



## FAUCET SPECIFIC EXPERIENCE

Over the last fifteen years, we have developed a valuable market for affordably priced quality built faucets. As an agency, we have developed value added services that we provide that are unmatched by any of our competitors. Even the well known domestic brands.

- Our efforts begin while a project is still in the planning stage. We take advantage of all Dodge reports, Construction Journals, and Reed reports. We contact the owners, builder, or general contractor early on to demonstrate how we can save them money on the front end, and provide better dependability throughout the life of the project.
- We routinely make up parts boxes for the projects we secure. As a project nears completion, we personally deliver these parts boxes, and train the maintenance people on how to perform routine maintenance. Our contact information is affixed inside the parts box, and any time the maintenance staff needs help, or additional parts, we handle these requests.

This service has proven to be a tremendous selling tool. Plumbing contractors love the fact that during their warranty period they will not have to visit a project to handle maintenance issues. All of our customers realize that this puts money directly into their pockets.



- We also provide ongoing parts support at no charge to our builders. Again, we handle this directly, and provide hands on service whenever it is needed. Builders genuinely appreciate this service and assign a high value to it. We have several builders that specify our products for this reason, even though our competitors have offered them similar products at a cheaper price. We demonstrate value that our competitors cannot take away by simply offering a lower price.

Here is a brief example: Recently, we secured a job to provide all of the faucets on the Florida Atlantic University dormitories. One week before the union plumbing contractor was to hand over the completed project to the developer he contacted me in a panic. All 465 single-handle faucets were leaking from under the handles. The contractor explained that for every day he was late there was a hefty penalty.

Within 24 hours we were on site. The RSL team, with the help of a few plumbers we picked up at the union hall, removed the handles and tightened the packing on all 465 faucets within 6 hours.

The union plumber on the job said in his forty years on the job he had never seen a quicker, or better organized response, to a problem.