

FREQUENTLY ASKED QUESTIONS

What is the offer with Burgess Plumbing?

For your residential needs, you can purchase scalable all-inclusive municipal backup water solutions through Burgess Plumbing. These curated packages consist of a range of different-sized municipal backup water solutions with filtration. The packages were designed to meet the municipal backup water needs of different size households.

Purchase a curated all-inclusive municipal back-up water solution from Burgess Plumbing/Jojo and qualify for:

- Access to a dedicated Burgess/Jojo platform for Investec clients.
- Standardised costs on installation, plinth, delivery, consumables and COC.
- Pre-vetted installers through the Burgess network.
- Quality assurance for installations completed through the Burgess installation teams.
- Dedicated project management team to service you during and after the installation process.

How do I start my water journey?

Browse our curated all-inclusive municipal backup packages on the Investec Burgess Plumbing and Jojo website - remember our curated systems are scalable. If you are interested in getting a personalised quote, capture your details in the lead form provided and Burgess will reach out to you to arrange a site visit.

What we do for you so you have peace of mind?

- We give you access to quality components at competitive prices
- Access to pre-vetted installer networks with additional layers of quality assurance
- Curated client experiences
- Standardised costings for major components, installation, delivery and compliance

How can I pay for my purchase?

- Clients can contact their Private Banker
- Finance through Sustainability Finance
- Using funds in advance through your Investec Private Home Loan

How can I access the Burgess Plumbing offer?

- Start your water journey on the Investec Burgess/Jojo platform
- View our curated packages on the dedicated Investec Burgess/Jojo landing page and complete a lead form indicating your package preference.
- You will receive an email and a call from a dedicated Burgess Business Development Manager (BDM) within 24hrs to schedule a site assessment at a refundable fee* of R517.50 (including VAT).
- Once payment has been made of the refundable R517.50 (including VAT) the BDM will arrange a physical site inspection with a pre-vetted installer.
- Once a physical site assessment has been completed, you will receive the final quote and invoice.
- Once you have accepted the final quote and invoice and made a 70% deposit, the BDM will arrange an installation date with a pre-vetted installer as per your availability. Please note that the final quote will deduct the site assessment fee of R517.50 (including VAT).
- Once the installation has been completed a quality assurance team will inspect the system and provide a final sign off.
- You will then be handed the COC and you can complete the final payment.

* Fee is only refundable should you take up the final quote.

How long is the Burgess Plumbing offer valid for?

The Burgess Plumbing offer is strictly applicable to any quotes generated between 18 April 2024 - 30 April 2025.

Does my backup water solution require a COC?

Yes. A COC will be issued after each installation. This is a standardised cost and is included in the package pricing.

What warranties are applicable on the major components of these systems?

- 1 year on installation, including all pipework and fittings installed and connections thereof. Any leaks caused by workmanship will be attended to taking into account fair wear and tear - Excludes any vandalism, acts of nature, accidental damage by client.
- 1 year Manufacturers guarantee on all raw materials: i.e. - pipe, fittings, valves or the like
- 10 year warranty on tank
- 1 year warranty on pump

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What is a municipal backup water solution?

The installation of a tank that is filled automatically when mains water is available. This water can then be utilised in the event of a cut-off from the main supply.

Where can I purchase a curated back-up water solution?

The curated backup water solutions are only available through the dedicated Burgess Plumbing channel only.

How have the installers been pre-vetted?

To ensure that your installation meets the highest quality installation, we partnered with Burgess plumbing and their broader installer network. Burgess assesses the qualifications, experience, compliance and previous installations just to name a few assessment criteria. Only the best qualified and most experienced installers are included for Investec campaign.

Can I buy just the individual water equipment?

No, you will only be able to purchase the curated exclusive municipal backup water solutions. Curated packages include installations, compliance and delivery.

Are there other water solutions that can be purchased from Burgess?

Yes, however, please note that these solutions are not part of the Investec curated offers with Burgess.

What is the call-out fee for?

The call out fee is paid to ensure that an installer comes to your residence to assess your water needs and if the solution you have in mind is appropriate to meet all your needs. The call out fee of R517.50 (including VAT) will be refunded if any of the curated backup water solutions are purchased.

Who do I contact if I have queries related to the offer?

If you have queries related to the Burgess Plumbing offer regarding saving, delivery, exchanges, cancellations, or items, please email Investec@burgessplumbing.co.za.

