

Brothers Plumbing & Heating is family-run and customer-focused

By Lisa Perry, Staff Writer

When you call a plumbing-and-heating company, chances are you're stressed out and in the middle of a crisis. In a world of voice mail and impersonal recorded messages, Brothers Plumbing & Heating offers its customers a live, friendly voice on the other end of the line seven days a week. In fact, the company's patented greeting is so bright and cheery, the experience is almost a guaranteed mood-lifter. "We're here for our customers seven days a week," says Brothers marketing manager Lynn Frydenlund. "We take pride in our customer service."

The company offers repair and maintenance options that range from full-scale plumbing, heating, cooling and water work to sprinkler service and drain-cleaning. Frydenlund says one of the products they offer, called WaterCop, is really taking off—it detects leaks with a sensor, then automatically shuts off the water. She says since water damage is limited to a bare minimum, WaterCop is now being endorsed by a number of insurance companies.

Customers who make evening and weekend appointments pay no overtime charges, and every client is given a short appointment window so they are not forced to wait around unnecessarily. "Our main focus is customer

satisfaction and taking care of our customers," says Frydenlund. "We narrow it down to two hours, and call before we come. We don't want to waste their time and money."

The family-owned-and-operated business began in 1980 when brothers Marvin and Richard Kansteiner teamed up to put their considerable skills to work. Frydenlund (Marvin's daughter) says she functions as the "wearer of many hats." In addition to marketing tasks, she also does double-duty as the firm's human resources representative. The company serves Broomfield and the entire Denver metro area.

Brothers' registered "Happy today, or you don't pay" slogan is its 100-percent satisfaction guarantee. "That's how serious we are about making the customer happy," says Frydenlund. Service technicians arrive at appointments in trucks with the company logo and wear uniforms; they also take great care in the customer's space, utilizing rugs in the work area and wearing shoe covers to protect floors. "We go to great lengths to present our company in a professional manner," Frydenlund says. "Trucks with logos and the technicians represent the uniformed way we do our job." To contact Brothers Plumbing & Heating, call 303-451-5057.