

C.P. HART

C.P. HART

CONTENTS

Introduction 3

Design 8

Design Technology 12

Supply Reliability 18

Showrooms to Showcase 20

Back Office Expertise 22

Installation 24

Showrooms 30

Over 80 years of luxury bathroom expertise and service.

Charles Percival Hart started C.P. Hart in south London in 1937. From the earliest days, assisted by his sons, John and Tom, the business was built on specifying and sourcing the world’s most innovative and durable bathroom products – often commissioning exceptional product designers, always from the highest quality manufacturers. That ethos continues today.

This brochure outlines the design, supply and installation service that underpins our services to all our clients.



GUIDING PRINCIPLES

To us, every bathroom and every customer is unique. Our whole business is dedicated to giving each client the best possible experience.

We'll work with you to create, supply and install a bespoke solution.

REAL EXPERTISE

Clients tell us that we have the most knowledgeable, talented and highly trained design and sales team in the industry. We always strive to "get it right", first time.

HIGHEST QUALITY SERVICE

We're here to make life easier for you every step of the way, from initial design to installation. Our desire is for you to be delighted with your C.P. Hart bathroom today, tomorrow, and for years to come.



STRONG PARTNERSHIP

Guaranteed

As the largest retailer of luxury, or premium, bathrooms in the UK, we have built relationships with world-leading designers and manufacturers. We can supply more exclusive ranges from recognised suppliers than any other UK retailer.

At any one time, we carry over £6 million worth of products, housed in our Dartford warehouse and logistics hub. Ex-stock products are normally delivered within 48 hours, with a QuickShip programme available for more urgent needs.

Staggered deliveries are also available, so that the right components arrive at the right time. We operate our very own fleet of lorries and vans. Our drivers know how to look after your products and how to minimise damage in transit. Dartford houses our technical and quality assurance advisory teams as well as hosting the company's financial and administration teams. All are dedicated to serving our clients as effectively as possible.

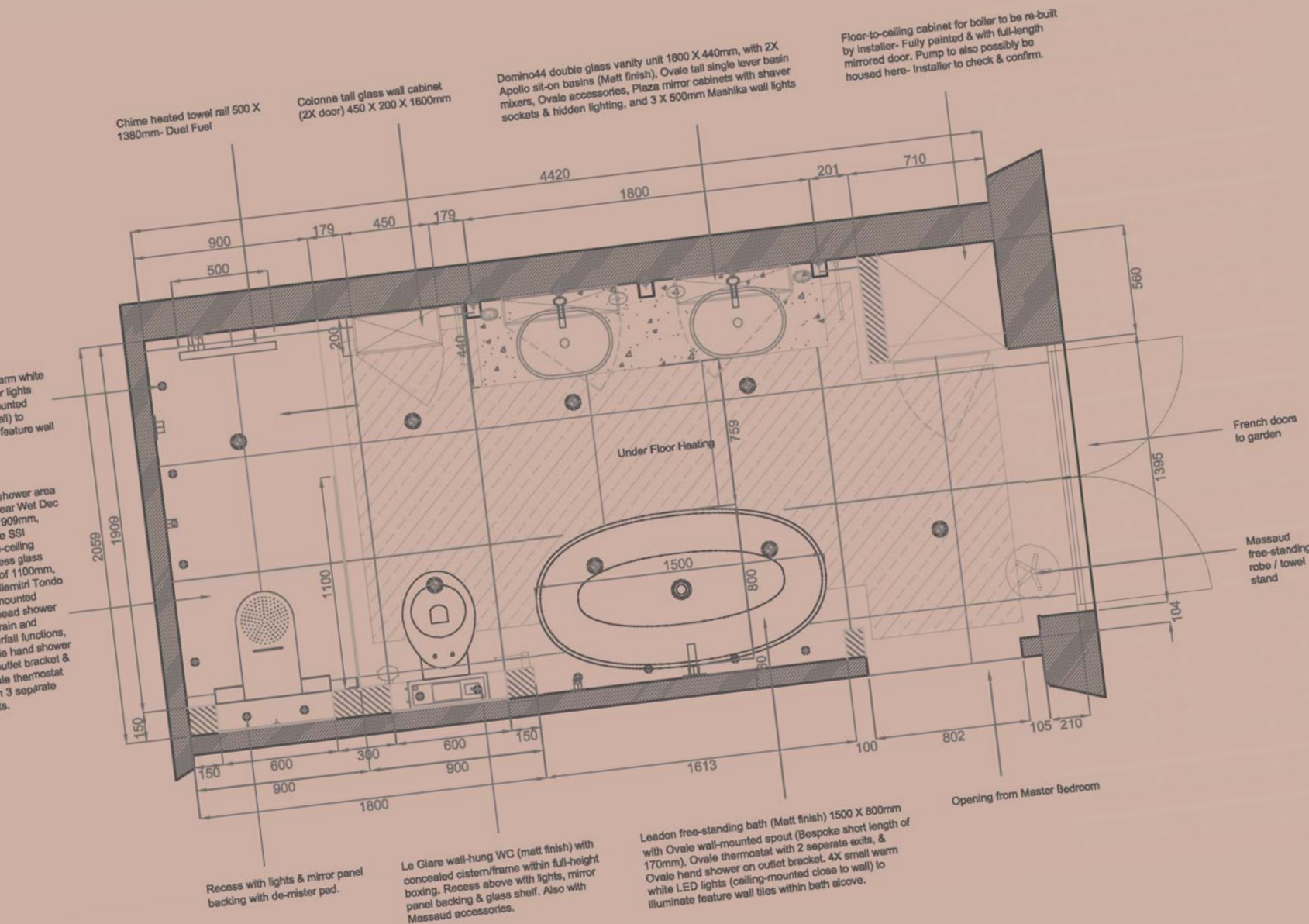
DESIGN

If you are looking to renovate your bathroom and transform it into your dream space, then our Professional Design Service could be for you. Make an appointment through any of our 15 showrooms and you can start working with a dedicated, fully qualified C.P. Hart interior designer to guide you through the process, visit your home to survey the room(s), and produce a tailor-made design pack with drawings and elevations to help you visualise the end result.

We offer various design packages, allowing you to choose the level of detail you would like to be presented with in the planning stages. No bathroom design team provides greater expertise or logistical support, and our portfolio of past projects is a testament to the skill and dedication we bring to every renovation.

We assign two individuals to work on every project – a qualified Designer to make the best possible use of available space, propose creative solutions and interpret each customer's vision; and a Sales Consultant to manage the ordering and logistics process.

Supporting them is our Technical and After Sales team. Our goal is for the process to be seamless every step of the way.





DESIGN



Design Service Options

Premium

- Detailed 2D Auto CAD plan
- Detailed 2D Auto CAD elevations
- Tiling and lighting plans
- Product mood board
- Design presentation
- 1x re-draw included (Further redraws incur a £100 fee)

Discuss with your local showroom
or visit cphart.co.uk

Deluxe

- Detailed 2D Auto CAD plan
- Detailed 2D Auto CAD elevations
- Tiling and lighting plans
- Product mood board
- Design presentation
- 1x re-draw included (Further redraws incur a £100 fee)
- 3D Photo-realistic visuals

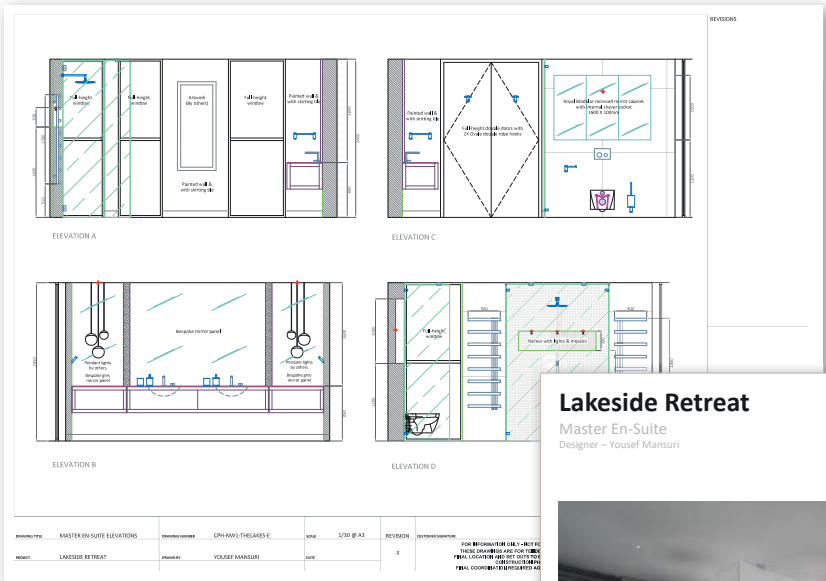
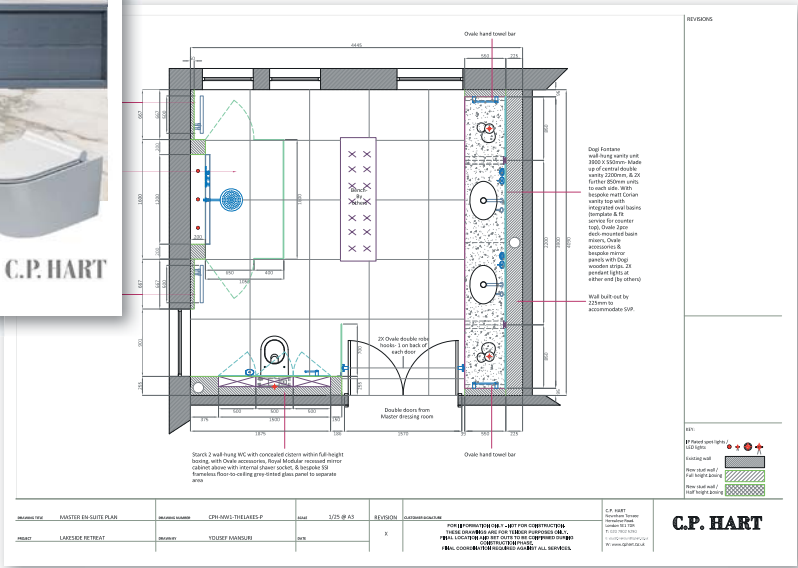
Discuss with your local showroom
or visit cphart.co.uk

DESIGN TECHNOLOGY

Our design software helps you to visualise your new bathroom, down to the last detail, before it becomes a reality.

2D CAD Floorplans and Product Moodboards

Each client receives a detailed scale drawing of the proposed scheme following our Designer’s on-site visit. The Designer will record dimensions and a detailed brief, along with any soil and pipe positions and access points. In addition, the Designer will create a product mood board with images of the suggested sanitaryware, brassware, furniture, tiling and lighting. That makes it so much easier for any client to see how everything works together. We know it’s an iterative process and revisions are expected before the final design is commissioned.



2D CAD Elevations

At the next stage of the design process, the designer will produce 2D elevations of the bathroom. These plans include precise details such as room height, tile-laying patterns and window positions, depicting a clearer idea of the bathroom’s finished appearance.

The designer will also provide lighting and electrical plans, which the installer will be able to work from during the installation stage.

3D Visuals

If a client opts for the Deluxe design package, he or she will also receive a 3D visual, like stepping into the finished bathroom. These photo-realistic images include everything from sanitaryware and brassware to accessories and lighting. Clients can request one final re-draw free of any additional charge.

DESIGN CREDENTIALS

Birchwood

The Birchwood, a visionary development consisting of six sumptuous apartments, sits in an enviable spot in the midst of west London. Working closely with award-winning design house, Fusion, C.P. Hart's Contracts team carefully selected products that would reflect the fine architectural details of the property, where high specification meets classical styling. Gessi Goccia brassware in matt black, Catalano Canova Royal undercounter basins, Duravit sanitaryware and Cielo Arcadia ceiling-mounted mirrors were chosen to complement the unique features of these luxury homes.



DESIGN CREDENTIALS

Marcus Fairs

C.P. Hart's Design team worked closely with Marcus Fairs, founder and editor-in-chief of Dezeen magazine, and his wife Rupinder to transform their bathroom into a stylish haven that works perfectly against the backdrop of their Victorian conversion. The Duravit Luv vanity basin stand in a stone grey satin matt finish with a natural walnut top provides a focal point in the bathroom, along with a sense of Nordic minimalism that imbues the space. Above each of the twin Luv basins, and mirroring their rounded oblong shape, is a black framed Oval Box mirror cabinet by Cielo and three Zeppo wall lights from Astro. The three-piece wall-mounted mixers in a matt platinum finish – along with the freestanding bath mixer – are from Dornbracht's Vaia range, continuing the eclectic mix of modern and traditional

in this bathroom. With such a generous amount of space, our designer could really play with the proportions of products. A monochrome palette was selected to give the room a dramatic look, as well as a contemporary take on the classic Victorian checkerboard floor. The tiles are all from Patricia Urquiola's Azulej range, by Domus.

"We were really happy with the service we recieved from C.P. Hart, and in particular with their design team who came up with great ideas and supported us throughout the process. We're delighted with the end results."

Marcus Fairs



SUPPLY RELIABILITY

Nothing is more important to C.P. Hart than customer service. Seventy per cent of our sales come through recommendations – testimony to our company-wide commitment to client satisfaction.

Our Showroom and Contracts teams work closely with consumers, architects, designers, developers and builders, on private buildings and refurbishment projects, from luxury apartments through to hotels and commercial developments. No other bathroom specialist provides more sophisticated logistics support. Below you will read endorsements from a small selection of our recent projects – case studies that speak for themselves.



SHOWROOMS TO SHOWCASE

To help inspire your project, we have 15 showrooms featuring full room-set displays, exclusive designer collections, sample selections and working product displays. Each provides space in which to think and plan or even just to dream, nowhere better than our flagship showroom near London's Waterloo station.

No amount of digital or printed imagery can convey product quality or feel – only close inspection can do so. On hand in any C.P. Hart showroom you will encounter Sales Consultants and Designers keen to help and guide you. We know how important it is to get it right.

Our separate Contracts team has been appointed to serve institutional and trade clients. It has the specialist knowledge required to ensure that your design specification and compatibility meet all compliance regulations and certifications. These include Inclusive Design (Accessibility), Part G, Code for Sustainability, Lifetime Homes, WRAS and Kiwa. With these checks in place, you will have peace of mind that the right solution will be delivered.





BACK OFFICE EXPERTISE

C.P. Hart offers in-house technical support and a dedicated After Sales team. If you're experiencing any technical issues, we will endeavour to resolve them either by phone or email, or by visiting you on-site if requested. You will also find comprehensive technical specifications provided on our website for all products. Each new product is rigorously tested at our internal QA centre to ensure the highest performance and quality. Our aim is complete satisfaction for the lifetime of the product.



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 our clients see an example of the installer's work before making a decision. The project must 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 clients. We do not install bathrooms, but we do want the products we supply to look perfect and work perfectly. To meet such quality standards we have developed our Approved Installer Service to introduce our clients to a select group of installation experts, each one vetted by C.P. Hart and accredited by manufacturers.

Our Approved Installer Service 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.

We are told that C.P. Hart is the most comprehensive approval scheme in the industry.

C.P. HART
APPROVED
INSTALLER



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

Head of Design, C.P. Hart

The C.P. Hart Approved Installer Service

The process is very simple. Just talk to your Sales Consultant, who will explain how to request a quotation from the Approved Installers. You can then decide if you wish to appoint one to your project, 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 organises training for Approved Installers directly with most of its leading manufacturers.

Professional Standards

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

Peace of Mind

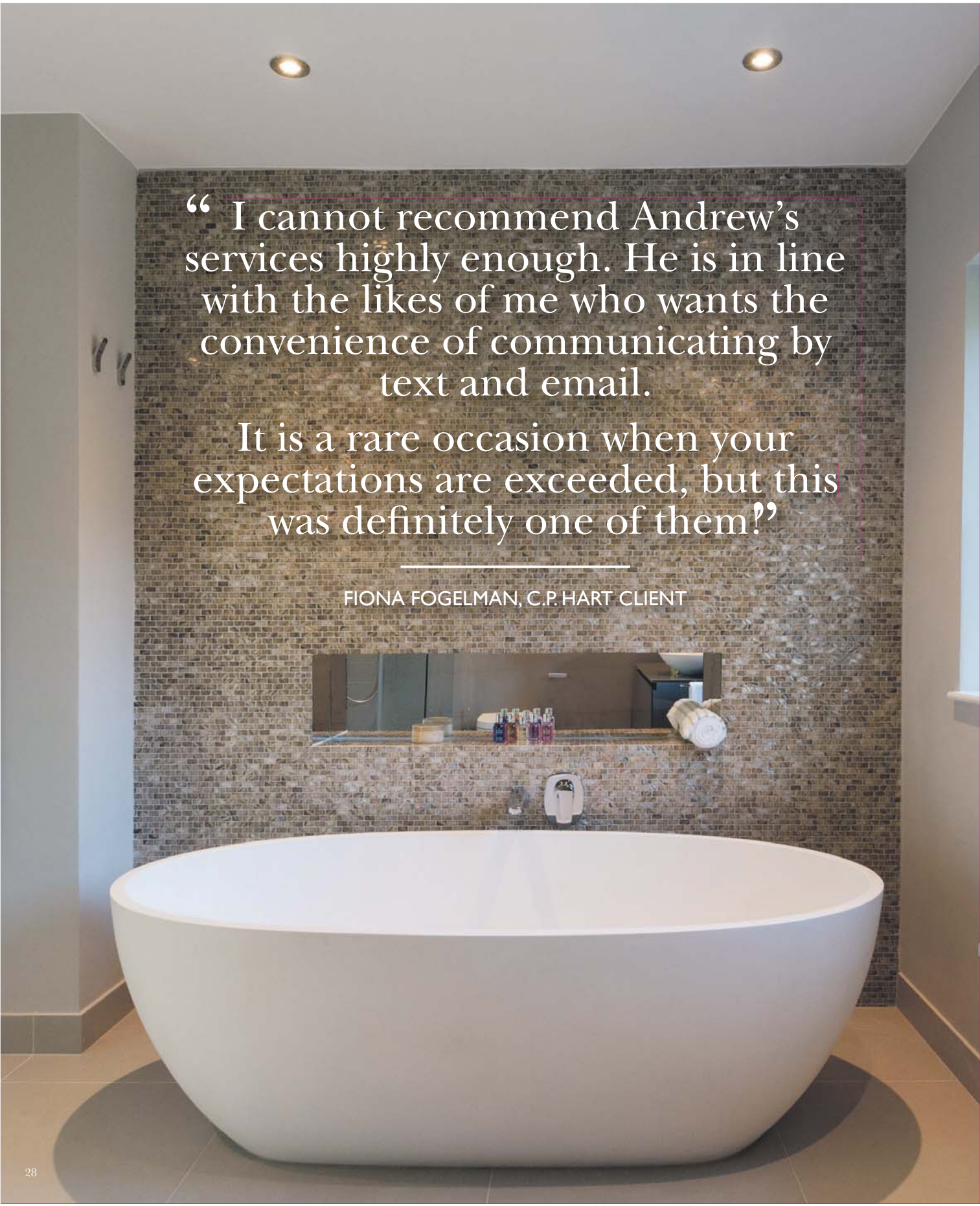
All Approved Installers have background checks so you can feel comfortable allowing them into your home. We also check the financial health of each business, and ensure that there is no record of fraud or bankruptcy.

Taking Care

Approved Installers will take care of your property whilst the work takes place. They will protect entrances, hallways and staircases and take measure to ensure that the rest of the property is left exactly the way they found it. We insist that all Approved Installers have public liability insurance of a minimum of £5 million in the unlikely event of an accident.

Guarantees

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 maintained. (Incorrect installation will invalidate the guarantee). All Approved Installers offer a minimum of two-year guarantee on their workmanship.



“ 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 CLIENT

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 en-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

Showrooms

For professional advice visit any one of our showrooms
or call our sales advisors on **0345 600 1950**.

LONDON SHOWROOMS

**Waterloo –
Flagship Showroom**
*Newnham Terrace,
Hercules Road,
London
SE1 7DR
Tel: 020 7902 5250*

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 0760*

**Primrose Hill –
Regents Park Road**
*103-105 Regents Park Road,
Primrose Hill,
London
NW1 8UR
Tel: 020 7586 9856*

Wimbledon
*18 Weir Road,
Wimbledon,
London
SW19 8UG
Tel: 020 3617 0810*

NATIONAL SHOWROOMS

Windsor
*31 King Edward Court,
Windsor,
Berks
SL4 1TG
Tel: 01753 865050*

Amersham
*9 Hill Avenue,
Amersham,
Bucks
HP6 5BD
Tel: 01494 434349*

Guildford
*Willway House,
Woodbridge Road,
Guildford,
Surrey
GU1 1DX
Tel: 01483 469 430*

Dartford Bridge
*2 Quadrant Court,
Greenhithe,
Kent
DA9 9AY
Tel: 01322 422100*

St Albans
*Clockhouse Court,
5-7 London Road,
St Albans,
Herts
AL1 1LA
Tel: 01727 229990*

Tunbridge Wells
*60-62 High St,
Tunbridge Wells,
Kent
TN1 1XF
Tel: 01892 570 705*

Manchester
*261-267 Deansgate,
Manchester
M3 4EW
Tel: 0161 214 7200*

C.P. HART CONTRACTS: Residential and commercial projects.
For commercial project expertise, visit www.cphart.co.uk/pro
or contact C.P. Hart Contracts 0345 600 1980.

www.cphart.co.uk



C.P. HART

www.cphart.co.uk