

Your job number:

After Care Instructions and Warranty

Keep this document in a safe place
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Warranty Statement

Magicman undertakes the restoration of damaged item/s or area/s of hard surfaces. These materials were originally manufactured in tightly controlled and often sterile environments. Intense heat or high pressure may have been used in their production. Since we cannot duplicate these conditions on site, there are limitations to our processes that are a result of the location of the item/s or area/s to be repaired or resurfaced. Airborne dust from any source will fall on any flat surface and small pinholes may appear in porous or worn surfaces. Aerosols used in the vicinity of the work during the repair process will adversely affect the finish, as will silicone. We therefore need to work in an area as controlled as possible and access to this area is to be limited to Magicman personnel.

Existing flaws or defects caused during the manufacturing process or simply due to age will, unless attended to, adversely affect the finish. These flaws may incur extra work and costs not originally quoted for prior to inspection.

Magicman's service is designed to give you a quality finish that will last, as well as save you both time and money. Repair and/or resurfacing is an alternative to replacement. Whilst the item/s or area/s may look as good as new, they are not.

Magicman repairs carry a 12 months warranty unless otherwise advised at the time of quotation. Our warranty covers flaking, peeling and general failure of adhesion to the surface, subject to the following exceptions:

1. Abrasive cleaners have been used on the surface.
2. New physical damage such as chips and scratches or mistreatment of repairs.
3. Staining caused by chemicals or dyes.
4. Heat exceeding 350 degrees or direct flame.
5. Problems caused from excess moisture or standing water, structural conditions or movement of the fixtures.
6. Any failure due to the appearance of rust is expressly excluded.

Magicman Technicians are not trained, equipped, authorised or insured to do works outside of those for which they are specifically employed by Magicman to do. If they remove or replace any fixtures at your request, it is done solely as a courtesy and the responsibility for any damage is yours. Our Technicians may remove or loosen handles and will be responsible for returning them to their original places unless the age or general decay of such fittings make it impossible to do so.

The first step in resolving any warranty issues is to email us at customer@magicman.co.uk



TELL US HOW WE DID

We hope very much that we were able to meet your expectations today and provided a good service. To rate us out of 5 Stars and leave a review, please visit our website magicman.co.uk/reviews

Please be aware that reviews are published online and some may be included in our marketing. To ensure reviews are from genuine customers only, we ask for your Magicman job number. If you do not know it, your post code will suffice.

You can also leave a review on our Facebook page at facebook.com/magicmanlimited

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Magicman use superior 'engineered' materials that closely match the substrate of the item being restored, ensuring that the repair lasts as long as possible. However, it should be remembered that it is a repair and the appropriate level of care as advised by Magicman must be applied at all times. Repair and resurfacing are alternatives to replacement. Although the items or areas may look as good as new, they are not.

As is standard for many brand new household items, Magicman restorations carry a 12 months warranty, unless advised otherwise at the time of quotation. Our warranty covers flaking, peeling and general failure of adhesion to the area of the repair.

In most cases when a repair fails, it is because simple After Care instructions have not been followed. Please take a few moments to read these instructions carefully.

If you are concerned that the repair has failed or you are unhappy with our service in any way, please email: customercare@magicman.co.uk

Warranties are not transferable. For full details please read our Warranty Statement online at: magicman.co.uk/about/warranty-statement/

For further **After Care** advice please ask for the **Technical Help Desk** on **0345 458 1010**.

Taking care of your repair or resurfaced item or area

1. Don't be tempted to TOUCH the repair

Your newly repaired item or damaged area requires a period of time to thoroughly cure. Please do not touch the repair or put items on it until after the recommended curing time has elapsed completely. For **LARGE RESURFACED** items or areas, such as baths, basins and ceramic tiling, please allow a minimum of **48 HOURS BEFORE USE**. For **SMALLER** damage rectification a minimum of **8 HOURS** should be allowed prior to use.

2. No abrasive products, chemicals or dyes

Cleaning instructions for the repaired area will be in line with the original manufacturer's specifications i.e. only household creams or liquid cleaners (not containing abrasives) are to be applied with a soft cloth or sponge (not an abrasive pad such as 'scotchbrite' or a similar brand). Discolouration can be caused by staining from chemicals such as dyes, including hair dyes, and products containing black or acids/alkalines. Test any new products in a small and unobtrusive area.

3. No excessive heat, movement or standing water

Our repairs are designed to react in a similar way to the substrate's normal operating parameters. However, we do ask you to take care by not applying direct flame or heat exceeding 350° Fahrenheit (177° Celsius), avoiding excessive structural movement or movement of the fixtures and avoiding excessive moisture caused by standing water. New physical damage such as chips, scratches or the emergence of rust, is not covered under warranty.

