



THE  
LEAK  
SPECIALISTS

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WATER LEAK DETECTION

THERMAL IMAGING • ACOUSTIC PROFILING • TRACER GAS  
MOISTURE MAPPING • DRYING • ASBESTOS SAMPLING



# INTRODUCTION

TLS water leak detection is based in Darlington County Durham, from where it orchestrates and delivers a fully national service offering.

Unlike many organisations, TLS fully employ engineers to deliver our services under the guidance and control of the TLS management team, supported by our internal claims handling team.

Our directly employed and highly experienced management team understand the needs of clients and customers. They ensure that only the most appropriately skilled and equipped engineers are appointed to attend to the customer's requirements promptly and diligently.

TLS regional team managers ensure the continued compliance, quality of workmanship, adherence to SLA'S & pricing, customer satisfaction and claim control is delivered by the filed engineers.

Our experienced internal claims management team handles each claim from start to finish, providing daily updates whilst managing, reviewing and documenting customer service levels and satisfaction. The administration teams communicate with all parties involved to ensure we are achieving key milestones and the claims are being proactively driven at all times.

# SERVICES

 Internal and external leak detection 

 Plumbing and central heating systems 

 Swimming pools 

 Asbestos sampling 

 Trace and access pipe repairs 

 Water ingress and damp/moisture surveys 

 Flat roof and balcony assessments 

 Small area drying 

 Building envelope assessment 

 All property types from domestic to commercial 

 Salts and water testing/moisture measurement 



# CUSTOMER BENEFITS

 Precise identification by non destructive methods 

 Reduces unnecessary excavation 

 Reduces reinstatement and associated costs 

 Reduced disruption 

 Find and fix same day 

 Preventing business shut downs 

 Asbestos sampling 

 Drying works commence on first day  
*(to mitigate secondary damage)* 

 Single supplier service 

 Insurance approved 

 Premier service to clients 

 Full UK coverage 

NON DESTRUCTIVE

LEAK DETECTION

The art of leak detection is often compared to looking for the elusive needle in a haystack. Whilst many in the field may simply start by thrashing through the hay, the real progress comes when the right tools and more importantly the right skills and experience are added to the hunt.

With an average of 20 years combined plumbing and leak detection experience, our highly trained technicians intrinsically know what is expected by the customer, they direct their focus to the most relevant tasks and have all the latest equipment and resources at their disposal to successfully handle every situation regardless of location, size and complexity in both domestic and commercial properties.

Using our experience, the latest proven scientific techniques and an array of advanced leak detection equipment, such as acoustic profiling, thermal imaging and tracer gas technology.

Our national team of expert technicians can accurately identify the locations of a hidden leak quickly, precisely and with minimal damage to walls and floors. Once the leak has been traced, we can immediately undertake the repairs and any mitigation drying to minimise disruption to your customers home or business.

At all times our team is alert to the importance of caring for the customer whilst reducing costs and lifecycle of the claim which is so often a crucial component in the successful handling of these types of claims.



INSTALLATION OF

DRYING EQUIPMENT

ON OUR FIRST VISIT

Our engineers can undertake drying works after the leak has been sourced and repaired. This will reduce disruption for the customer and reduce secondary damage and claim lifecycle.

Accurate leak detection eliminates the following issues which are otherwise and often wrongly resolved as part of a poorly diagnosed suspected pipe leak:



Inherent dampness/structural issues



Damp proof breaches



External moisture and rain penetration



Condensation problems



# TLS ACT FOR

 Home and property owners 

 Housing association 

 Insurance sectors 

 Facility management companies 

 Plumbing and heating companies 

 National and local Government sectors including NHS 

 Property services 

 Utility providers 

 Surveyors 

 Loss adjusters 

 Building contractors 

 High net worth clients 

# CONTACT US

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