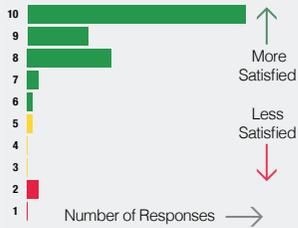




# Commando Plumbing

DIAMOND CERTIFIED RATINGS DASHBOARD  
71 SURVEYS of Verified Customers Completed

## Customer Satisfaction



This bar graph shows the company's customer satisfaction level as determined by a survey of its past customers.

## Customer Loyalty



This shows the percentage of customers who stated they would use the company again.

## Helpful Expertise®



This shows the percentage of customers who stated they received Helpful Expertise® from the company when needed.

## Company Credentials

- Workers' Compensation ✓
- Liability Insurance ✓
- License Verification ✓
- Business Practices ✓
- Current Complaint File ✓
- Legal & Finance ✓

The above credentials were verified during the rating process and must be maintained to uphold Diamond Certified status.

Commando Plumbing provides a variety of plumbing services for residential and commercial clients in San Mateo and Santa Clara Counties. In addition to installing, repairing and maintaining all types of plumbing systems, the company has the in-house capabilities to inspect and repair sewer and gas lines, install traditional and tankless water heaters, and much more.



CEO Victor Que-Tass and Operations Manager Abraham Vigil credit much of Commando Plumbing's success to its customer-oriented approach to the plumbing process. "We strive to maintain close, friendly relationships with our customers, so we take the time to explain their options and go over our work so there are no surprises," says Mr. Vigil. "They know we're always going to be completely transparent with them and make sure they get prompt, dependable service."

Commando Plumbing stays up-to-date with the plumbing industry's latest tools and equipment so it can provide each customer with the best possible service. "We also have the ability to fabricate certain parts to fit older fixtures that are no longer on the market," adds Mr. Vigil. "We're prepared to deal with a wide range of plumbing situations, including emergencies, and our clients really appreciate that."

## COMPANY PHILOSOPHY

"We have a lot of respect for our customers, so we handle their plumbing projects with the utmost quality and honesty. Ultimately, we want our work to improve our community, and by offering top-quality workmanship and excellent customer service, we're able to accomplish that goal."

# Commando Plumbing

## (650) 720-5904

### COMPANY CAPABILITIES TABLE

<b>Diamond Certified Report:</b>	www.dccert.org/2670
<b>Phone Number:</b>	(650) 720-5904
<b>Manager:</b>	Victor Que-Tass, CEO Abraham Vigil, Operations Manager
<b>Email:</b>	commandoplumbing@gmail.com
<b>Website:</b>	commandoplumbing.com
<b>Hours:</b>	Mon – Fri: 8am – 5pm Available on Weekends for Emergencies
<b>CA License:</b>	1065784
<b>Diamond Certification:</b>	2670
<b>Insurance:</b>	Liability Insurance, Workers' Compensation
<b>Areas of Expertise:</b>	Sewer Line Inspection and Repair Plumbing Installation, Maintenance and Repair Hydro Jetting Trenchless Sewer Replacements Traditional and Tankless Water Heaters
<b>Areas Served:</b>	Serving San Mateo and Santa Clara Counties
<b>Key Brands:</b>	TRIC, Bradford White, Noritz
<b>Founded:</b>	2015
<b>Years in Industry:</b>	20+ (Mr. Tass)
<b># of Employees:</b>	9
<b>Memberships:</b>	Bay Area Regional Energy Network (BayREN)
<b>Customer Type:</b>	Residential, Commercial
<b>Warranties &amp; Guarantees:</b>	1-Year Warranty on New Plumbing Installations 2-Year Warranty on Labor Manufacturers' Warranties on Products
<b>Credit Cards Accepted:</b>	



Commando Plumbing installed this smart water meter in a customer's home.

## EXCERPTED SURVEY RESPONSES FROM 71 RANDOM SURVEYS

### T.M.P. VERIFIED CUSTOMER FIRST NAME AND ABBREVIATED LAST

"They offered fair pricing and were accommodating with our schedule. They provided useful solutions to the problems that we were having."

### Laurie B. VERIFIED CUSTOMER FIRST NAME AND ABBREVIATED LAST

"They were very professional and they took care of the problem that I had."

### Paul S. VERIFIED CUSTOMER FIRST NAME AND ABBREVIATED LAST

"They are responsive, reasonably priced and they do a great job."

### Julia VERIFIED CUSTOMER FIRST NAME AND ABBREVIATED LAST

"I thought they were great. They came out on time, they did good work, and they were helpful."

To read all 71 Random Surveys for Commando Plumbing and the complete rating report, go to: [www.dccert.org/2670](http://www.dccert.org/2670)

# Why Choose a Diamond Certified Company?

## The Diamond Certified Ratings

### Quality



Based on true customer satisfaction surveys, to qualify, the rated company must score Highest in Quality and Helpful Expertise® and pass all credential verifications, including license, liability insurance, workers' compensation, business practices and a financial check for contractors.

### Accuracy



We pull a random sample (typically 400 customers) from the company's customer list. We ONLY perform confidential telephone surveys to verify that each customer has actually purchased from the company and feels comfortable, when justified, to criticize its performance.

### Customer Satisfaction



Our research is statistically reliable because a large, random sample of customers is pulled from each company's customer base, so there's not a self-selection bias. Examples of survey questions: **"On a scale of 1 to 10, how satisfied are you with the quality you received?"**; **"Would you use the company again?"**

### Helpful Expertise®



We conduct ongoing surveys to ensure the company is maintaining its status as a helpful local expert. Examples of survey questions: **"What did you like best about the company?"**; **"If you needed Helpful Expertise®, did the company provide it?"**

### Guarantee



The Diamond Certified Performance Guarantee provides you with mediation and a money-back guarantee up to \$1,000. Details at [www.dccert.org/guarantee](http://www.dccert.org/guarantee).

## Diamond Certified vs Review Sites

There are key differences between our research and review sites' reviews.

 <b>Diamond Certified Resource</b>	 <b>Most Review Sites</b>
<b>Real Customers</b>	<b>Fake Reviews / Multiple Identities</b>
<b>Random Sample All Customers</b>	<b>Cherry-Picking</b>
<b>Statistically Reliable / Rigorous</b>	<b>Inaccurate Star Scores</b>
<b>Guaranteed / Local Help</b>	<b>No Guarantees / No Help</b>

Go to [www.dccert.org/compare](http://www.dccert.org/compare) to read how each of these factors impacts the accuracy of the ratings and reviews.

### The Most Trusted Resource

Since 2001, our team at American Ratings Corporation has operated the Diamond Certified Resource. Our mission is to define excellence and identify for consumers the highest quality local companies.

1. You the consumer have the right to know which companies are truly performing at the highest levels of quality and Helpful Expertise®.
2. The best companies should be rewarded for their ongoing performance through public recognition.
3. Companies should be held accountable for their performance, one customer at a time.

AMERICAN RATINGS CORPORATION  
DIAMOND CERTIFIED

PERFORMANCE  
Guarantee

If you have used a Diamond Certified company and tried unsuccessfully to resolve a disagreement, please contact us at [info@diamondcertified.org](mailto:info@diamondcertified.org) or (800) 738-1138. Our mediator will work with you and the company to attempt to reach an agreement that both parties can live with. If the mediation fails to produce a mutually-agreeable solution due to failure of the company to honor contractual obligations, uphold industry standards or participate in good faith, we will refund your purchase price up to \$1,000. For a complete description of our performance guarantee, its limitations and the mediation process, please go to [www.diamondcertified.org/guarantee](http://www.diamondcertified.org/guarantee) or call us.



American Ratings Corporation  
The Diamond Certified Resource  
1304 Southpoint Blvd., Ste 250, Petaluma, CA 94954

(800) 738-1138 [info@diamondcertified.org](mailto:info@diamondcertified.org) [www.diamondcertified.org](http://www.diamondcertified.org)



# Commando Plumbing Has Earned The Prestigious

BASED ON

71 SURVEYS

Rated Highest in Quality  
and Helpful Expertise®

First Earned in April 2022  
Diamond Certified #2670

DIAMOND CERTIFIED  
PERFORMANCE GUARANTEED

*Quality • Satisfaction • Trust*