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# Ready for your new fitted bathroom?

What to expect from our professional  
installation service.



Experts on Hand



Getting your beautiful new bathroom fitted is exciting, but as with any building work it can also be disruptive. We want you to enjoy your new bathroom with the minimum of fuss and upheaval, and our fitting service has been developed to bring you the high levels of service that you would expect from John Lewis.

Your installation will be carried out by approved professional contractors, with a dedicated team consisting of your fitting agent, site manager and fitter. Once your installation begins, your fitting agent will call you every three days to ensure that everything is going smoothly and according to plan.

This leaflet tells you exactly what to expect from the different stages of your installation.

Please read it through before the process begins, and keep it somewhere handy for future reference.







## Step 1 Your pre installation check

Your fitting agent will arrange for your bathroom equipment and materials to be delivered beforehand. Then on the agreed date your site manager will visit your home and thoroughly inspect your delivered goods. If anything is missing or damaged it will be reordered immediately to avoid any delays to your installation.

During this visit you will also be introduced to your fitter, and you can agree practical details such as their time of arrival, parking arrangements, use of any facilities, you'll also discuss any installation specifics such as tiling design, location of services such as water, and storage of materials.



## Step 2 Removing your old bathroom

You'll need to remove all your accessories, linen and any other personal belongings before your fitter arrives. At the agreed time, they will come and remove your old bathroom, including the sanitary ware, cabinets, tiles, flooring and any other elements. The existing bathroom and any waste from the installation of your new bathroom will be collected by a national waste collection service provider scheduled by your fitting agent.

Please be aware that this stage often causes the most disruption to your home. All services to your bathroom will be turned off, but we'll make sure you always have running water in the evening, and we'll accommodate your needs wherever possible during the day.



## Step 3 Preparation

During this stage your fitter will prepare the walls and surfaces for their intended finish. This includes any necessary rerouting of pipes and waste, relocating of electrical sockets and wires, or installation of stud walls and hanging systems.

If your installation includes specialist electrical or gas work, this may involve additional fitters, but your site manager will always ensure that you know who is on site.



## Step 4 Tiling, flooring and decorating

Your bathroom will really begin to take shape during this stage, as your fitter carefully installs any tiling and flooring, and carries out any other decorating that's included in your installation agreement.

Cutting tiles can be a messy job, and often involves larger tools such as long tile cutters and electric power tools, which may require water. Your fitter will cut the tiles in an area that has been agreed with you, ideally outside and under cover.



## Step 5 Installing the suite

Now your fitter will install the sanitary ware, cabinets, showers, radiators and any other products included in your installation. To limit the risk of damage your fitter may leave protective wrapping on these products, so please don't remove it just yet.

Some of the products and fittings may need to be installed in temporary locations before their final fixing. So please don't worry if they look out of place or not straight at this stage, it's all part of the process of achieving the perfect finish.



## Step 6 Completion

Your fitter will now complete the fixing, grouting, waterproofing or panel installation, before removing protective wrapping and cleaning up. You will be shown how to use your new bathroom systems such as shower or mixer, and any new stopcock or valves will be pointed out to you.

Finally the fitter will make one last clear up, before leaving you to dress your room with bath linen and accessories. Needless to say, you'll find everything you might need for those finishing touches, in store and online at [johnlewis.com](http://johnlewis.com). Once the bathroom is complete, we'll be in touch to arrange a sign off meeting with one of our Partners from our Fitted Bathrooms team.

Any questions?

We're dedicated to making your fitted bathroom installation as hassle-free as possible. If you have any questions about the installation process that aren't covered in this leaflet, please get in touch with your dedicated fitting agent or contact your local John Lewis shop.

# Notes

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