May 24, 2011

Leak Doctors
421 W. Robinson Street
Orlando, FL 32801

Customer Service Department,

My swimming pool has been losing water for about a year. I knew there was a leak somewhere but there were no obvious signs of where it was. Finally I decided to call a professional. A coworker suggested Leak Doctors because he used them about a year ago and he was very satisfied with their service. I followed his advice and set up a service call for last Saturday, May 21 at 8:00AM.

The service technician arrived a few minutes early and I was pleasantly surprised. I'm not sure I can remember the last time a service person arrived at the appointed time. The service technician said his name was David and he was ready to get working and find the leak that was giving me grief.

David was well spoken and after a short while of watching him work, it was obvious that he was well trained in his trade. I was relieved when he could explain the technical reasons for his troubleshooting techniques and the order in which they were performed.

After several detection methods and the use of several intriguing leak detection tools, David located my problem. There was a leak in the "return pipe" below the pool deck. Fortunately the leaky pipe was near the outside edge of the pool where the pool deck is only a few feet wide between the yard and the pool deck. A few shovels of dirt turned up wet sand and a few more exposed the leaking pipe.

After locating the leaky pike, David continued the process of inspecting the remaining pool components. He checked the wet niche light fixture, and the drain, and the skimmer. It was a thorough and complete inspection and fortunately only one leak was found.

There are less expensive companies that advertise for leak detection services, but I feel that I received excellent service from a very competent Leak Doctor technician.

Thank you and keep up the good work,

Jeff Kipfinger

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