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leaky sink that drips and keeps you awake or a broken water heater that requires you to take a cold shower in the middle of winter are just a couple of things that can make for a day that doesn't start with a smile. Or, maybe your smile is lost to the annoyance of that "honey do" list that keeps growing instead of shrinking. If you're tired of having your day start off with a frown because of plumbing or heating problems, smile, there is a solution.

Brothers Plumbing and Heating can put the smile back on your face and the heat back in your shower. From the moment you call them and hear their cheerful greeting, "It's a great day at Brothers Plumbing and Heating! What can I do to make you smile?" You can already feel a smile beginning to thaw you out. More than just their greeting sets them apart. This local family run business is committed to being "your prompt, professional plumber," said Lynn Frydenlund, Marketing Director for Brothers Plumbing and Heating.

Brothers Plumbing and Heating in Northglenn is a true local success story. Lynn spoke about the beginnings of this family run business and said that her father, Marvin Kansteiner, grew up surrounded by the plumbing business. From an early age Marvin's father taught him the trade through hands on experience. This hands on experience led to a career in plumbing and later to the founding of his own plumbing business. Like his father before him, Marvin taught his son, Justin, the trade from the time he was "knee high" and "he could hold a hammer," said Lynn. Now, Justin Kansteiner is more than knee high, and he is still using the plumbing skills learned from his father as the Estimator at Brothers Plumbing and Heating.

According to Lynn, when Marvin started Brothers Plumbing and Heating in 1980, he took a lifetime of hands on plumbing experience and turned it into a professionally run family business that focuses on customer service, professionalism and quality. From its start in his home, to a full service plumbing and heating business employing about 25 people, Marvin's focus on quality and service made Brothers a successful business that still holds onto its family roots and beliefs in service, professionalism and quality.

The word plumber sometimes brings to mind the outdated stereotype of someone who is uncouth, unclean, or unprofessional, but not so at Brothers. Lynn explained that they make a concerted effort to refute this image through professionalism, training and service. "We treat your house like our own," she said reassuringly. Brothers Plumbing and Heating believes so deeply in presenting a professional image that they require their technicians to wear shoe covers in your home, put tarps down in their work area, be in uniform and to drive a marked company vehicle. Brothers Plumbing and Heating is licensed and insured, is a member of the Better Business Bureau and is on "The Troubleshooter" Tom Martino's referral list at www.troubleshooter.com. Not only that, Brothers backs up their service with the following 100% satisfaction guarantee: "If you are not 100% satisfied with the service we have provided, we will refund all your money. If our plumbers smoke or swear in your home, are not drug-free, do not wear shoe covers or leave your home without cleaning up, you do not pay for the service. If a repair fails in the first year, we will repair it again absolutely free." This dedication to a professional image definitely flies in the face of the

old stereotypes.

Lynn explained that when people are comparing plumbing companies, it is important to be sure to compare similar services and products. For example, be sure that the warranty offered by one company on a product or service is the same one offered by another company. Price is another item that is of concern when considering a plumber. Lynn advises that lower prices may not be a better value if quality products and services are not involved. Brothers strives to provide "quality and value," said Lynn, by using products such as "Wolverine Brass fixtures that have a lifetime guarantee." Lynn encourages people to work with a company that will be around for

them. She questions, "If you have a problem with your service, will they (the plumbing company) be there tomorrow to fix it?"

Brothers makes follow-up phone calls to their service visits and gets comment cards from customers. One hallway of the Brothers' office has bulletin boards covered with the customer comment cards. "It's like peer pressure," Lynn said, referring to the positive customer feedback.

"We do a lot of ongoing training," said Lynn. "We focus on training and improving people," she stated, when describing the external and in-house technical, professional, and motivational training that their employees re-

ceive. "Marvin likes to teach what he has learned," explained Lynn when describing the personal approach to training that they take, adding that Brothers has Journeymen and Master plumbers in addition to their plumbing technicians.

What about waiting around all day for the plumber to arrive? According to Lynn, those days are gone. Brothers sets two-hour windows for their service, and they will even "call you when they are on the way, so you can stay at work until they are on their way, and then meet them at your home," said Lynn.

One unique thing about Brothers is their catchy greeting. Lynn said the greeting "It's a great day! What can I do to make you smile" originated with The Plumbers' Success International, an organization that has management programs for residential plumbers. Although they were hesitant in the beginning, they have grown to like the greeting and the positive response that it evokes from people who call them. When asked what kind of responses they get to the question, Lynn smiled and replied "it makes them laugh" or "a lot of people say 'you just did' (make me smile)." "Mostly," Lynn added "it puts them at ease." With the greeting Lynn explained that Brothers is "trying to set ourselves apart." She continued, "We actually have had people call us back and say 'You know, I chose you because of your greeting.'"

Brothers' prompt, professional service is an important part of their plumbing repair services, but they also apply these same principles to the other aspects of their business. Lynn explained that their customers are often surprised to find out that Brothers does drain cleaning and remodeling work in addition to service and repair of sprinkler systems, septic systems, air conditioning, swamp coolers, and much more.

For a smile and guaranteed satisfaction from a prompt and professional plumber, give Brothers Plumbing and Heating a call at 303-451-5057 or visit Brothers' website at www.BrothersPlumbing.com. **WE**

Brothers Plumbing and Heating

By Amy Barnes



Marvin Kansteiner, Owner