



SERVICE AND PARTNERSHIP PACKAGE • 2026

When something goes wrong, certainty matters.

Licensed plumbing, drainage, gas, and mechanical service for homes, strata buildings, and managed properties across Metro Vancouver and the Fraser Valley.

604 496 1661

24/7 EMERGENCY CALL ANSWERING

PUREPLUMBING.COM

contact@pureplumbing.com



Built in the trade. Improved through service.

Andrew Henderson founded Pure Mechanical Group in 2009. He is a Red Seal plumber whose industry contribution includes work on plumbing trade standards and training requirements in British Columbia and across Canada.

Pure Mechanical Group and its residential service brand, Unclog.it, share one operating idea: reduce uncertainty. Understand the condition, communicate the decision, perform the approved work, and leave a useful record behind.



THE PURE STANDARD

People first.

Respect customers, occupants, and property.

Clear before clever.

Explain the condition and the decision in plain language.

Commit to quality.

Choose lasting value over shortcuts.

Learn and improve.

Use feedback and better information to keep improving.

One team for the issue now and the work that follows.

01 Emergency plumbing

Active leaks, flooding, severe backups, burst pipes, and essential-service loss. Call while the condition is active.

02 Drain and sewer diagnostics

Recurring blockages, targeted clearing, camera inspection, hydro jetting, and repair planning.

03 Leaks and water mains

Leak investigation, isolation, pipe repair, pressure issues, and buried water-service assessment.

04 Mechanical, heating, and gas

Licensed-scope troubleshooting, repairs, equipment planning, and preventive maintenance.

05 Storm drainage and flood response

Surface drainage, catch basins, sumps, pumps, storm piping, and water-management investigation.

06 Underground and excavation

Buried water, sewer, and drainage repairs with safe access, testing, and restoration coordination.

Control first. Then make the repair decision.

An emergency visit is about reducing active risk, restoring safe essential use where possible, and creating reliable information for what happens next.

01 / TELL US

What is active?

We ask about water movement, sewage, shutoffs, occupants, access, and authorization.

02 / STABILIZE

Protect people and property.

The technician focuses on immediate control and safe essential use where possible.

03 / DEFINE

Separate control from repair.

Findings, limitations, and permanent repair work are explained as a clear next step.

ACTIVE LEAK, FLOODING, SEVERE BACKUP, OR NO WATER?

Call 604 496 1661

Good service keeps more than the pipes moving.

Strata councils and property managers also need access, authorization, resident impact, records, and follow-up to stay under control.

HOMEOWNERS

Protect the place you live.

Understand the condition, repair options, limitations, and what it takes to put the problem right.

STRATA COUNCILS

Give council something useful.

Coordinate affected homes, shutdowns, authorization, findings, and recommended follow-up.

PROPERTY MANAGERS

Keep the work moving.

Support triage, resident coordination, records, approved paths, recurring issues, and portfolio planning.

A useful service record

BEFORE

Defined scope and authorization

ON SITE

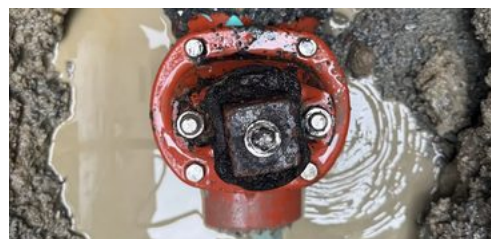
Observed condition and work completed

AFTER

Photos, limitations, and next steps

Replacing a failed water service at an occupied property.

A large buried service problem called for targeted investigation, controlled excavation, a complete replacement path, and clear coordination from access through verification.



01 / DEFINE

Confirm the failure and likely route before opening the site.

02 / ACCESS

Plan utilities, equipment, water control, occupants, and restoration.

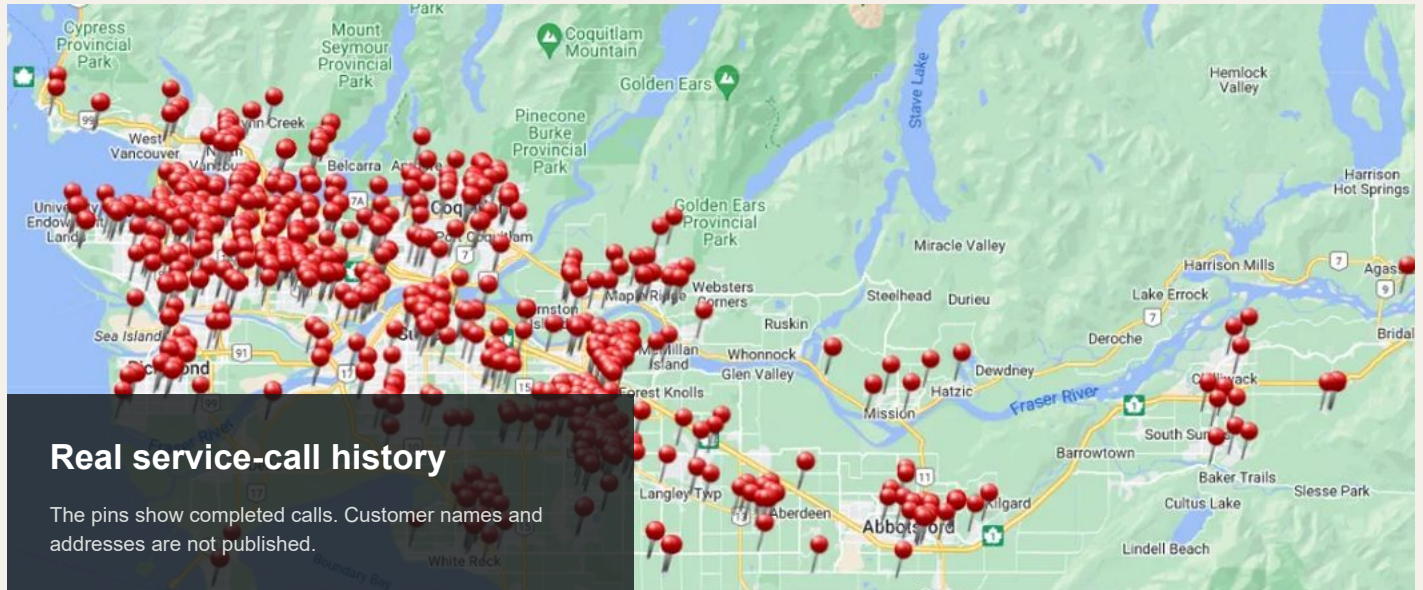
03 / INSTALL

Prepare the base, restrain connections, test the new service, and close out the work.

See the complete project story

pureplumbing.com/case-studies/multi-unit-water-service-replacement

Service across Metro Vancouver. Work customers can verify.



Verified Google feedback

4.4 / 5

5 / 5 VERIFIED

"The plumber explained each step... and tested everything before leaving."

THAT KARLEY | GOOGLE REVIEW

5 / 5 VERIFIED

"From the first call... I knew we would be in good hands."

ALANA ZOOK | GOOGLE REVIEW

5 / 5 VERIFIED

"I am just so impressed with how at ease this company has made me feel."

S. PATOC | GOOGLE REVIEW

Read the current rating and all reviews on our official Google profile.

maps.app.goo.gl/H4SUtovjD3xVcfFx8



— START HERE

Tell us what you are seeing.

You do not need to diagnose the problem. Tell us the property type, location, symptoms, timing, access needs, and whether damage is active.

ACTIVE LEAK, FLOODING, OR SEVERE BACKUP

Call 604 496 1661

Planned service

pureplumbing.com/request-service

Email

contact@pureplumbing.com

Regular hours

Monday to Friday, 9:00 a.m. to 5:00 p.m.

Credentials

Technical Safety BC Gas Contractor LGA0205758 | WorkSafeBC 882657 |
Licensed and insured | One-year workmanship warranty, subject to terms and
exclusions.

Calls answered 24/7 for emergencies. Dispatch timing varies by location and technician availability.