



magicman[®]
repair, renew, restore



International Repair & Restoration Service

MARINE



CONSTRUCTION



INSURANCE



OTHER INDUSTRIES



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magicman.co.uk

About Magicman®

Magicman's mission is to restore and extend the lifespan of damaged items that would otherwise go to landfill, saving money for the customer and helping to protect the environment.

Magicman is more than just a name; it's a symbol of quality and expertise. With over 30 years of industry experience, we stand as the global leader in hard surface repair. Our reach spans across the UK and beyond, with technicians in every corner, serving diverse sectors including Marine, Domestic, Insurance, Construction, and more.

At Magicman, sustainability is at the core of what we do. We're committed to helping our customers achieve their environmental goals by providing sustainable repair solutions. From internal to external surfaces, we cover it all, offering a comprehensive range of services.

Our technicians undergo rigorous training at our own academy, ensuring they're equipped with the latest techniques and technology. As a fully accredited service provider, we adhere to the highest standards, holding ISO 9001/14001/45001 certifications.

Choosing Magicman not only saves you money and time but also benefits the environment. By repairing damaged items instead of replacing them, we extend their lifespan and reduce waste going to landfill. From sanitary ware to floors, doors, kitchen units, and more, we can match any texture, hue, or colour with precision.

Our repairs encompass a wide range of damages including scratches, dents, chips, burns, and more. Using Magicman also reduces ancillary damage, as our on-site repair process minimises disruption and eliminates the risk associated with replacements.

Why tolerate unsightly damage when Magicman offers an easy, cost-effective solution?

"We always aim to exceed a clients expectations. Good service, quality of work, and pride in delivery will achieve the best results."

Mark Henderson

Chief Executive Officer, Magicman® Holdings Limited



Join us in our mission to restore, protect, and preserve the environment – one repair at a time.



Saving You Time

Our technicians repair on site – there's no waiting for new items to be delivered and installed.



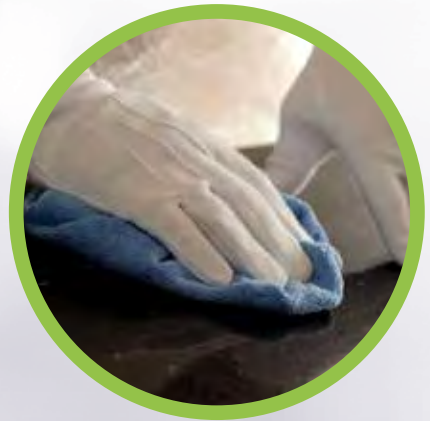
Saving You Money

Repair offers significant savings – up to 80% of the cost when compared to replacement.



Saving The Planet

Repairing on site avoids waste – no need to dispose of damaged items to landfill.



MULTI AWARD-WINNING BUSINESS
SUSTAINABLE SERVICE PROVIDER
INNOVATIVE REPAIR & RESTORATION





Construction Services

Why is Magicman so popular amongst construction companies?

Put simply, we take the strain out of handover deadlines. We remove the need to panic when sudden and unexpected damage occurs with the potential to push clients into penalty clauses. As both a national and international service provider, we can supply the resources to enable completion on time, every time for multiple projects.

Fully certified with every commercial accreditation, comprehensively insured, managed, monitored and audited, Magicman has all bases covered. This enables our clients to work in partnership with us, knowing that we have their best interests at heart and there is no exposure or risk to them from any aspect of our operation.

More and more of our products are being manufactured abroad with long lead times. Many items are made in batches and so replacements, in the colour you wanted, may be subject to delay until the next production run. Transportation costs are rising, and long supply chains present other difficulties, not to mention that damage can also be caused by poor packaging or handling.

Add to these aforementioned obstacles, the penalty clause ghost that hangs over every contractor and it is easy to see why speedy and effective on site damage restoration is popular.

REPAIR RENEW RESTORE



Master Craftsmanship

The work (repair) was unbelievably amazing in that it was, totally an invisible repair.

As a retired engineer with over 40 years experience I can honestly state that the gentleman who conducted the repair was a master craftsman.

Excellent quality of service from everyone from the initial telephone call to the final repair.

Thank you!

Construction Customer

March 2024



TRIED AND TRUSTED FOR OVER 30 YEARS
ENABLING PROJECT COMPLETION
ON TIME AND IN BUDGET



There's truth in the old adage 'buy cheap, buy twice'.

The Magicman® Difference

The experience Magicman has gained over 30 years from working on every type of construction project shows in the skill set of our Technicians and in our ability to assist site teams in handing over to client 'defect free'. The fact that over 300 companies and organisations rely on Magicman is testament to our unmatched expertise in resolving even the most challenging of repair issues.

Why On-site Repair?

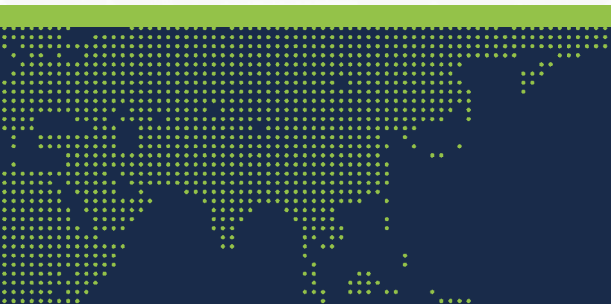
- Reduced cost
- Reduced turnaround period
- Reduced waste to landfill
- Eliminate ancillary damage
- Avoid penalty clauses

Research & Development

In the fast moving world of design, product and technology development new and innovative repair strategies are required to meet the demand to repair and restore these new substrates. Magicman's dedicated Research and Development section is a proving ground to develop these new techniques and products to ensure we remain at the cutting edge of repair and restoration technology.

Helping You To Meet Green Targets

Magicman processes enable companies to report less waste to landfill by a considerable margin if compared to replacement and help them hit environmental targets.



Marine Services

Cruises have become one of the most popular holiday options in recent years and the proliferation of choice with regard to operators, ships and destinations means that decision making is ever more difficult.

This popularity has seen an increasing demand for new ships but an even greater focus on the upkeep and appearance of existing ships. Cruise operators are very keen to attract and keep their clientele and there is great competition between them to do so. Brand loyalty is a key factor and by ensuring the fabric of ship communal spaces, cabins and suites are kept vibrant, clean and undamaged, helps cement the overall aesthetic appearance and experience of onboard life.

With its many years of experience in servicing cruise operator assets worldwide, Magicman has the expertise, management and reputation for “delivery beyond expectation” that ensures continued and growing symbiotic relationships. But what does that mean in everyday terms? By repairing not replacing, there is no bulky waste to be disposed of or landed and this adds greatly to the operator’s environmental credentials.

End of range items such as wall and floor tiles or items with colours no longer available, can prove a problem when damaged because often replacements are no longer manufactured. This results in whole areas having to be replaced during docking. Magicman can match pattern, colour and hue to existing assets in situ, freeing up time that could be better utilised on other projects.

Riding Crews

Magicman provides teams of men to travel around the globe maintaining the ships fabric as well as carrying out essential works outside the remit of “docking down”, such as decorating, carpeting and much more. Increasing periods between refits (dry/wet dockings) due to demand on the asset means that there is often only time during a refit to undertake the most disruptive and necessary operations; leaving aesthetics way down the list. They are however very important to the paying customer.

Using Riding Crews, an operator can maintain a premium appearance throughout the year as well as deal with any “in service” damage during the existing cruise program. A planned approach adds value to the operator and enables much more control, and cost saving, over replacement of damaged items.

Research & Development

Ship interiors are continually evolving with ever more complicated or elaborate structure and finishes. At Magicman we are constantly, through our research and development section creating new repair and restoration methods to meet the demand of these new substrates and surfaces.



**MAINTAIN THE AESTHETIC APPEARANCE
OF YOUR VESSELS INTERIOR
IN-SERVICE MAINTENANCE WITHOUT
PASSENGER DISRUPTION**





Magicman® Surveys

Competing demands on ships staff to monitor, keep record and resolve unsightly damage onboard alongside their many other duties is alleviated to a large extent by utilising Magicman's onboard survey service. Using our specialist app we can survey a ship and report back in real time those damages encountered.

Our experienced surveyors are able to identify materials and areas that could be repaired or restored that hitherto had been excluded from scope. Further saving to the operator being the result. This damage report can then be analysed by the cruise operator to give priority levels of immediate, secondary and tertiary importance to the Magicman team programmed to attend.

"Protecting your most valuable assets whilst maximising cabin occupancy rates"



Many great compliments for the entire Magicman team

They were professional, courteous and went above and beyond the ships requests.

Interior Superintendent, MS Westerdam

January 2023



I want to express my utmost appreciation for the outstanding workmanship

The level of craftsmanship and attention to detail exhibited by your team us truly commendable.

Hotel Director, Paul Gauguin

February 2024



Laith and his team continue to impress...

These guys continue to impress with their professional workmanship, attitude, communication and flexibility.

Senior Director, Viking Mississippi

February 2024



WINNER OF SUSTAINABLE PRODUCT OF THE YEAR
AT CRUISE SHIP INTERIORS AWARDS 2020

CRUISE SHIP
INTERIORS
AWARDS



Insurance Services

At Magicman, a dedicated Insurance Team manage claims in conjunction with our time-served technical experts who determine repair feasibility through desktop analysis.

Photographs of damage taken by the policy holder are received electronically and assessed without the need for a traditional 'inspect and report' visit. This shortens claim cycle time and reduces the cost to the customer. Site visits are always available if required, for example by vulnerable customers, and in-situ repairs are almost always carried out on the first visit.



The Magicman advantage

Reduced Claim Cycle Time

In the past household claims for damage would typically mean a replacement before the introduction of "repair option first" policies. This could and would often be an expensive option. Particularly with replacement "like for like" policies where the damaged item or colour was no longer available or in production which meant in the case of bathroom suites whole suites would be changed. This extends the claim cycle and cost. By utilising Magicman repair and restoration services any damage to any item in any colour can be rectified in a couple of hours with minimal disruption to the policyholder.

Reduced Cost

Magicman repairs and restoration are up to 80% less costly when compared to replacement. Most repairs are carried out in less than a few hours and the item ready for use either immediately or shortly after completion. Before Magicman one, to or more trades people might be required to satisfy a claim, at increased cost and time delay.

No Ancillary Damage

Magicman repair or rejuvenate everything on-site and in-situ which means there is no cause of ancillary damage when removing or replacing a damaged item, again reducing potential increased cost.

Less Disruption for Policyholder

Repairing or restoring on-site means there is not the disruption or inconvenience caused by replacement and no need for alternative facilities or accommodation.

No Unforeseen Circumstances

Often when removing and replacing damaged items further problems are exposed particularly with older fittings which may be imperial in measurement and replacements are metric. Such incidences can mean replacing wall and floor tiles which, also may have been discontinued.

Sustainability

In today's world every effort is being made to reduce harmful carbon and other gas emissions in the manufacturing, transportation, and disposal of waste. By repairing in-situ minimum waste is produced in the repair process when compared to the waste to landfill of replacement.

Fraud Prevention

Magicman Technicians are trained and experienced enough to spot deliberate fraudulent damage and when suspected are required to report the same to the insurance team for onward notification to the insurer.

Revolutionising hard surface claims for insurers



COST-EFFECTIVE ON-SITE REPAIRS
ACHIEVE SUBSTANTIAL SAVINGS
AVAILABLE NATIONWIDE



INSURANCE



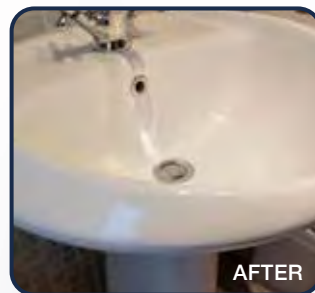
BEFORE



AFTER



BEFORE



AFTER



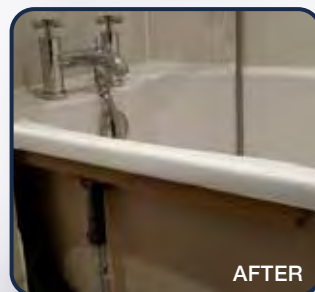
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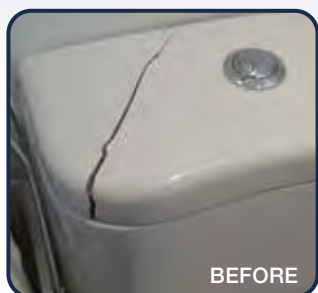
AFTER



BEFORE



AFTER



BEFORE



AFTER



BEFORE



AFTER



I can't believe how good the work turned out...

I had the company to repair a bad chip in my marble fireplace through my insurance. It was invisible when they had finished. I was so pleased, I had them back out to re do the joins in my kitchen granite work tops. This was after I had tried to get other companies out for months and no one wanted to do the work. I was kept fully informed of what the expectations would be about the outcome of the job. Once again, really pleased with the end result. I would highly recommend them.

Harri

March 2024

REPAIR RENEW RESTORE



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Other Industries

At Magicman, we take pride in offering tailored services to a wide range of industries, ensuring high standards and maintaining safe and impressive environments.

Whether you're in property management, housing associations, retail, NHS/healthcare, education, sports and leisure, government and local authorities, or dealing with period/listed buildings, we have the expertise to deliver exceptional hard surface repair solutions.



Healthcare

In healthcare facilities, damaged fixtures and fittings present serious health and safety hazards. Our extensive experience working with hospital trusts and healthcare providers enables us to maintain a safe clinical environment to the required standards. By providing on-site repairs, we help health service providers cope with reduced or stringent budgets while avoiding the cost of replacement. Our skilled technicians schedule repairs in a manner that minimises inconvenience to staff, patients, and visitors.



Facilities Management

In busy commercial environments, maintaining the highest standards is crucial. Our nationwide team of technicians is available to swiftly rectify any damaged asset, ensuring that facilities remain in pristine condition. Damaged tiles, chipped steps, scratched furnishings, and other issues can spoil the environment and even present safety hazards. Magicman's range of hard surface repair services erases damage such as cracks, chips, scratches, stains, and scorch marks from all types of hard surfaces, restoring them to their previous condition. Our technicians remove scratches from, polish and protect glass.



Government & Defence

Government buildings, embassies and defence establishments at home and abroad have all benefited from Magicmans unique service offering of hard surface repair to internal and external surfaces. Fully accredited and with directly employed staff we have time and again proven our value in the most sensitive environments.



REPAIRING DAMAGED SURFACES IS MORE COST-EFFECTIVE THAN REPLACEMENT

OUR MOBILE REPAIR TECHNICIANS ARE AVAILABLE NATIONWIDE





Other Beneficiaries of Magicman's Repair Services

Carpenters, electricians, plumbers, window and door installers, flooring contractors, bricklayers, kitchen fitters, cleaning companies, removals...to mention a few.

Education

Educational establishments suffer a heavy and continual through put of students who accidentally or sometimes intentionally damage their surroundings. Magicman supply teams of technicians to quickly restore chips, cracks and other damage during vacation periods so as to maintain the aesthetic of the facility to its highest standard whilst also saving on budget expenditure.



Hotels & Leisure

Hotels, and other accommodation providers need to maintain the fabric of their buildings in a such a way as to demonstrate to clientele the care and attention observed by the brand. Unsightly chips and cracks are not only a potential bacterial hazard but demonstrate a lack of attention in the maintenance of the property. With the continual stream of guest's, it is sometimes hard to maintain the standards to which they aspire. Magicman can provide a regular maintenance package to ensure rooms are restored throughout the year on a weekly, or monthly schedule.



Heritage

Dealing with damage to the fabric, fixtures, and fittings of listed properties often requires alternative solutions to replacement. Magicman's ability to precisely replicate, repair, and resurface antique and aged items offers practical and effective options for maintaining period properties. Our technicians are experienced in working in sensitive environments, adhering to disciplined safe working practices. With carefully engineered techniques, the Magicman repair process precisely replicates the shape, colour, and pattern of damaged surfaces, leaving a finish that seamlessly blends with the original surface.



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Customer Testimonials



Brilliant technician

Christophe (the technician that attended) was brilliant from start to finish. Very knowledgeable and incredibly personable. He explained everything thoroughly and went that extra mile to make sure the repair was of the highest standard.

T. Mason

March 2024



Excellent repair of UPVC frame

Easy and quick to get a quote and to book the job. Clear communication at all stages. Expensive but cheaper and much easier than replacing the window frame. Technician arrived as scheduled and did a great job repairing UPVC window frame and matching the wood grain finish.

Tony B

March 2024



Front door repair on interior side

This was a first class service by a very pleasant gentleman, he took his time to make sure he had got it right. It was so good, you couldn't see what he had done.

Mrs Vera Sandford

March 2024



Excellent service and I would highly recommend

The chip in our shower tray was fixed and you really can't tell it was ever there! Very reasonable price too!

Elizabeth Webster

April 2024



Amazing Invisible Repair

Magicman repair to kitchen worktop has been amazing, you cannot see where the hole was drilled in error by a subcontractor.

Claire Askham

February 2024



Damaged worktop repaired

I had badly damaged my worktop by placing an item that was too hot on it. Magicman worked wonders. I was pleased with the result because it was a difficult worktop to match up, having variegated colours running through it.

Elizabeth Taylor

October 2022



Excellent Service

Excellent service from the initial enquiry. Very good communication regarding the quote and engineer was spot on. I highly recommend this company.

David Charles

March 2024



Really Impressed!

Really impressed, I was expecting a bit of an automated and call centre kind of service but it was nothing like that. Professional and helpful, got the job done, when they said they would, no fuss, everyone happy!

Jenny T.

November 2022



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Training Health & Safety

All Magicman staff are trained in our bespoke residential training academy in Sussex. Magicman training is not available elsewhere. Magicman is a Trademark of Magicman Holdings Limited and is protected under copyright.

The Magicman Training Academy runs a rolling five week initial training programme covering all aspects of our work. This is followed by field training, ongoing competency assessments and further skills training in specialist areas such as glass and marble polishing.

Its aim is to produce Repair Technicians of a consistently high standard who are highly personable while demonstrating great ability and ingenuity. They are Magicman's frontline ambassadors, capable of working alone or in teams anywhere in the UK, internationally on cruise ships and major building projects around the world.

The intensive Health & Safety training provided by the Magicman Training Academy over their five week induction programme is second to none. Certainly, staff who have joined the company from elsewhere in the repairs, construction, insurance or marine markets have said that Magicman's training is far beyond that experienced previously.

Indeed, our external International Standards Auditor commented in his report that "Magicman's training is exemplary".

Looking at the Health & Safety Executive own latest figures, it is clear that construction remains one of the most dangerous occupations for both fatal and non-fatal injuries. Magicman are therefore very proud of its exemplary accident record throughout the years.



**MULTI AWARD-WINNING BUSINESS
SUSTAINABLE SERVICE PROVIDER
INNOVATIVE REPAIR & RESTORATION**





Sustainable Future



The urgency of the hour is unmistakable

Our planet's climatic changes, resource depletion, and ecological challenges are stark reminders that sustainability isn't a luxury; it's a lifeline.

Businesses, now more than ever, bear the mantle of responsibility. Their actions—or inactions—have far-reaching consequences, shaping economies, societies, and ecologies.

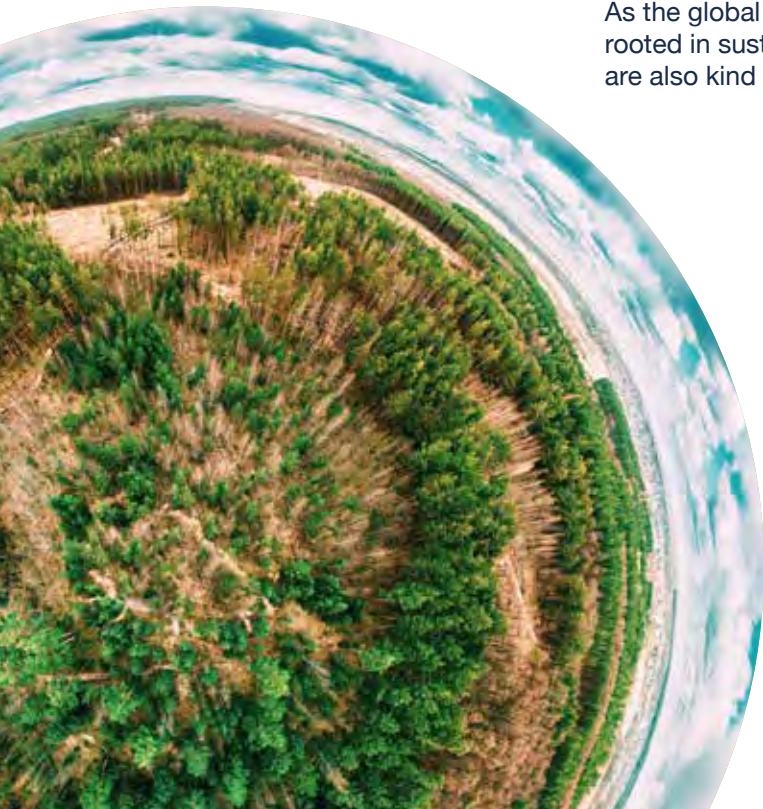


The message is clear: sustainability is no longer the future of business; it's the present. Businesses that embrace this ethos, like Magicman, aren't just thriving; they're leading the charge towards a more resilient, equitable, and sustainable world. It's not just about being 'in business' but being in business for the greater good.

Sustainable hard surface repair

Looking for an eco-friendly, cost-effective, and efficient solution to hard surface damage? **Magicman is your answer.**

As the global leaders in hard surface repair, our practices are firmly rooted in sustainability, ensuring you receive top-tier services that are also kind to our planet.



“At Magicman, sustainability is at the core of our business and delivering results above a clients expectation is always our aim. It is not just what you do, it is also how you do it.”

Mark Henderson

Chief Executive Officer,
Magicman® Holdings Limited



**MAGICMAN HAVE BEEN LEADING THE WAY
AS A SUSTAINABLE BUSINESS
FOR OVER 30 YEARS**





Champions of Sustainable Repairs for over 30years

Magicman's dedication to sustainability goes beyond just business. For us, it's about championing a brighter, greener future for generations to come. With over three decades of commitment to our ethos of "Repair over Replacement," we've been at the forefront of sustainable solutions in hard surface repairs.

Trees 4 Travel: Our Award-Winning Environmental Partner

In partnership with Trees 4 Travel, an esteemed environmental 'Tech For Good' company, Magicman is making travel and operations more ethical and sustainable. They offer state-of-the-art carbon management technology, aligning with our mission to calculate and diminish emissions impact. Our collaboration allows us to take the necessary transitional steps towards a net-zero future, educating our team and clients along the way.

Business Sustainability

In a rapidly changing world, the clarion call for businesses to pivot towards sustainability has never been louder. Being environmentally conscious isn't just a mere badge of honour; it's a pressing necessity. Many businesses, like Magicman, are making strides to improve energy management efficiency, deploy infrastructure that limits emissions, and operate efficient supply chains that bolster a circular economy. As noted by IBM on business sustainability, the goal is to promote sustainable consumption, protect natural resources, and rigorously adhere to regulations that preserve our planet for future generations.

Why repair over replacement makes a difference

Opting for in-situ repairs allows us to:

Minimise Waste

No ancillary damage by repairing instead of replacing, we drastically reduce waste destined for landfills, making significant strides in conserving resources. Cut Down CO₂ Emissions: Our on-site repair approach decreases the need for manufacturing and transportation, directly reducing the CO₂ emissions associated with producing and moving new items.

No Ancillary Damage

It is often the case that when removing and refitting damaged items, surrounding substrates (ceramic tile, glass, wood etc) are often damaged as well, creating even more waste to landfill, time delays, cost and effort.

Offer Affordability

New replacements are not only disruptive but also expensive. Our quick and efficient repairs ensure minimal disturbance at a fraction of the cost.

Making Travel, Planet and People Positive

	5,239 Total Trees Planted	
	859,720kg Total CO ₂ Removed	





magicman[®]

repair, renew, restore



The home of damage repair

Chips, scratches, dents, cracks, scuffs, burns, holes, stained, colour change, refurbishment and much more!

MAGICMAN[®] can repair, restore, clean or recolour items on site.

CONSTRUCTION



MARINE



INSURANCE



OTHER INDUSTRIES



Certifications & Accreditations



Constructionline
Gold Member



ISO9001:2015, ISO14001:2015
and ISO 45001:2018



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