



EastCoast Tub & Tile Refinishing, LLC

FREQUENTLY ASKED QUESTIONS

Answers to Questions Most Frequently Asked About Porcelain Refinishing!

Thank you for your interest in the porcelain refinishing process. For more than fifty-five years, this process has been tested in both residential and commercial communities with gratifying results. The total result is my most important asset...*that of Customer Satisfaction!* Your questions concerning this amazing process are most likely similar to those asked by many others, who just like you, were faced with some of the same porcelain issues. If so, you will find the answers in this pamphlet. However, if not, feel free to contact our office and we will be more than happy to answer them for you. Most of the inquiries are regarding bathtubs, so we will make this the main target of our comments.

Q. How long does it take to refinish my bathtub?

A. Normally it takes between four to six hours. All work is done in the tub area, and there is no mess for you to clean up.

Q. What can I do about getting the shine back on my bathtub?

A. If you have attempted to clean out the tub with normal household cleaners, and the tub is still dull or dirty in appearance, there is probably nothing you can do to restore the shine. The original finish has become worn, leaving the pores exposed to absorb dirt and chemical stains. Unfortunately the more you scrub, the worse the situation becomes. A new finish, or a new tub is the answer.

Q. How long will the new finish last?

A. Since everything is relative, with normal care and proper cleaning, your new finish will last for many years. Peeling seems to be of concern to most customers. This condition is caused by moisture being trapped under the glaze during the process, and if present, will occur within 30 to 60 days after the refinishing. Your five-year warranty affords you ample protection against this unlikely possibility.

Q. How long before I can use my bathtub?

A. You may use your tub in three days. The new finish will continue to harden over one month, but poses no problem with normal usage.

Q. Just what is the finish? Is it real porcelain?

A. No, it's not actually porcelain. It is an Epoxy primer and an Acrylic Urethane topcoat which when administered, hardens to a beautiful high gloss luster.

Q. Do you change any of the plumbing fixtures?

A. No. All problems such as leaks or broken fixtures must be repaired before you are scheduled.

Q. Do you remove the bathtub from my home?

A. No. The job is done right in your home, bathtub in place.

Q. In redecorating my bathroom, should I have the bathtub refinished first?

A. No. All work such as painting, wall papering, and new surround should be done first to avoid any damages to your new finish.

Q. My bathtub is not connected. Can you refinish it in my backyard or garage?

A. No. The bathtub must be in place, hooked up to running water.

Q. Can I just turn off the water to the bathroom instead of fixing the leaking faucets first?

A. No. Water is needed to flush down the cleaners and chemicals when prepping the tub.

Q. Can you refinish fiberglass surfaces and ceramic tile?

A. Yes. The process and material are the same as refinishing a bathtub.

Q. What about the shower door?

A. The shower doors will be removed. The side and bottom rails are not removed but will be masked off. The doors will be reinstalled, if I am performing the caulking service.

Q. Are there any bad odors from the process?

A. Yes. There is some odor as the finish is drying, but will dissipate overnight and will be gone by morning.

Q. Do you refinish sinks and toilets?

A. No. Sink and toilet replacements are now very inexpensive, and it is more practical to purchase new ones.

Q. What cleaners do I use on my new finish?

A. All of the Dow and Lysol Tub and Tile cleaners are fine to use. Additionally, items such as Bon Ami, Windex, 409, and Fantastic, work well also.

Q. Why isn't it cheaper to purchase a new bathtub?

A. My best answer to this most frequently asked question is, to compare one or more estimates, which reflects the total cost of the installation of a new tub, with my price.