

We were experiencing severe leakage from the bathroom above our flat. The flat owner against all logic and reasoning denied the source of leakage to be from his toilet. We got water proofing treatment done on our walls on 3 occasions, spent over Rs. 20000/- each time, with false promises that we won't have anything to worry about for next 3 – 5 years but after almost every 6 months we had the same problem. We realized that the issue will not be resolved unless the leakage is fixed at source. We spoke to several plumbers, contractors and so called leakage specialists and it was evident there was no easy way to fix it.

What makes finding the source of leakage so tedious is that mostly it's concealed. In places which aren't visible to naked eyes, every plumber we spoke to told us that he'll break the basin, then move to WC, section around the water outlet on the floor and if no luck will have to break the wall tiles to check the plumbing pipes and flooring to find the source of the leakage. So basically all of them were implying that a lot of perfectly working things could be damaged unnecessarily during this process. On an average we received an estimate of 22000/- to 25000/- for identifying the source of leakage. The cost to fix all the damage caused was estimated to be around 45000/- to 50000/-. So in all Rs. 65000/- to Rs. 75000/-, while the cost was inevitable, what bothered us the most was that the scale of the job got so big only because we didn't know the source of leakage. If only we know the exact place, we would have worked only on that part and it would have saved our cost by half. All of this while the owner of the house had no intention of taking up the responsibility for the cause of leakage and I don't disagree with him, no one would like to incur a cost or expense for someone else especially when most of it is just going in trial and error.

This is when we came across an advert for MACJ, The concept they work on is unique, effective, yet very simple and most importantly exactly what we were looking for. They used infrared equipment to look through the wall to trace the water leakage right up to its source, helping us pinpoint the exact location of the damage. Their team, despite finding the evident source of leakage checked the entire bathroom inside outside to rule out any other possibility and I'm glad they did. It turned out that in our case there were leakages from 3 different places. I would like to thank the team at MACJ that they continued to thoroughly check the entire bathrooms even after the primary leakage source was found. It would have been quite convenient for them to assume that their job there was done as one source was found. It's evident that they realized that the bathroom was only going to be fixed once. So if anything gets missed out, it only means that to fix it the civil work needs to be taken again, which is financially and mentally exhausting.

Long story short, with the source of leakage identified, we firstly were able to convince the owner of the house above us that the leakage indeed was from his toilet and most importantly with the exact spot identified, we were able to cut down the cost by almost 1/3. The entire job was done for 28000/- cost of material included. So technically we saved up on almost Rs. 50000/- directly and had it been that we would have found out about MACJ earlier we would have saved Rs. 65000/- spent on those 3 unsuccessful waterproofing jobs. Most importantly we were able to save a lot of time. A civil work which was estimated to go on for over 3 weeks was finished in half time i.e 10 days.

I would like to thank Nupur Ma'am and her team for their professionalism and expertise. The technicians at MACJ were very knowledgeable, responsible and very courteous. They realized that they were about to access somebody's bathroom and bedroom, they realized that they were in somebody's private space and took permission, while accessing any section of the room or toilet, they insisted that at least one member of the house be around them at all times. I would like to thank them for their time, patience and technical know-how & most importantly I would like to thank Nupur Ma'am. She was very patient and made sure that the concept was clear to us all. She gave us a detailed report on her finding

with proper analysis and ways, means and steps to fix the problem. Even after submitting her findings she went above and beyond what was required of her to do. She followed up and participated in all the conversations with the flat owner until he agreed to get the leakage fixed as per the recommendations by MACJ. She was always available to clarify our doubts regarding this matter and showed great deal of calmness while addressing our concerns. I really cannot thank and praise her enough for her proficiency, competence, thoroughness & rectitude.

I wish her all the very best for all her future endeavors and once again thank her and her team for all the help they've offered.

Regards,
Deepak Agarwal
Proprietor - Shri Jee Traders