

A Friendly Guide to Your New Bathroom Installation

Ensuring a Smooth and Beautiful Experience with Oxtech Facilities.

We are thrilled to be transforming your bathroom! We pride ourselves on the highest level of service and transparency. This guide simply outlines a few common and rare circumstances that can occur during any bathroom project, ensuring you know exactly what to expect.

1. Existing Pipework and Hidden Infrastructure

The installation of new fixtures (showers, toilets, basins) and the repositioning of pipework often puts new stress on existing supply and waste lines.

- **Our Assurance:** We guarantee the quality and integrity of all the **new pipework, joints, and plumbing** installed by our team.
 - **A Rare Possibility:** When connecting to or moving existing pipes, the process can, in **very rare cases**, reveal pre-existing weaknesses (e.g., rust, loose joints, hidden damage) in the **original pipework** that was not installed by us.
 - **What this Means:** We cannot be responsible for leaks or blockages that may occur in this pre-existing pipework. If such an issue is discovered and requires immediate repair to continue, we will notify you immediately. The necessary repair work will be subject to an agreed-upon charge, as it falls outside the original scope of the bathroom fitting.
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2. Wall and Floor Integrity During Fitting

Removing old tiles, fixtures, and accessing pipework may sometimes reveal issues with the underlying structure.

- **Existing Substrates:** Occasionally, when removing old tiles or wall coverings, we may uncover damp, rotten, or unstable plaster/subfloor materials that need immediate attention before new fixtures can be installed safely.
 - **Action:** If we discover that the existing walls, floor, or joists are not structurally sound enough to support the new bathroom suite (especially heavy items like sanitaryware or walk-in shower screens), we will stop work and discuss the remedial options with you. This required **structural or 'first fix' repair** will be subject to an additional cost and timeline adjustment.
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3. Specialist Trades (Tiling and Electrical)

To ensure the highest finish, we collaborate with trusted specialist tradespeople.

- **Tiling:** We work with professional tilers who operate to the **highest standards of workmanship** to complete this key part of your project.
 - **Electrical Work:** We rely on **qualified third-party electricians** to carry out all electrical work (e.g., connecting extractor fans, lighting, or electric showers). This ensures full compliance with building regulations and safety standards.
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4. Tiling and Grouting Settlement

We ensure high-quality tiling and seal all areas prone to water contact.

- **Grout and Silicone:** Grout and silicone seals require time to fully cure. We recommend that the shower or bath area is **not used for at least 24 hours** after we finish the final sealing to allow for proper curing.
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5. Decorative Finishes and Final Tidy

- **Making Good:** Our focus is on the fitment and function of your new bathroom. Unless specifically included in your detailed quote, the cost **does not** include painting, wallpapering, or any other final decorative finishes (e.g., skirting board touch-ups after floor fitting).
 - **Access:** If we have to remove sections of the ceiling or wall to access and connect pipework, we will leave the area safe and ready for your chosen decorator.
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We are committed to making your new bathroom perfect by combining our plumbing expertise with trusted, high-quality specialist trades. Thank you for choosing us for your home improvement project!