



## BLOCKED DRAIN FACT SHEET

**Q: What should I do if my drains are constantly backing up or getting blocked?**

**A: Call a drain clearing professional.** Sewers and drains that are in good order shouldn't constantly back-up or block-up. Having to regularly clear blocked drains, even if only every 12 to 18 months, is an indication that something is seriously wrong. Depending on the nature of your drain problems, the following options may apply:

- **Have your drains professionally cleared and checked with a CCTV drain camera** (for cause and where at).
- **Treat** your sewer pipes **annually** with an environmentally friendly **root inhibitor** chemical such as **RootX**.
- **Repair or replace** your old **drain pipes** with seamless PVC pipes and fittings.
- **Service/pump-out** your over-full **septic tank/s** and/or waterlogged **leach drain**, or **upgrade** the leach drain.

**Q: How do roots grow in sewer drain pipes?**

**A:** As trees and plants mature, their root systems grow and naturally seek out moisture and nutrients. The underground root system can be as extensive as the foliage above ground. The most consistent source of moisture and nutrients is in sewer and wastewater pipelines. Faulty joints and cracks in your drain pipes create natural entry points for roots. Roots generally start to grow and develop at the top of the pipe and spread internally.

**Q: Is root intrusion a serious problem?**

**A: YES. It can be very serious.** According to the Environmental Protection Agency, root intrusion is probably the single most destructive element involved in maintaining a wastewater collection system. Left untreated roots will spread throughout the pipes. Material passing down the drain gets trapped in the roots, restricting the flow or even causing a complete blockage. Root intrusion can eventually **destroy** a sewer pipe-line (due to cracking of the pipes), costing homeowners thousands of dollars to repair or replace.

**Q: How is chemical root control with RootX different from mechanical or hydro jetter cutting?**

**A:** Treating pipes with RootX takes less time than mechanical or hydro jetter cutting, and the results can last longer. Mechanical root cutting leaves some roots behind in the pipes. Cutting roots is also like pruning a tree or shrub; it stimulates vigorous re-growth in the remaining roots. That means new root growth, when not treated with RootX, can fully clog your pipe again within 3 to 9 months. This cycle of cutting roots, re-growth and cutting again may eventually destroy the structural integrity of the pipe. RootX kills roots on contact. The dead roots decay over time and are carried out with the flow of the pipe, restoring the pipe to its full capacity. RootX also leaves a barrier on the pipe walls to prevent future root growth. Once signed up to a maintenance program involving **annual RootX treatments**, you should be able to eliminate mechanical or hydro jetter root cutting in most cases.

**Q: Should RootX be used together with root cutting (mechanical or hydro jetting)?**

**A:** If this is the first time your drain pipes are being treated with RootX, or if the pipe is completely blocked, it is advisable to clear away the immediate blockage by cutting the roots first. Then use RootX to kill the remaining roots and leave a barrier on the pipe to prevent re-growth. **RootX needs to be applied within one hour of cutting the roots.** This ensures the remaining root structure properly absorbs the RootX herbicide. **Otherwise** you'll need to wait **6-8 weeks** to allow enough of the root ends to regrow for the RootX to take effect.

**Q: What's the best location for applying RootX in my home?**

**A:** Introducing RootX through a drain-line cleanout point or toilet upstream of where the roots have caused a problem is the preferred method for most residential applications.

**Q: How long does it take to apply RootX?**

**A:** The application of RootX is usually accompanied with a **CCTV camera inspection** which may take **15 – 30 minutes**. It takes just minutes to complete the actual RootX treatment through a cleanout point or toilet bowl.

**Q: How quickly can I expect results with RootX?**

**A:** RootX kills roots on contact and destroys the root structure within the first hour after application. The roots decay over time depending on the type of plant and the size of the root mass. In extreme cases where the pipe is completely blocked or close to it, root cutting should be applied to clear the blockage, followed soon after by RootX to kill the remaining roots and prevent re-growth.

**Q: Does RootX harm trees and plants?**

**A: NO.** RootX only kills the roots inside the drain pipe and within the pipe wall, and prevents their re-growth. Since the RootX foam only flows through the pipe, it has no effect on roots outside the pipe.

**Q: Is RootX harmful to the environment?**

**A: NO.** The RootX formula is non-caustic, non-fumigating and non-systemic. It is classified as a General Use product by the Environmental Protection Agency and is registered for use throughout Australia and the USA. In addition, RootX carries the signal word **CAUTION**, the lowest chemical hazard rating according to the ISO 3864-2 standard for hazard severity panels.

**A: What kind of chemicals does RootX use?**

**Q:** RootX kills roots using Dichlobenil, a proven aquatic herbicide. RootX also contains degreasing agents that strip away the grime on roots, allowing the Dichlobenil herbicide to penetrate the root ends. Unlike other root control chemicals, RootX contains no diquat dibromide, copper sulfate, or metam sodium.

**Q: Is RootX hard on drain pipes?**

**A: NO.** RootX contains no diquat dibromide, copper sulphate, or metam sodium (used in other root treatment products). The RootX formula is non-caustic, non-fumigating and non-systemic. By contrast, mechanical root cutting, which cuts and tears at roots that become embedded in the pipe walls, can eventually destroy a pipe's structural integrity.

**Q: Is RootX safe for septic systems?**

**A: YES.** RootX also promotes bacterial growth, which is therefore good for septic systems (see also above).

**Q: How long before I can use my drains? How long does it take for RootX to dissipate?**

**A:** RootX foams on contact with water and uses the natural flow of the drain line to spread the foam throughout the pipe-system, clinging to the roots and the walls of the drain pipes. Therefore, you should avoid water usage for 4-6 hours after application so as not to wash the foam away and to allow the RootX foam to fully spread and soak into the roots. RootX will not block your pipes.

The fast-acting RootX foam will normally dissipate in about 15 minutes.

**Q: How often do I need to treat my drain pipes with RootX?**

**A:** RootX treatment is part of a "preventative maintenance program". You should have your sewer drain-lines treated with RootX **every year** to ensure they are free from live root obstructions for 12 months after application. RootX should only be applied by a Licensed and Approved Contractor such as the Kalamunda Plumbing Group.

**\* The RootX Corporate Guarantee - Product Only**

Any residential sewer line treated with RootX is **guaranteed** to not block, choke or backup due to a live root obstruction **for up to 12 months after application**. If a blockage does occur due to live roots during the guarantee period, RootX will replace the amount of product used to treat the sewer line at no charge. This warranty covers the RootX product only and will not compensate for the plumber's travelling time or callout fee, service time, or labour (see Enhanced Guarantee below).

**This guarantee applies only to blockages caused by live root regrowth.** It does not apply to blockages, stoppages, or chokes caused by grease or other foreign matter (including sanitary products or excess toilet paper); broken, flat, collapsed, or deformed pipe; or blockages not included in the originally treated section; or Water Corp sewer main stoppages.

**\* Kalamunda Plumbing Group Enhanced Guarantee - Labour Component** (exclusive to KPG)

**In addition** to the RootX corporate guarantee, **Kalamunda Plumbing Group further guarantees** that if any residential sewer line they have treated with RootX chokes, blocks up, or backs up due to live root regrowth **within 12 months of treatment**, they will **re-treat the sewer line with RootX at their expense** (no charge for service fee or labour).

As per the RootX corporate guarantee, the KPG guarantee **only applies** to blockages caused by live root regrowth. It does not apply to blockages, stoppages, or chokes caused by grease or other foreign matter (including sanitary products or excess toilet paper); broken, flat, collapsed, or deformed pipe; or blockages not included in the originally treated section; or Water Corp sewer main stoppages.

EMAIL.....STREET ADDRESS.....

TECHNICIAN'S NAME.....INV No.....TREATMENT DATES ..... / ..... / ..... / .....

# Established Industry Leader

**A Tradition of Service Excellence Since 1954**

**AWARDS FOR EXCELLENCE**  
WINNER 



The Jones Family has been providing a diverse mix of plumbing services to Perth's **East-Metro** and **Hills Communities** ever since scheme water and flushing toilets made their debut in the Hills in the early 1950's.

For well over 60 years, our family's Plumbing Business has steadfastly adhered to a "Service Excellence" mentality, backed by honesty, accountability and hard work. As an established and acclaimed Plumbing Industry Leader, Kalamunda Plumbing Group have a responsibility to live up to that standard and we do so by hiring people with the best attitudes and qualifications, providing them with ongoing training and mentoring, and investing in cutting edge technology and equipment that allows them to accomplish even more on behalf of our clients.

## Welcome to our world:

It's a place where customers and clients are treated to the highest standards of professional excellence and reliability. Somewhere free of hassle, and filled with a cooperative spirit that carries over into our everyday responsibilities. Ours is a multi-faceted business, both in terms of clients served and services performed.

## We offer a wide range of plumbing services for Residential and Commercial Clients, Schools and Government Departments

### Our plumbing repairs and installations include:

- Taps, toilets, baths, showers, basins and sinks
- Solar, gas and electric HWS and water boiling units
- Water filtration systems and water softeners
- Bathrooms, ablution blocks and rest rooms
- Blocked, burst or leaking pipes and valves
- High-pressure water jetting of drains/ blockages
- CCTV camera inspection and location of drains
- Root Inhibiter and bacteria waste eliminator products
- Septic system installations including ATU's
- Sewer Conversions and drain-pipe replacements



### Here are several commercial plumbing services we also offer:

- Backflow testing and RPZD installation
- Circulating pumps and sewer pumps
- Drinking fountains and chilled water units
- Sewer pipe repairs and replacements
- Programmed maintenance



### And just when you thought that was all there was on offer, we also provide:

- A tradition of Service Excellence since 1954
- Multi-Award Winning customer service
- Professional and experienced Call Centre staff
- Well-stocked trucks for faster job completion
- Background Checked and Police Cleared staff
- 100% satisfaction guarantee
- And more

