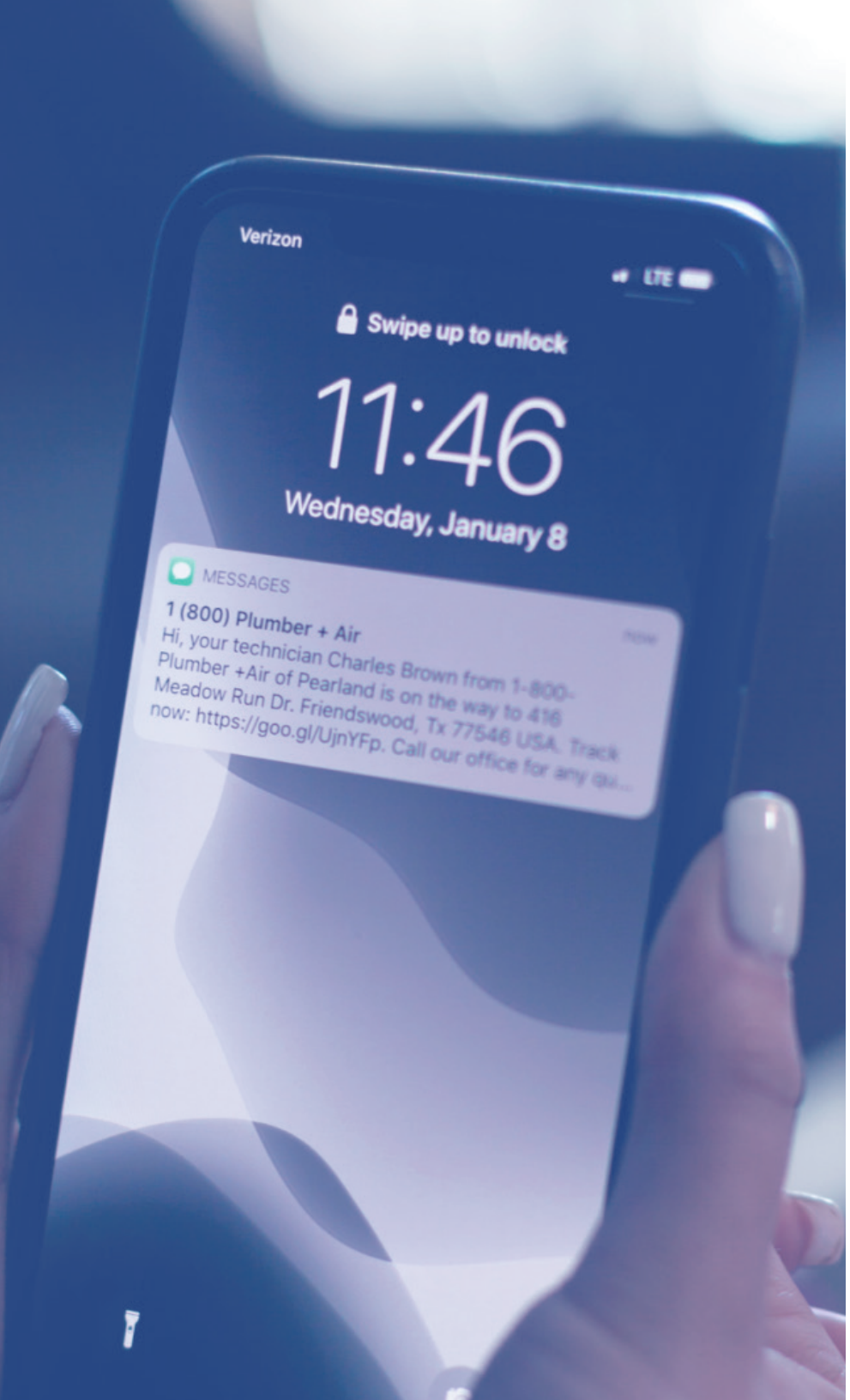
While the 1-800-PLUMBER + AIR brand may be memorable, it also holds an industry-leading reputation. Not only does the 1-800-PLUMBER brand allow you to immediately identify what services being offered, the brand is also the primary way for the customers to reach each franchise location. 1-800-PLUMBER +AIR is the name, the number, and the website. In fact, we're one of the only franchise company offering this unique combination under one brand. We have the industry experience and partnerships our customer's trust that helps grow your bottom line.

- ➔ *Over 50 proven marketing channels to make the phone ring*
- ➔ *Data driven marketing decisions*
- ➔ *Expansive website designed specifically for your location*
- ➔ *Custom marketing plan strategically designed for your territory*

BUSINESS SUPPORT

Another key advantage of being a 1-800-PLUMBER +AIR franchise, is that you are not on your own as you operate your own business. You are provided with support to help you be successful as a 1-800-PLUMBER +AIR franchise owner. Each franchise will be assigned a B.E.ST. Business Advisor (BBA) whose focus is to assist you in developing goals and coach you on brand standards and best-demonstrated practices.

Your BBA will be there to help you grow your business and meet all the criteria of the 1-800-PLUMBER +AIR mission statement. They will be committed to your growth and development under our systems. Their duties start with successful start-up or conversion to 1-800-PLUMBER +AIR systems, business plan development, budget development, compliance, pricing development, best practices for product and services training, accounting and inventory advice, and any other challenges which may arise for you, the franchise owner.



INDUSTRY LEADING SOFTWARE

When you become a 1-800-PLUMBER +AIR franchisee, you get connected with industry-leading software that works to help you ensure your business' success. From online scheduling and alerts for your customers to keep them in the loop through every step of the project flow to an easy-to-read dashboard so that you can easily see your return-on-investment, we have everything you need to grow your business.

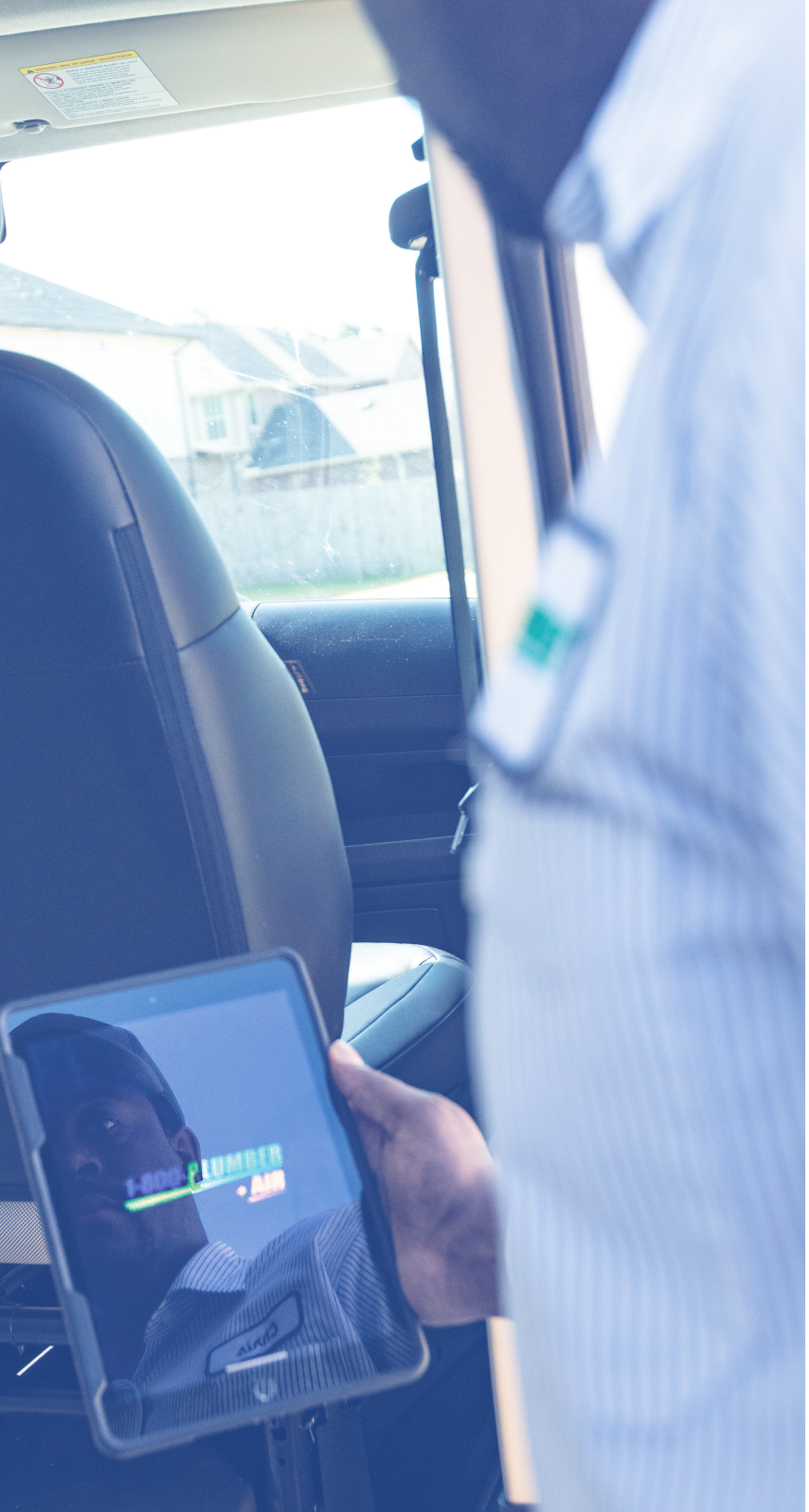
Our technology offers ease & convenience for our customers through:

- ➔ Online Scheduling
- ➔ Text Alerts when the technician is in route along with scheduling confirmations
- ➔ Easy to read electronic invoicing and estimates

OUR INDUSTRY

The Plumbing and HVAC industries are both very respectable industries. Some businesses make the decision to focus only on Plumbing or only on HVAC. As part of 1-800-PLUMBER +AIR, there can be unbelievable success if the two industries are combined. We're one of the only franchise companies offering this unique combination under one brand, which allows you to do business in a combined $200 billion dollar industry.

Both plumbing and HVAC are a high demand, quick response industries. Having the right system in place to meet the demands is critical to the success of the business. The 1-800-PLUMBER +AIR system is built to meet these demands and provide unsurpassed service to the customer.



YOUR NEXT STEPS

1-800-PLUMBER +AIR has embarked on the journey to build the industry leading brand by partnering with highly intentional franchisee's who will build and grow the brand within their market. As a result, we are looking for the B.E.S.T. The process to becoming a 1-800-PLUMBER +AIR Franchisee can be broken down into 5 easy steps. During this process our goal is to determine 2 things. First, is this the right fit for you. We will do everything we can to help you fully understand what is all involved with this opportunity to give you the information you need to make sure this is the right decision for you. Second, are you the right fit for us. As part of our selection process, our franchise development team will be evaluating you to make sure you meet our criteria to grow and build the 1-800-PLUMBER +AIR brand in your market.

STEP 1: DISCOVER

Discover if the 1-800-Plumber +Air franchise is the right opportunity for you.

The Discover phase is designed to give you the opportunity to learn as much as you can about the 1-800-PLUMBER +AIR opportunity. Along with your own due diligence, one of the easiest ways to learn more about the 1-800-PLUMBER +AIR opportunity is to schedule a call with one of our Franchise Developers who will be able to answer any questions that you may have.

STEP 2: DETERMINE

After your initial call with your 1-800-PLUMBER + Air Developer, you will enter into the Determination phase.

The Determine Phase is designed to make sure that you are a right fit for us. During this phase, we ask that you fill out an application along with completing a few additional items to help us get to know you better. Purchasing a 1-800-PLUMBER® + Air franchise is something that does require an application and approval, as we have a stringent process to protect the brand. Once your application has been approved, our team will send you the Franchise Disclosure Document to review. This will allow you to get to know us better to allow you to make an informed decision as well.

STEP 3: DEVELOPMENT

The third phase is where we really begin to paint a picture of what your potential 1-800-PLUMBER® + Air franchise could look like.

The Development phase is where your 1-800-PLUMBER +AIR franchise begins to come to life. We will design your protected territory within your market, as well, and begin to discuss the contract with you so you understand what you can expect as a 1-800-PLUMBER® + Air franchisee. This will begin establishing the framework of what will become your 1-800-Plumber +Air Franchise.

STEP 4: DECISION

Once your territory and agreements have been clearly defined, we will invite you to come to our corporate office in Pearland, TX, to meet the team.

The Decision phase is the most exciting part of the process. This is the moment that you decide to embark on a life changing journey for you and your family. During this phase, we will invite you to come to the corporate office to meet everyone on the corporate team as well as visit the local operation and see it in action. While at the "Meet The Team Day," we will also have your signing celebration. This is an exciting time where you will sign your agreement and officially become 1-800-PLUMBER® + Air!

STEP 5: DEPLOYMENT

The Deployment phase starts immediately after signing.

The Deployment phase is where the work begins. This is the incredibly exciting part of building and launching your 1-800-Plumber +Air location. For the next 13 weeks, our team will meet with your team on a weekly basis to make sure you have every tool you need to be able to launch successfully. This also includes attending 1-800-PLUMBER +AIR university. We will work with you and your team to deploy our proven strategies into your market so that you can successfully launch your 1-800-PLUMBER +AIR location.

Contact Us Today!

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1-800-PLUMBER® + AIR