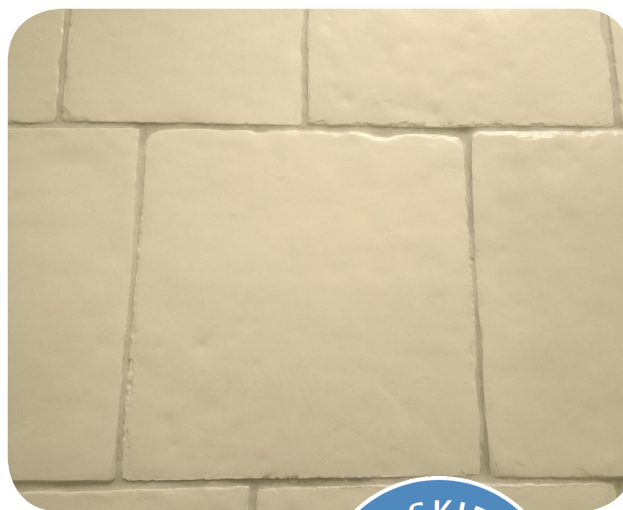


# Plastic Surgeon

## FINE FINISHERS



Plastic Surgeon Case Study:

## Insurance stone floor repair

**Client:** Insurance company  
**Sector:** Insurance  
**Repairs:** Stone floor

**Site:** Private residence  
Hampshire

Returning from holiday to find a major plumbing leak is a scenario all householders dread, but to have it happen twice was the nightmare which befell one couple in Hampshire who came back to discover not only their recently repaired kitchen ceiling sagging again, but also the expensive stone floor had also been severely stained.

Moving the table and chairs out of the sodden dining area revealed that where the wooden legs had been standing, dark brown marks had stained the reconstituted limestone slabs, despite the owner having regularly treated the surface with the recommended impregnator product.

Their insurance company ensured the problem could not reoccur by getting the old copper hot water cylinder replaced, and while the ceiling was repaired a second time, it still left the question of what could be done about the disfigured floor. For although replacement was feasible, the fact the stone ran beneath the kitchen units and other fittings would have made the work logistically disruptive, as well as very expensive.

Thankfully, however, the insurance company concerned has a long term agreement with Plastic Surgeon, the UK's only national surface repair specialist, and called in the Operations Manager for the Southern region to assess the damage.

Plastic Surgeon's Rob Townsend, recounts: "This contract with the insurance company concerned a stylish detached property in Eastleigh, with a large kitchen/dining room, where water had leaked through the ceiling while the customers were away on holiday.

"Conventional cleaning methods hadn't touched the marks and we carried out a full test, taking nearly a day, using a couple of the stone slabs which were in the garage, to determine the appropriate method of reinstating the floor.

"This involved applying a special sealant stripper to each slab with a roller and then peeling the surface back with scrapers until we were down to the original material. Then we mixed two different shades of our System 20 – one for the stone and the other for the pointing – and colour matched an area roughly four metres by five metres. This was followed by re-applying the impregnator and several finish coats to protect the work. The lady was over the moon with the results and the fact that the fitted kitchen had not needed to be touched."



The two Finishers spent a total of four days each on the painstaking reinstatement at a cost of around 20 per cent of the price to replace the floor and reinstall the kitchen with all the added plumbing, tiling and other work that would have been involved.

## Sustainable Repairs

At the same time as providing clients with a comprehensive cosmetic repair service addressing virtually every type of product and substrate, Plastic Surgeon is also addressing important aspects of the sustainability agenda. For while the company's ethos of 'repairing rather than replacing' represents a saving of approximately £3 for every pound spent, this approach also significantly reduces waste going to landfill and therefore helps cut a customer's carbon footprint.



Uniquely, Plastic Surgeon has developed its Visibilty software which translates each

Finisher's job report,

sent from their hand held computer, into the equivalent weight and other statistics on a data base that participating customers can utilise for their own sustainability reporting.

Full UK Coverage

Call us today on  
0845 141 0000



Total Landfill Savings for 2012:

1,974 tonnes

**Plastic Surgeon**  
FINE FINISHERS

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