

Here's what sets Fallon Solutions apart from competitors — clarity, safety, and a genuinely 'no surprises' visit.



Brisbane, QLD – 25 March 2026

Fallon Solutions Managing Director, Jackson Whipps talks about what differentiates Fallon Solutions from other operators in the home services market.

“In our industry, customers often tell us the same frustrations: vague arrival windows, unclear pricing, jargon, and that uneasy feeling that someone’s ‘looking for extra work’ once they’re inside the home,” Whipps said. “We’ve designed our service experience to remove that anxiety. Not with gimmicks with a transparent process that customers can understand and control.”

### **A visit that’s structured, not improvised**

Whipps said the biggest difference customers feel with Fallon is that the appointment follows a consistent, professional flow from booking to wrap-up, so nothing feels ad hoc or ambiguous.

“Some operators show up, poke around, then talk numbers at the end,” he said. “We don’t do that. Our technicians explain what will happen before they touch anything. We diagnose first, we show you what we’ve found, and we talk through options in plain English so you can make an informed decision.”

### **Respect for the customer’s time, not just a ‘sometime today’ promise**

Fallon’s process is built to be predictable. Customers receive written confirmation, and technicians provide a courtesy call shortly before arrival so households can plan around the visit.

“We know people have work, school pickups, and life happening,” Whipps said. “A professional service business should respect that. Good communication isn’t a bonus feature, it’s the baseline.”

### **Transparent options, not pressure**

Whipps said Fallon’s approach is designed to separate urgent issues from non-

urgent items, with the customer always in control.

“The difference is how you’re treated in that moment,” he said. “We will tell you what’s essential, what’s recommended, and what can wait without pressure. You approve the work. You set the pace.

If it’s not clear, we haven’t done our job properly.”

### **Safety checks that protect homes — without the awkward sales vibe**

Fallon Solutions includes a complimentary, no-obligation Home Safety Inspection with every standard service visit, intended to identify common risk areas that can lead to preventable emergencies.

“Our safety inspection is there to protect the home and the people in it. If you want to opt out, you can. If we find something, we explain it clearly and let you decide.” Whipps said.

The Home Safety Inspection focuses on practical household risk areas and safety fundamentals, including items like flexible hoses, hot water systems, switchboard safety, smoke alarms, ventilation/mould indicators, and energy efficiency opportunities alongside trade relevant checks connected to the job booked.

### **Backing the work — long after the technician leaves**

Whipps said trust is ultimately proven after the job, not during the sales conversation.

“We back our workmanship with a Limited Lifetime Labour Warranty,” he said. “That matters because it’s easy to promise a ‘great deal’ today, it’s harder to stand behind the work tomorrow. We’ve been trusted in Queensland homes for over 60 years because we take responsibility for the outcome.”

### **Availability across South East Queensland**

Fallon Solutions services homes across South East Queensland, delivering licensed trade services with an emphasis on safety, upfront communication, and dependable workmanship.

For customers wanting to understand the process before booking, the full appointment experience and Home Safety Inspection details are available at <https://fallonsolutions.com.au/what-to-expect-when-booking-an-appointment/>

For bookings or enquiries, visit <https://fallonsolutions.com.au/> or call 1300 873 105.

### **About Fallon Solutions**

Fallon Solutions is one of Queensland’s largest and most trusted home service providers, offering electrical, plumbing, drainage, air conditioning, solar, and carpentry services for over 60 years. With more than 7,000 five-star reviews, a limited lifetime labour warranty, and a reputation built on reliability, Fallon keeps Queensland homes safe and comfortable all year round. We can be there today!

### **Media Contact:**

Nicole Waters

Group Marketing Manager – Fallon Solutions

 1300 388 750

 [nicole.waters@fallonsolutions.com.au](mailto:nicole.waters@fallonsolutions.com.au)



RESIDENTIAL



COMMERCIAL



ELECTRICAL



PLUMBING



AIR  
CONDITIONING



CARPENTRY



APPLIANCE  
REPAIRS



DRAIN  
SPECIALISTS



HOT WATER  
SYSTEMS



GAS  
FITTING



SECURITY &  
CCTV



DATA  
CABLING



SOLAR PV  
SYSTEMS



SPORTS  
LIGHTING

[www.fallonsolutions.com.au](http://www.fallonsolutions.com.au)

Fallon Solutions Pty Ltd | QBCC Licence 1088291 | Electrical Licence 65776 | ARC AU13164 | NSW Licence 198622C | Security 4083376 | Solar S478600 | ACN