

Discover the
Difference
in Plumbing



OUR MISSION STATEMENT:

TO BE THE LEADING PROFESSIONAL MECHANICAL CONTRACTOR
IN ALL OUR MARKETS. THROUGH THE DELIVERY OF
QUALITY PLUMBING AND HVAC, DISCIPLINED PROJECT MANAGEMENT
AND ON TIME COMPLETIONS, WE WILL PROVIDE A HEALTHY
COMPANY TO DRIVE THE SUCCESS AND SUSTAINABLE
GROWTH OF OUR CONTRACTORS.



OUR CORE VALUES

- **Quality**

Quality is a must. Quality can NEVER be compromised. Our clients pay for an Excellent Plumbing System, and that is what we will deliver! Quality of work is a direct representation of a person's character. Poor Quality = Poor Character.

- **Work Ethic**

Hard work and successful execution are the cornerstone for any great business. Kimbel Mechanical has a heritage of strong work principals, including a work ethic based on giving 100% effort everyday. This principle will help ensure our mission of providing a healthy company to drive the success of our employees, their families, and our contractors.

- **Honesty**

Honesty is a by-product of one's personal Integrity. Kimbel Mechanical operates according to high ethical standards. Honesty is expected in all areas of our business.

- **Teamwork**

We expect team work amongst our employees as well as with our contractors. No one is "above" menial tasks or "below" management.



OUR STORY

Kimbel Mechanical was established in 1984 in Ohio and was reestablished in Northwest Arkansas in 1993. Today, through the use of cutting edge technology and the creation of an unbelievable team of employees, Kimbel Mechanical has grown to be the premier plumbing company in NW Arkansas, specializing in new residential and commercial construction.

Kimbel Mechanical specializes in servicing the large scale residential and commercial builder, Projects include: single family, apartments, condominiums, hotels, and other large scale commercial projects .

Through a strong sense of Purpose and Core Values, quality work is the standard at Kimbel Mechanical. We always aspire to “Raise the Standard.”



479-756-1099

24 HOUR SERVICE FOR RESIDENTS OF SHADOW VALLEY

SERVICE AND WARRANTY CALLS

KIMBEL MECHANICAL IS PLEASED TO OFFER A **24 HOUR HOTLINE** FOR PLUMBING REPAIR AND WARRANTY TO RESIDENTS OF SHADOW VALLEY. OUR SERVICE HOTLINE NUMBER IS **479-756-1099**. WE DISTINGUISH CALLS INTO TWO TYPES: *EMERGENCY AND NON-EMERGENCY*.



EMERGENCY CALLS (I.E. WATER LINE BREAKING, NATURAL GAS LEAKS, WATER HEATER NOT WORKING, FLOODING, SEWER BACKING UP) WILL BE HANDLED WITH SAME DAY SERVICE BY A PLUMBER WITH SENSITIVITY TO THE NATURE OF WHAT IS HAPPENING. IF A WATER, SEWER OR GAS LINE IS BROKEN, LEAKING, OR FLOODING, WE WILL RESPOND AS QUICKLY AS POSSIBLE, NORMALLY WITHIN THE HOUR. IF A DRAIN IS CLOGGED OR A WATER HEATER IS NOT WORKING, WE WILL HAVE A PLUMBER ON SITE WITHIN A FOUR HOUR WINDOW.



NON-EMERGENCY CALLS (FAUCET HANDLE LOOSE, TEMPERATURE ADJUSTMENTS, MINOR REPAIRS) WILL BE HANDLED WITH SENSITIVITY TO SCHEDULING, AND RESPONDED TO WITHIN 24 HOURS OF BEING SCHEDULED. WHEN CALLING FOR A MINOR REPAIR, WE WILL SCHEDULE IT FOR THE NEXT BUSINESS DAY, OR AS IS CONVENIENT TO THE CUSTOMER.



WARRANTY WORK WILL BE TAKEN CARE OF FREE OF CHARGE UNLESS CAUSED BY HOMEOWNER ABUSE OR NEGLIGENCE. ALL NON-WARRANTY SERVICE WORK WILL BE CHARGED AT A RATE OF \$90 PER HOUR PLUS MATERIALS. PAYMENT IS DUE WHEN SERVICE IS RENDERED ON ALL NON WARRANTY CALLS, AND CAN BE IN THE FORM OF CASH OR CHECK. WEEKEND AND HOLIDAY RATES ARE BILLED AT A RATE OF \$180 PER HOUR.



DRAIN CLEANING CALLS WILL BE DETERMINED "WARRANTY" OR "NON WARRANTY" ON SITE WHEN CLOGGING MATERIAL IS VERIFIED. IF CONSTRUCTION DEBRIS IS THE CLOGGING AGENT, NO CHARGE WILL BE MADE TO THE HOMEOWNER. IF THE CLOGGING AGENT IS SANITARY PRODUCTS, SMALL TOYS, PAPER TOWELS, OR OTHER HOME OWNER RELATED "USAGE ITEMS," THE HOMEOWNER WILL BE CHARGED.

479-756-1099

PROFESSIONAL MEMBERSHIPS



AMERICAN SOCIETY OF
PLUMBING ENGINEERS



CONSTRUCTION CONTRACTORS
ALLIANCE

