



Approved Installer Programme

C.P. HART

A Guide to Installation


The finest bathrooms are always distinguished by exceptional fit and finish. Planning and installing a new bathroom is one of the more complex design projects in the home, and as bathrooms have become more sophisticated so installation requires more highly-skilled and specialised practitioners. Knowledge, experience and attention to detail are vital.

A recommendation from friends or family, or an architect or interior designer, can be helpful. Even with a recommendation we advise that customers see an example of the installer's work before making a decision. The project should reflect the challenges of your own bathroom design and be completed to a standard you would be happy with. Bear in mind that the products you have chosen may be more complicated to install.

At C.P. Hart, our aim is to create exceptional bathrooms for our customers. We don't install bathrooms, but we do want the products we supply to look perfect and work perfectly. So we developed our Approved Installer Programme to offer customers a choice of installation experts vetted, trained and quality-checked by C.P. Hart.

Our Approved Installer programme is intended to remove any doubt over your choice of installer. All have undergone background checks, and must meet our standards of care, service and behaviour. They are given training on new and complex products. All have their work regularly scrutinised by our Installer Manager, who can intervene on the rare occasions problems arise. We believe it is the most comprehensive approval scheme in the industry.





“In a luxury bathroom, the quality of fit is as important as the quality of the products”

DANIEL COOK, DESIGNER C.P. HART

The C.P. Hart Approved Installer Programme

The process is very simple. Just talk to your sales consultant, who will make initial contact with the installers for you and request quotes. You can then choose from a short-list of Approved Installers, knowing that each has the skills and professionalism to fit a C.P. Hart bathroom.

Expertise

All our Approved Installers have expertise and experience in fitting luxury and high-quality bathroom products. They know how to install highly technical and complex bathrooms. C.P. Hart organise training for Approved Installers directly with leading manufacturers, such as Dornbracht, Effegibi, Hansgrohe and Toto. Our Installer Manager makes regular site visits to check their standard of work.

Professional Standards

C.P. Hart Approved Installers are only accepted onto the programme after a rigorous qualification process. This applies not just to qualifications and skills, but site management, personal behaviour and safety.

Peace of Mind

C.P. Hart makes background checks on all our installers so you can feel comfortable allowing them into your home. We also check the financial health of their business, and ensure that there is no record of fraud or bankruptcy.

Taking Care

Our installers will take care of your property whilst the work takes place. They will protect entrances, hallways and staircase, ensuring that the rest of the property is left exactly as they found it. We insist that all Approved Installers have Public Liability Insurance for a minimum of £2M in the unlikely event of an accident.

Guarantees

Our Approved Installers understand how to fit C.P. Hart products. They will follow the installation guides provided by the manufacturers, ensuring that the products' guarantees are validated (incorrect installation will invalidate the guarantee). Approved Installers receive ongoing training from our manufacturers to ensure they keep up to date with product innovation.

Partnership

Most importantly, we work in partnership with our Approved Installers. Although each is a separate business to C.P. Hart, we have a close working relationship which means we can usually help in the event of a problem. We have worked with some installers for over 10 years. We endorse them because we are confident of the service they provide. Together, we can make your dream bathroom a reality.

Q&A

1. How do I access the Approved Installer programme?

Through your C.P. Hart Sales Consultant. They can organise appointments with a short-list of local Approved Installers. Each installer will then provide a quote. If you choose to proceed, you will commission the service directly with the installer. C.P. Hart will then only become involved in your installation on request, where our assistance is needed.

2. How long does it take for an Approved Installer to contact me?

Once you request a quotation from your Sales Consultant, an Approved Installer will contact you within two working days.

3. How long will it take to receive a quotation after a site visit?

Approved Installers usually take a maximum of three days to issue the quotation for your project. The quote will be 'fixed price', which means the installer commits to completing the agreed work at that price. Obviously any subsequent changes to the design or specification may affect the cost.

4. Am I under any commitment if I request a quote from a C.P. Hart Approved Installer?

No. We normally suggest customers compare two or three quotes. All of these can be from our Approved Installers, or just one. There is no call-out charge for a site visit to produce a quote, and quotes from our Approved Installers are provided without obligation.

5. Can I use a C.P. Hart Approved Installer even if I am buying from another supplier?

C.P. Hart's Approved Installer service is only available to C.P. Hart customers.

6. What if I run into a problem with an Approved Installer?

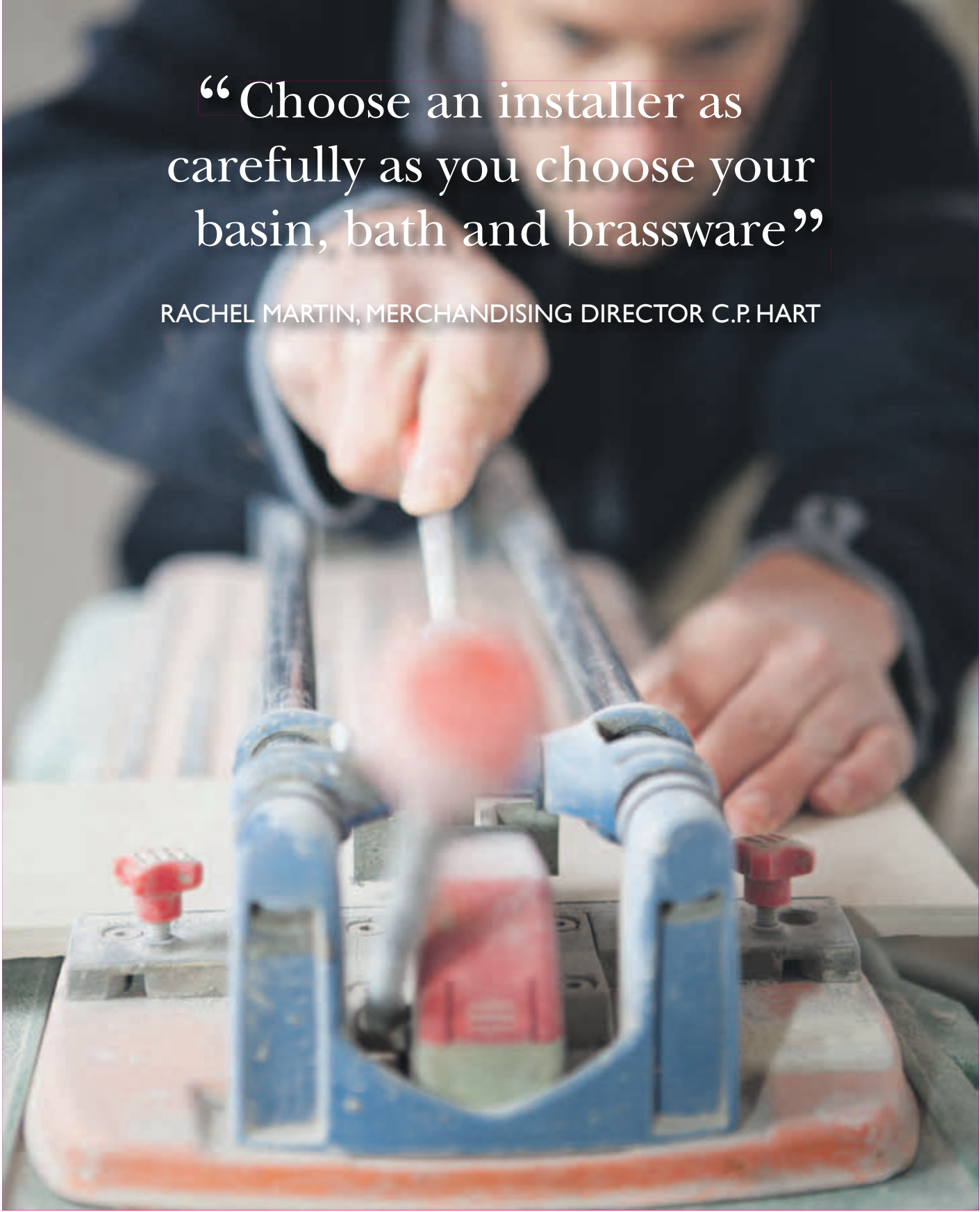
We have very few problems with installations through our Approved Installer programme. If you do encounter an issue, raise it first with the installer directly. If they do not resolve the problem to your satisfaction, contact your C.P. Hart Sales Consultant who will ask our Installer Manager to provide assistance.

7. What guarantees do the Approved Installers offer on their workmanship?

It varies, so it is always worth clarifying this with your installer. Some installers offer a one year guarantee and others up to three years.


8. How long will it take for my bathroom to be completed?

It is impossible to generalise. Each project is different, and requires a different combination of building, electrical, plumbing, tiling and installation work. Do ask your installer for an estimate, but bear in mind that any new bathroom is a complicated operation. The best installers are prepared to spend more time if necessary to achieve a high standard of finish.



“Choose an installer as carefully as you choose your basin, bath and brassware”

RACHEL MARTIN, MERCHANDISING DIRECTOR C.P. HART



“I cannot recommend Andrew’s services highly enough. He is in line with the likes of me who wants the convenience of communicating by text and email.

It is a rare occasion when your expectations are exceeded, but this was definitely one of them!”

FIONA FOGELMAN, C.P. HART CUSTOMER MAY 2016

Recent Testimonials

“I would just like to say that we were very happy with the service provided by the installation team. The quality of their work was excellent, they were very tidy and unobtrusive workers and if they said that they were going to arrive at a certain time they did so, without fail.

Thank you for the introduction.”

Mr Haddon-Grant

“We just wanted to drop you a note to say thank you very much for recommending Minde, Dima and their entire team at Building Style to us. They did an absolutely outstanding job not just with our bathroom, but also with other refurbishment works in the flat. Minde & team have far exceeded our expectations - particularly as I am used to German-style quality - this is a huge compliment. Thank you again.”

Mr & Mrs Speers

“Please pass this on to my installation team: Thank you so much for the wonderful job that you made on the bathroom in my flat. I am so pleased with it! You gave me great advice from the outset and helped me choose and design the best bathroom for the space. Throughout the build, you continued to give me good advice and you did that little bit extra that means that the overall result looks really brilliant and very professional! I wouldn’t hesitate to recommend you to my friends and colleagues – in fact I have already done so!”

Ms Mutzig

“Just wanted to let you know that Jason has completed the work on the on suite, and it looks amazing. What a lovely guy! Thank you for recommending him. He has done a superb job and I am thrilled with the result. My neighbours have asked for his contact details as they are so impressed. Thank you for all your advice”

Ms Jones

“Thank you for your recommendation of a C.P. Hart Approved Installer. Their service and workmanship were great!”

Karen Cox, Interior Designer, Cox & Co

About C.P. Hart

Charles Hart, a London builder, established C.P. Hart as a builders and plumbers merchant in 1937. With his sons John and Tom he built the business into the largest luxury bathroom retailer in Britain. C.P. Hart now has fourteen UK showrooms & delivers worldwide.



Flagship Showroom

LONDON WATERLOO Newnham Terrace, Hercules Road, London SE1 7DR - Tel: 020 7902 5250

London Showrooms

CHELSEA	243-245 Fulham Road, London, SW3 6HY - Tel: 020 3617 0820
CHISWICK	1 - 3 Chiswick Terrace, Acton Lane, London, W4 5LY - Tel: 020 3617 0780
FULHAM	63-65 Fulham High Street, Fulham, London, SW6 3JJ - Tel: 020 3617 0770
MUSWELL HILL	150-152 Fortis Green Road, Muswell Hill, London, N10 3DU - Tel: 020 3617 0790
NOTTING HILL	223-225 Westbourne, Park Road, Notting Hill, London, W11 1EB - Tel: 020 3617 0765
PRIMROSE HILL	Regents Park Road, 103-105 Regents Park Road, Primrose Hill, London, NW1 8UR - Tel: 020 7586 9856
PRIMROSE HILL	Gloucester Avenue, 71-73 Gloucester Avenue, London, NW1 8LD - Tel: 020 3617 0800
WIMBLEDON	18 Weir Road, Wimbledon, London, SW19 8UG - Tel: 020 3617 0810

National Showrooms

GUILDFORD	Willway House, Woodbridge Road, Guildford, Surrey, GU1 1DX - Tel: 01483 469 430
MANCHESTER	261-267 Deansgate, Manchester, M3 4EW - Tel: 0161 214 7200
ST ALBANS	Clockhouse Court, 5-7 London Road, St Albans, Herts, AL1 1LA - Tel: 01727 229 990
TUNBRIDGE WELLS	60-62 High St, Tunbridge Wells, Kent, TN1 1XF - Tel: 01892 570 705
DARTFORD BRIDGE	24 Quadrant Court, Greenhithe, Kent, DA9 9AY - Tel: 01322 422 100

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