



Profile Painters

Staff & Contractors
Procedures Manual



Welcome to the Profile Property Services Procedures Manual

Contained in this folder are important procedures and reference materials for all staff and contractors working with Profile Property Services Ltd. Approved products should be strictly adhered to unless agreed to by Paul. This manual is designed to promote consistency and professionalism across all teams. **Please note:** All contents are confidential and must not be copied or removed from this folder.

Included in this manual:

- Health & Safety Policies
- Interior & Exterior Specifications (to be followed unless manufacturer specifications are provided)
- Approved Products (paints, brushes, rollers, etc.)
- Job Authorisation Forms (for new work and repaints – also included in the Job Checklist section)

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Job Start Standards

This guide outlines best practice for the first day on the job. It shows the client that you care, are professional, and experienced. It may take 15–30 minutes, but it's worth the time.

1. Introduce yourself and the team. Let them know start and finish times.
2. Ask questions: parking, storage of paint and ladders, cleaning, which toilet to use, etc.
3. Read the quote and ALL notes on GeoOp. Call Paul or Alexia with any questions.
4. Do site checks for pre-existing damage (flooring, glass, furniture, etc.). Take photos and upload to GeoOp.
5. Complete group Health & Safety check sheet.
6. If colours/finishes haven't been confirmed with Paul or Alexia, call to check. Label tins to avoid mix-ups.
7. Ask yourself – what gear do we need, and is it on site? Wooden floor procedure – ask permission and advise of risk.
8. Drop sheets: use only old ones outside and clean/new ones inside.
9. Interior jobs – always wear shoes but lay down drop sheets/mats to make a track.
10. Client's furniture/breakables – client should remove these. Don't move without speaking to Paul or Alexia. Large items should be moved to the centre of the room and wrapped. Plastic off kitchens, appliances, wardrobes, etc. (see Interior Specs – page 3).
11. Set up your gear/paint in one area and keep the site clean, especially overnight.
12. Blinds, curtains, and fittings – check if they're staying (see Interior Specs – page 2). We can remove and fill holes, but we don't reinstall.
13. Door and window handles – store safely together to avoid damage or loss.
14. Colour matches – if requested, discuss with Paul or Alexia (see Interior Specs – page 3).
15. If two top coats won't cover, let Paul or Alexia know ASAP (see Interior Specs – page 1).
16. Any extras above the quoted price must be approved before starting.
17. Phone policy – for wage staff, phones are to be used during breaks only.

Expectations

- Uniforms** It is our expectation that ALL staff wear Profile Property Services uniform whenever they are working on site for Profile Property Services. This includes such items as T-shirts and hoodies. Overalls are acceptable.
- Vehicles** It is our expectation that ALL sign written vehicles are kept clean and tidy as they constantly represent Profile Property Services and have a huge impact on the company's professional image.
- Conduct** It is our expectation that ALL staff conduct themselves in a professional manner when representing Profile Property Services. This includes their *speech, behaviour and personal appearance*. If staff members have any problems, concerns or have received negative feedback, make sure they speak with their Forman about the matter, *not the customer*. The Forman must then advise Paul of any problems and they can decide the best way to resolve the issue.
- Drop-Sheets** It is our expectation that ALL staff use drop-sheets or other forms of coverings whether inside or outside to protect surfaces or furniture that are not to be affected by our work. ALWAYS use clean Interior drop-sheets inside and exterior drop-sheets outside.
- Safety** It is our expectation that ALL staff work safely when on site for Profile Property Services and follow the Company Health and Safety Policy.
- Smoking** It is our expectation that ALL staff refrain from smoking on any work sites. Please leave the site if you need to have a smoke.
- Radios** It is our expectation that only low-volume radios or local noise-level devices are to be used on site. For safety reasons, if using earbuds, only one earbud may be worn at a time while working.



Site Visit Checklist

Check on Arrival:

- Sign displayed?
- Check for parking?

On Site:

- Look out for any Health & Safety issues; instruct team of any issues. Usually but not limited to wearing PPE (mask, eye, hearing protection, work boots when at building and commercial sites), using ladders and scaffolding correctly.
- Is the site clean and clear of obstacles?
- Are the team all wearing a uniform?
- Correct dropsheets? (New for interior, old for exterior)
- Is there paint on any surfaces it shouldn't be?
- Is Check Sheet and Health & Safety filled, displayed and uploaded to GeoOp?
- Are colours recorded/updated in GeoOp?
- Are there any variations? If so have procedures been followed?
- Ask team for estimated finish time.
- Email customer with issues or updates.

Notes:

Pre- Start Meeting - Interior

Colour Scheme:

- TBC
- Already sent and in GeoOp

Colour Scheme Notes:

Sheen Levels (Ceilings/Walls/Trims):

Carpets:

- To remain and be covered
- Being Replaced, (cut and remove edges)

Carpet Notes, (exceptions):

Curtains and Blinds:

- To remain, Profile to remove and reinstate
- Being replaced

Curtain and Blind Notes (exceptions):

Wooden Floors:

- Permission granted to work on wooden floors and warnings have been given. Eg Oak floors are very soft and can be marked. Waxed floors scratch easily. Re finished floors may lift if masked. Note existing scratches and paint on floor. No responsibility for the above things can be accepted if permission given.

Wooden Floor Notes:

Access Etc:

- Picture hooks: (Leave in if hole is to stay, remove if hole is to be filled.)
- Small items, plants and pictures to be removed by customer. Profile will deal with heavy furniture

Access Key and or Codes:

Parking arrangements:

Phone Numbers: (Owner/Other trades/Tenants):

Special Instructions From Customer:

Final Notes:

Please refer to the 'Standard Specs Sheet', (attached to quote), regarding issues relating to building movement, moisture or delamination of previous coatings. Also, unless discussed, all walls and ceilings are to be painted in 'as is' condition which is standard for a repaint. Please discuss if you want any restoration work done, i.e. plastering or skim coating.

Pre- Start Meeting - Exterior

Colour Scheme:

- TBC
- Already sent
- Recorded in notes below

Sheen Levels: (Walls/Trims/Soffits/Doors):

Plants and Shrubs:

- Customer will arrange trim
- Profile will trim
- Not to be touched, paint around

Building Wash:

- Customer to organise
- Profile to organise
- Unnecessary

Access Etc:

- Port a loo required?
- Power line sleeving required?

Access Key and or Codes:

Parking arrangements:

Phone Numbers: (Owner/Other trades/Tenants):

Special Instructions From Customer:

PROFILE PROPERTY SERVICES LIMITED JOB AUTHORISATION FORM

*All painting work will be carried out in accordance with AS/NZS
2311:2017 – Guide to the Painting of Buildings*

Client Details

Customer Name:

Site Address:

Phone:

Email:

Company Name (if applicable):

Scope of Work (*Description of Services, Goods or Products to be Supplied*):

Quote No: _____ **Preferred Start Date:** _____

Payment Terms As per quote specifications

Additional Work Not Included in Quote (if known):

Site Readiness

I/we agree that all surfaces, building, and gib-stopping will be complete and ready for painting. If they are not, I/we accept that Profile Property Services Limited may charge additional fees to prepare and paint any surfaces not ready, on top of the agreed quote. (*Please ask if clarification is required.*)

Authorisation & Declaration

I/we authorise PROFILE PROPERTY SERVICES LIMITED to undertake the above work. I/we confirm I am authorised to sign on behalf of the client and that the above information is accurate. I/we agree to the Terms & Conditions of Trade as attached, including the personal guarantee clause where applicable.

Signed by Client:

Date:

Note: Please see following page for full Terms & Conditions of Trade.

Terms & Conditions of Trade

1. ACCEPTANCE

- 1.1 Any instructions received by Profile Painters from the Customer for the supply of Services shall constitute a binding contract and acceptance of the terms and conditions contained herein.

2. PRICE

- 2.1 The price may be increased by the amount of any reasonable increase in the cost of supply of materials that is beyond the control of Profile Painters between the date of the contract and delivery of the Services.

3. PAYMENT

- 3.1 Payment for Services shall be made in full immediately.
- 3.2 Interest may be charged on any amount owing after the due date at the rate of 2.5% per month or part month.
- 3.3 Any expenses, disbursements and legal costs incurred by Profile Painters in the enforcement of any rights contained in this contract shall be paid by the Customer, including any reasonable solicitor's fees or debt collection agency fees.
- 3.4 Receipt of a cheque, bill of exchange, or other negotiable instrument shall not constitute payment until such negotiable instrument is paid in full.
- 3.5 A deposit may be required.

4. QUOTATION

- 4.1 Where a quotation is given by Profile Painters for Services:
 - 4.1.1 Unless otherwise agreed the quotation shall be valid for ninety (90) days from the date of issue; and
 - 4.1.2 The quotation shall be exclusive of goods and services tax unless specifically stated to the contrary;
 - 4.1.3 Profile Painters reserve the right to alter the quotation because of circumstances beyond its control.
- 4.2 Where Services are required in addition to the quotation the Customer agrees to pay for the additional cost of such Services.

5. RETENTION OF TITLE

- 5.1 Where the Customer has not paid for any Products in its possession property in such Products shall remain with Profile Painters and:
 - 5.1.1 The Products shall be held by the Customer as bailee; and
 - 5.1.2 Title in the Products shall remain with Profile Painters until the client has made payment for the Products.
- 5.2 The Customer gives irrevocable authority to Profile Painters to enter any premises occupied by the Customer, at any reasonable time, to remove any Products not paid for in full by the Customer. Profile Painters shall not be liable for costs, damages or expenses or any other losses incurred by the Customer or any third party as a result of this action, nor liable in contract or in tort or otherwise in any way whatsoever.

6. LIABILITY

- 6.1 The Consumer Guarantees Act 1993, the Fair Trading Act 1986 and other statutes may imply warranties or conditions or impose obligations upon Profile Painters which cannot by law (or which can only to a limited extent by law) be excluded or modified. In respect of any such implied warranties, conditions or terms imposed on Profile Painters, Profile Painter's liability shall, where it is allowed, be excluded or if not able to be excluded only apply to the minimum extent required by the relevant statute.

7. WARRANTY

- 7.1 Manufacturer's warranty applies where applicable.
- 7.2 Any written warranty that Profile Painters provide to the Customer will also form part of these terms and conditions of trade.

8. CONSUMER GUARANTEES ACT

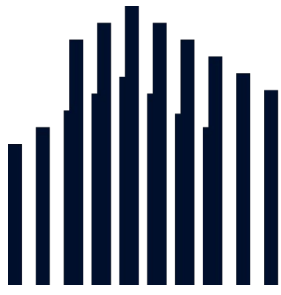
- 8.1 The guarantees contained in the Consumer Guarantees Act 1993 are excluded where the Customer acquires Services from Profile Painters for the purposes of a business in terms of section 2 and 43 of that Act.

9. PERSONAL GUARANTEE OF COMPANY DIRECTORS OR TRUSTEES

- 9.1 If the Customer is a company or trust, the director(s) or trustee(s) signing this contract, in consideration for Profile Painters agreeing to supply Services and grant credit to the Customer at their request, also sign this contract in their personal capacity and jointly and severally personally undertake as principal debtors to Profile Painters the payment of any and all monies now or hereafter owed by the Customer to Profile Painters and indemnify Profile Painters against non-payment by the Customer. Any personal liability of a signatory hereto shall not exclude the Customer in any way whatsoever from the liabilities and obligations contained in this contract. The signatories and Customer shall be jointly and severally liable under the terms and conditions of this contract and for payment of all sums due hereunder.

10. MISCELLANEOUS

- 10.1 Profile Painters shall not be liable for delay or failure to perform its obligations if the cause of the delay or failure is beyond its control.
- 10.2 Failure by Profile Painters to enforce any of the terms and conditions contained in this contract shall not be deemed to be a waiver of any of the rights or obligations Profile Painters has under this contract.
- 10.3 If any provision of this contract shall be invalid, void or illegal or unenforceable the validity existence, legality and enforceability of the remaining provisions shall not be affected, prejudiced or impaired.



Profile Painters



Client:	Date:
Site Address:	

Project Start Checklist

General

Yes

No

- | | | |
|--|--------------------------|--------------------------|
| Is there a Profile Painters guide book onsite? | <input type="checkbox"/> | <input type="checkbox"/> |
| Do all Staff have Profile Painters uniforms? | <input type="checkbox"/> | <input type="checkbox"/> |
| Is vehicle parking legal & approved by the client? | <input type="checkbox"/> | <input type="checkbox"/> |
| Is there a Profile Painters sign on site? | <input type="checkbox"/> | <input type="checkbox"/> |
| Is there an area to clean & store paint & equipment? | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you have a first aid kit & spill kit on site? | <input type="checkbox"/> | <input type="checkbox"/> |

Interior

- | | | |
|---|--------------------------|--------------------------|
| Are all interior drop sheets new only? | <input type="checkbox"/> | <input type="checkbox"/> |
| Is all furniture moved & protected with film? | <input type="checkbox"/> | <input type="checkbox"/> |
| Are all fragile items removed or protected? | <input type="checkbox"/> | <input type="checkbox"/> |

Site Check

Yes

No

Are there any scratches or cracks in the glazing?

Is there any paint on aluminium joinery?

Is there any paint on lights and other electrical fittings?

Is there any paint on door hinges and other hardware?

Is there any paint on the flooring?

Is there any paint on exterior paving?

End of Project Check

Are there any scratches or cracks in the glazing?

Is there any paint on aluminium joinery?

Is there any paint on lights and other electrical fittings?

Is there any paint on door hinges and other hardware?

Is there any paint on the flooring?

Is there any paint on exterior paving?

Equipment

How many ladders on site? _____

Have you visually inspected that all ladders are of commercial quality and in good condition?

How many electrical leads and power boards are on site? _____

Have you visually inspected that electrical gear is commercial quality and in good condition?

Notes:

Hazard and Risk Identification:

Hazards present on site.	Is the risk from this hazard significant? (i.e. Could it result in serious harm?)		Is it practicable to eliminate the hazard? (If not you must minimise)		Is it practicable to minimise the risk from this hazard?		Briefly describe the method/controls you will use to eliminate or minimise the risk from this hazard
	Yes	No	Yes	No	Yes	No	
Are there any trip hazards on site?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Will there be any airborne dust present?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Will there be any harmful vapours present on site?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Will there be any work at height?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are there any electrical hazards on site?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there a risk of dropping items from height?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Will there be any lead paint exposure?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do overhead power lines enter property?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Person responsible for H&S:			Contact:				Worker acknowledgement of H&S requirements – please sign below

Incident Report

Name of Person Involved	Describe Injury or Incident	Corrective Actions to Prevent a Recurrence	Date/Initials

PROTECTING YOUR WOODEN FLOORING

THE ISSUE

As types and finishes of wooden floors evolve we are finding that wooden flooring is getting softer and harder to work over.

Some timbers now are so soft that any pressure damages the surface.

Also, oil/wax/acrylic polyurethane cannot be cleaned if any paint or debris lands on it.

Recoated floors can have inter-coat adhesion issues meaning if we have to mask onto the wood we can have issues when it comes to de-masking at the end of the job.

IN THE PAST

Wooden floors and coatings were very hard and durable, so we only needed drop sheets to protect them. They weren't easily damaged by our ladders or the cleaning products we used to remove small paint drops.

But now, occasionally using traditional floor protection our ladders can damage the floor. Our cleaning products also might cause stains or lift the wax on your flooring.

WHAT WE DO TO MINIMISE THIS

- We always cover wooden floors and protect them, but other factors come into play that has an affect on what we do to protect the floors

For example:

- Other trades can move our sheets OR drop debris on our floor protection
- Doors can be opened and that will move our drop sheets
- Wind can blow drop sheets away from areas that we are trying to protect

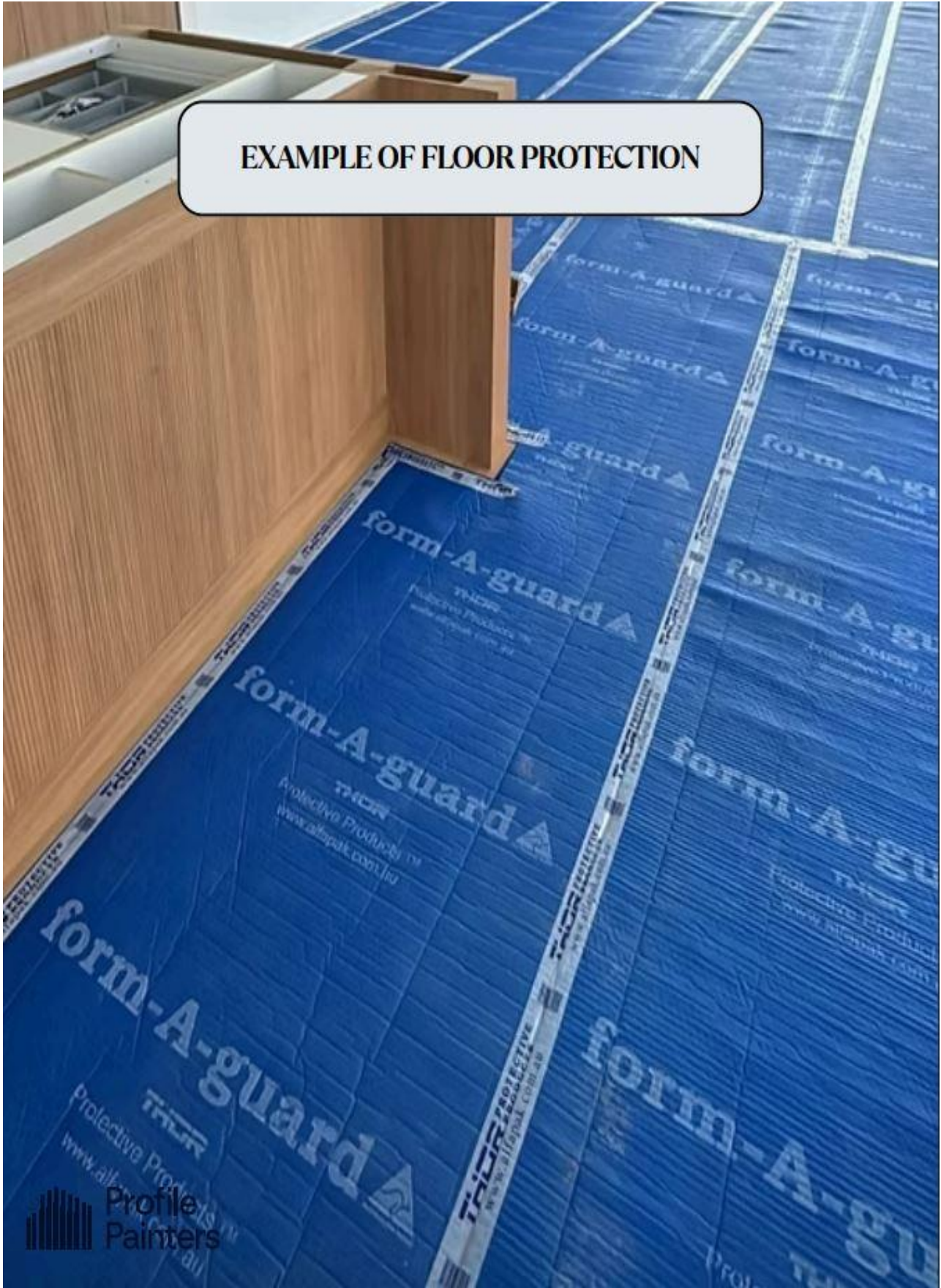
WE ALWAYS TAKE EXTRA CARE TO THOROUGHLY COVER THE AREAS WE ARE WORKING OVER

OPTIONS FOR PROTECTION

While we will continue to ensure our teams will take **all care**, we **cannot** be held responsible for damage to soft wood, oil finishes, acrylic finishes, wax finishes or intercoat adhesion issues.

However, if you want extra floor protection that can be supplied and fitter, this is a full layer of foam plastic over the entire area, if you are interested contact Paul for pricing estimates.

EXAMPLE OF FLOOR PROTECTION





Profile Painters



THE FOLLOWING ARE INTERIOR STANDARD SPECIFICATIONS. THEY WILL APPLY WHEN SURFACES MENTIONED WITHIN YOUR QUOTATION ARE COVERED IN THESE SPECIFICATIONS

PREPARATION:

If surfaces are dirty, stained or mouldy, wash down thoroughly with appropriate solution to give a paintable surface.

Sand ceilings and walls where rough. Sand complete doors, windows and trims.

Fill nail holes with pre-mixed filler, sand smooth and spot prime.

PAINTING:

Gib-board: (New) Apply 1 coat Sealer followed by 2 coats Acrylic at chosen sheen level.

Gib-board: (Existing) Apply 2 coats Acrylic at chosen sheen level.

Note: Existing is a re-paint and unless specifically mentioned, are painted in as is condition except for filling holes.

Note: Some colours that are chosen may require a third coat to cover and unless colour has been specified at the time of quotation, this will cost extra.

JOINERY AND DOORS:

(NEW): Prime all timber unless pre-primed. Fill defects and nail holes with Pre-Mixed Filler. Fill gaps with Flexible Filler. Spot prime filler. Sand thoroughly and apply 1 coat undercoat and 2 coats Enamel.

Note: Unless specifically mentioned, this quote does not include skim filling rough timber or finger jointing.

(Existing): Sand all surfaces. Fill imperfections with Pre-Mixed Filler. Spot prime filler. Fill all gaps with Flexible Filler. Apply 1 coat undercoat and 1 coat Enamel.

Note: Some colours that are chosen may require an extra coat and this will cost extra unless this has been specified at the time of the quotation.

WET AREAS – BATHROOMS, LAUNDRIES ETC:

Wash down all surfaces. Sand all surfaces. Fill imperfections and sand. Apply 1 coat undercoat and 1 coat Enamel or 2 coats Acrylic Enamel.

We will help you to move large furniture around and cover it for you, however, we request that you remove pictures, small items and breakables. We will also take down your curtains and blinds but unless stated, we will leave you to put them back up again so that the paint has some time to harden.

SCAFFOLD:

As we have possibly discussed, you may want to organise this yourself or we can organise it for you. However, we will add 10% commission to the invoice of our sub-contractor. As we have big purchasing power we receive wholesale rates from our suppliers which often make this option more economical.

COLOUR CHOICES & SPECIFICATIONS

The home owner is responsible to provide us with their colour choices before any painting work commences. If a colour match is required, extra charges may apply. To ensure accuracy of your chosen colours, we recommend you supply us with a sample of the colour. We can accept no responsibility for colours not being accurate unless we are supplied with samples.

FREE 1 HOUR COLOUR CONSULTANCY

Due to the outstanding relationships we have with our major paint suppliers, when you accept your job with us, you may be eligible to receive a FREE 1hour colour consultancy with a colour consultant from Resene or Aalto (usually \$280). Feel free to inquire regarding your eligibility. Note: If Aalto products are chosen, extra charges for paint may apply as Aalto pricing differs from standard paint brands.

SKIRTINGS

No allowance has been made for gap filling between skirtings & hard flooring or coming back to paint skirtings after the floor & skirting installation (if they have been removed). These will be charged as an extra if required.

HEALTH & SAFETY

For all painting projects, we take additional precautions to protect both your property and our team.

Prior to the start of every job, a thorough safety induction is carried out to ensure that all potential risks are identified and managed effectively. We use drop cloths and protective coverings to minimize spills or damage, and we ensure proper ventilation to reduce exposure to fumes if required.

We pride ourselves on being Auckland's most qualified team for lead paint removal, following strict industry guidelines to prevent any risk of contamination or exposure. Our staff use appropriate protective equipment and containment methods on every job, ensuring a safe work environment for both our workers and your property. Safety is integrated into every step of our process, guaranteeing peace of mind for our clients.

Most of our team members are certified with Site Safe Passports ensuring they are fully trained and compliant with the latest health and safety standards.

MASTER PAINTER GUARANTEE

A Master Painters 5 Year guarantee is included in this quote. Please search this link for more information https://www.masterpainters.co.nz/page/5_YEAR_GUARANTEE/

TERMS AND CONDITIONS:

Payment for Services shall be made in full immediately upon receipt of invoice.

Interest may be charged on any amount owing after the due date at the rate of 2.5% per month or part month.

Any expenses, disbursements and legal costs incurred by Profile Painters in the enforcement of any rights contained in this contract shall be paid by the Customer, including any reasonable solicitor's fees or debt collection agency fees.

A deposit may be required.

Please Note: All small furniture, breakables and paintings should be removed prior to our start. We can help you to move and cover large items, however if we are asked to move furniture or work around breakable items we will do so on an all care but no responsibility basis.

Note: With repaint work, it is the industry accepted standard that any historical defects and mapping in the substrate are to be painted over in as is condition. If you would like these to be fixed or smoothed out please bring this up with us prior to accepting this quote as this is restoration work and will often take a lot of time to fill and sand. We can quote this for you or fix these on a charge up basis.

QUOTATION:

Where Services are required in addition to the quotation the Customer agrees to pay for the additional cost of such Services. If you require any extra's to be done on the job or alterations to the quotation, please talk to Paul Eaton or one of the foreman assigned to your job to give you a price in writing.

All Workmanship will meet or exceed AS/NZS 2311/2017 standards for painting of buildings.

All work comes with a 5 YEAR guarantee (for more detailed information on our warrantee please refer to our web site (www.profilepainters.co.nz). Warrantee covers any faulty workmanship or material related issues. Guarantee does not cover de-lamination of paint from previous paint jobs, layers or water penetration due to building movement or any other issues related to building movement. Please discuss with us if you require any further information or check it out on the Master Painters website under the 'Facts Sheets' tab.

All quotes are priced to be carried out in 1 stage. If this is not practical for your schedule, extra charges may apply. Extra charges may also apply if building works are not completed when you require us to start.

For job up to \$8,000.00 payment is due on completion, for jobs over \$8,000.00 we will require progress payments.

Acceptance of your quotation indicates acceptance of our terms and conditions. Alternatively, you can go to our website (www.profilepainters.co.nz), click onto our Guarantee. At the bottom of this you will see a terms and conditions tab that you can fill out and send to us.

General:

1. Always choose the paint according to the colour chosen. Example: Dulux colour = Dulux paint.
2. Sealers and undercoats do not have to match the brand of top coats used.
3. Approved products have been listed, with most preferred listed first.
4. If advising the customer on sheen levels, remember to advise this way;
 - Ceilings: Flat looks best, but cannot be cleaned at all despite what the can says.
 - Walls: Lo-sheen looks the best but it will burnish (shines up when rubbed). Semi-Gloss would be better in high use or traffic areas.
 - If customer is sensitive to chemicals, advise that we can use all low voc paints.

Enamel versus Acrylic Enamel on Doors and Joinery

Stick to Enamel where possible.

If Acrylic Enamel is chosen, advise the customer that they will get more brush and roller marks.





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Gap Filling Between Floors & Skirtings

We have had an issue with polyurethaned floors lifting when we pull up the masking tape after filling between flooring and skirting. Even when using purple coloured tape.

I don't think this should be blamed on us. To me, this is an obvious weakness in the flooring guys system that has resulted in poor intercoat adhesion.

As I said to the builder, if that happened on our work we would be blamed for it and told our preparation was not good enough.

On this particular job, the repair is going to cost \$8000. I have told the builder we will make an insurance claim and let them argue it out.

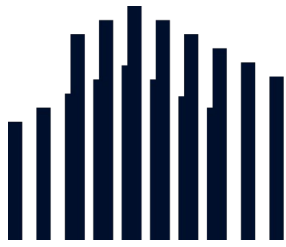
From now on **BEFORE** you start masking floors you should seek assurance from the flooring company through the builder. They must be confident in the intercoat adhesion of their system and they are okay for us to mask on to it.

Make sure you document the discussion and put it on GeoOp.

If this cannot be done, I suggest you get me involved or refuse to fill between floor and skirting. If you don't follow this procedure, you'll probably be liable for it.

Also please look at the quote before you do it as Alexia usually lists it as an extra if it is required, not as part of the quoted price. It is very time consuming.

So once again, if you want to get paid for it, please follow proper procedures.



Profile Painters



EXTERIOR SPECIFICATIONS

THE FOLLOWING ARE STANDARD SPECIFICATIONS

THEY WILL APPLY WHEN SURFACES MENTIONED IN YOUR QUOTATION ARE COVERED IN THESE SPECIFICATIONS.

EXTERIOR CONCRETE BLOCK WALLS OR PLASTER:

Generally, these surfaces will be specified by manufacturer. If not, these specifications apply.

Prime repaired areas and any other bare concrete with Concrete Primer.

Ensure all edges around windows, doors, etc are thoroughly weather tight.

Cracks measuring less than 1mm should have Waterproofing Membrane brushed into them.

Allow 3 hours before re-coating.

Apply a full coat of 100% Acrylic at the spreading rate of 12 square metres per litre.

Apply a finishing coat of 100% Acrylic at the spreading rate of 12 square metres per litre.

EXTERIOR TIMBER WEATHERBOARDS, FASCIAS ETC.

Remove, punch or grind any rusty nails. Prime nails with zinc-it, then fill with appropriate filler.

Thoroughly scrape and sand to remove all loose and flaking paint and to provide a key for subsequent coats. Ensure all areas of flaked paint are thoroughly sanded to a feathered edge.

Sand sharp edges to an aris to give a slight radius and remove all sanding dust.

Note: Unless specified, we have allowed for 4 hours to re-glaze joinery if it is required. If there is more than this, extra charges will apply.

Spot prime bare timber with Oil Based Primer.

Fill all nail holes, damaged or split timber with Ready Mix Filler applied in accordance with manufacturers instructions. Spot prime filler with the same primer as used previously.

Apply a full coat 100% Acrylic at the spreading rate of 12 square metres per litre.

Apply a finishing coat of 100% Acrylic at the spreading rate of 12 square metres per litre.

Please Note: Gap filling under eaves and boards is not recommended as filling them does not allow your home to breathe. Generally, unless requested, we fill gaps only around entrance ways.

EXTERIOR TIMBER JOINERY

Remove, punch or grind any rusty nails. Prime nails with zinc-it, then fill with appropriate filler. Any cracking putty on windows should be scraped out and a clean substrate prepared. Bare areas should then be primed with Wood Primer prior to reglazing with putty or appropriate filler.

Thoroughly scrape and sand to remove all loose and flaking paint and to provide a key for subsequent coats. Ensure all areas of flaked paint are thoroughly sanded to a feathered edge. Sand sharp arises to give a slight radius. Remove all sanding dust.

Spot prime new putty or filler with Wood Primer.

Fill all nail holes, damaged or split timber with ready mixed exterior filler applied in accordance with manufacturers instructions. Spot prime filler when dry with Wood Primer.

Apply a full coat of Acrylic Primer Undercoat

Apply a full coat of Acrylic Enamel at the spreading rate of 12 square metres per litre.

Apply a finishing coat of Acrylic Enamel at the spreading rate of 12 square metres per litre.

Or alternatively use Enamel System, 1 coat undercoat, 1 coat enamel.

PLEASE DISCUSS OPTIONS.

EXTERIOR TIMBER FENCING AND GATES - STAINED

STAINED SURFACES:

Apply 2 coats chosen stain on sun exposed areas and 1 coat in shaded areas. 2 coats in shaded areas will cause a build up of oil and the boards will go sticky and attract dirt.

Please note: Getting the colour of stain exactly accurate to colour samples is almost impossible, there are many factors that can influence the stain i.e. subsequent stain colour, age of wood, type of wood etc. Please be sure of the colour before proceeding as we can't be held responsible for accuracy of stain colour.

EXTERIOR METALS

Thoroughly scrape and sand to remove all loose and flaking paint and to provide a key for subsequent coats. Prime with appropriate rust killer or an Etch Primer.

Apply a full coat of 100% Acrylic at the spreading rate of 12 square metres per litre.

Apply a second coat of 100% Acrylic at the spreading rate of 12 square metres per litre.

ROOF PAINTING

Scrape back loose and flaking paint not already prepared by chem-wash process. Spot prime bare galvanised iron.

Wire brush rust to remove surface rust. Apply 1 or 2 coats (depending on type and severity of rust) of Rust primer or epoxy as applicable.

Apply a full coat of 100% Acrylic at the spreading rate of 12 square metres per litre.

Apply a second coat of 100% Acrylic at the spreading rate of 12 square metres per litre.

PLASTIC SPOUTING AND DOWN PIPES

Thoroughly sand to provide a key.

Apply to bare plastic 2 coats of 100% Acrylic at the spreading rate of 12 square metres per litre.

HEALTH & SAFETY

For all painting projects, we take additional precautions to protect both your property and our team.

Prior to the start of every job, a thorough safety induction is carried out to ensure that all potential risks are identified and managed effectively. We use drop cloths and protective coverings to minimize spills or damage, and we ensure proper ventilation to reduce exposure to fumes if required.

We pride ourselves on being Auckland's most qualified team for lead paint removal, following strict industry guidelines to prevent any risk of contamination or exposure. Our staff use appropriate protective equipment and containment methods on every job, ensuring a safe work environment for both our workers and your property. Safety is integrated into every step of our process, guaranteeing peace of mind for our clients.

Most of our team members are certified with Site Safe Passports ensuring they are fully trained and compliant with the latest health and safety standards.

SCAFFOLD, POWER LINE SLEEVING AND CHEM-WASH

You may want to organise this yourself or we can organise it for you. If you would like us to organise the chem-wash or scaffold, we will add 10% commission to the invoice of our sub-contractors.

As we have big purchasing power, we receive wholesale rates from our supplier which often makes this option more economical.

Note: Due to new WorkSafe mandate, if your house is connected to overhead power lines, we will require signed permission from property owners for power line sleeving. This will involve hiring an electrician to turn off power for a few hours, installing sleeves to power lines prior to works being carried out and again after works are completed.

NOTE: UNLESS OTHERWISE STATED PRICES ON QUOTATION DO NOT INCLUDE SCAFFOLD, POWER LINE SLEEVING & CHEM-WASH.

SUPER-LOO HIRE

Our team will need access to a bathroom, if that cannot be arranged we can have a Super-Loo on site at your request. Pricing is based on short term or long term hire. If the loo is on site under 4 weeks it will be approx. \$138.00 + gst per week. If the loo is on site for 4 weeks and over it will be approx. \$60.00 + gst per week. The pricing includes weekly servicing. Please let us know if you would be interested in a Super-Loo hire.

COLOUR CHOICES & SPECIFICATIONS

The home owner is responsible to provide us with their colour choices before any painting work commences. If a colour match is required, extra charges may apply. To ensure accuracy of your chosen colours, we recommend you supply us with a sample of the colour. We can accept no responsibility for colours not being accurate unless we are supplied with samples.

FREE 1 HOUR COLOUR CONSULTANCY

Due to the outstanding relationships we have with our major paint suppliers, when you accept your job with us, you may be eligible to receive a FREE 1 hour colour consultancy with a colour consultant from Resene or Aalto (usually \$280). Feel free to inquire regarding your eligibility. Note: If Aalto products are chosen, extra charges for paint may apply as Aalto pricing differs from standard paint brands.

MASTER PAINTERS GUARANTEE

A Master Painters 5 Year guarantee is included in this quote. Please head to this website for more information: https://www.masterpainters.co.nz/page/5_YEAR_GUARANTEE/

TERMS AND CONDITIONS

Payment for Services shall be made in full immediately upon receipt of invoice. Interest may be charged on any amount owing after the due date at the rate of 2.5% per month or part month.

Any expenses, disbursements and legal costs incurred by Profile Painters in the enforcement of any rights contained in this contract shall be paid by the Customer, including any reasonable solicitor's fees or debt collection agency fees.

A deposit may be required.

Note: Please remove outdoor furniture and artwork. If we are required or requested to move or work around these we will do so on an all care but no responsibility basis.

Note: With repaint work it is the industry accepted standard that any historical defects and mapping in the substrate are to be painted over in as is condition. If you would like these to be fixed or smoothed out, please bring this up with us prior to accepting this quote as this is restoration work and will often take a lot of time to fill and sand. We can quote this for you or fix these on a charge up basis.

QUOTATION

Where Services are required in addition to the quotation the Customer agrees to pay for the additional cost of such services.

All Workmanship will meet or exceed AS/NZS 2311/2017 standards for painting of buildings.

All work comes with a 5 YEAR guarantee. Warrantee covers any faulty workmanship or material related issues. Guarantee does not cover de-lamination of paint from previous paint jobs, layers or water penetration due to building movement or any other issues related to building movement. Please discuss with us if you require any further information or check it out on the Master Painters website under the 'Fact Sheets' tab.

Please Note: Surfaces Horizontal to or flat will require regular annual or bi-annual maintenance as water will pool on these surfaces. Example: Decks & handrails, so these surfaces cannot be included in guarantee.

If you require any extra's to be done on the job or alterations to the quotation please talk to Paul Eaton or one of the foreman assigned to your job to give you a price in writing.

All quotes are priced to be carried out in 1 stage. If this is not practical for your schedule, extra charges may apply. Extra charges may also apply if building works are not completed when you require us to start.

For jobs up to a value of \$8,000.00 payment will be due on completion. For jobs over \$8,000.00 a progress payment will be required.

Acceptance of your quotation indicates acceptance of our terms and conditions. Alternatively, you can go to our website (www.profilepainters.co.nz), click onto our Guarantee. At the bottom of this you will see a terms and conditions tab that you can fill out and send to us.



What these logos mean for our Customers

Resene Eco Decorator: As the logo suggests 'Eco', the Resene Eco Decorator Program has been designed to recognise a network of environmentally responsible and quality focussed painters. Painters in this program are inspected annually to ensure they continue to meet the standards required to carry this highly respected logo which is backed by New Zealand's own industry leader Resene.

Master Painters New Zealand: Profile Painters are a proud 23 year member of Master Painters New Zealand. You can have confidence when employing a member of the Master Painters Association to look after you home with the utmost care.

QA Master Painters: Profile Painters are the first ever QA Master Painters in New Zealand. To qualify for this you must be a member of the Master Painters Association. As well as this, Profile Painters has been audited by Master Painters to prove that all aspects of our business revolve around quality – quality painting, environmentally responsible, service, staff, safety and employment. Regular audits are carried out to confirm we continue to qualify for what is accepted as the highest accolade for painters.

Approved Paint Guide

This approved paint guide is for main brands only. If Aalto, Porters or other small brands are specified, use the product recommended by the Manufacturer.

Things to Remember:

- Use ONLY new or near new drop-sheets inside. It looks unprofessional to use old drop-sheets inside someone's home.
- Cover furniture and book cases in plastic where possible as this will keep out dust.
- Isolate areas you are working in so that dust does not spread throughout the house.
- Do not take off your shoes when working inside. Instead, make a path to where you are working with drop-sheets or plastic.
- If not already advised, please check sheen levels with Paul or the customer before commencing.

Interior Approved Products:

Strictly use the specified product brand to match the selected colour. For example, if a Resene colour is chosen, strictly Resene paint must be used.

GIB-Board Approved Sealers: **(DO NOT USE EASY SAND SEALERS)**

**Resene Quick Dry
Resene High Cover
Dulux Total Prep
Dulux Professional Acrylic Undercoat
Paint Plus Quick Prep
Resene Waterborne Sure Seal**

GIB-Board Ceilings:

Top Coats Flat Finish
**Dulux Professional Ceiling Flat
Dulux Wash and Wear Flat
Taubmans Ceiling Flat
Resene Hi Opacity Easy Touch
Aalto Ceiling Flat Waterborne Enamel**

Top Coats Lo-Sheen
**Wattyl Easy Flo
Paint Plus Easy Flo
Resene Zylone Sheen**

GIB-Board Walls:

Lo-Sheen
**Resene Zylone Sheen
Dulux Wash and Wear
Dulux Professional Lo-Sheen
Wattyl ID Range Lo-Sheen
Paint Plus Easy Flo Lo-Sheen
Aalto Waterborne Enamel**

If extra durability is required, for example, active children or hallway, it would be better to recommend Semi-Gloss as Lo-Sheen will burnish.

GIB-Board Walls Continued...

Semi-Gloss

Resene Sonyx

Dulux Wash and Wear Semi-Gloss

Wet Rooms:

Bathrooms and Laundry's

*If previously painted in Enamel, either continue with Enamel system or undercoat before applying top coats listed below

Resene Lustacryl

Wattyl Ultra Proof

Paint Plus Armourguard

Dulux AcrynameL Low Sheen

Aalto Waterbased Enamel Satin (Not Low Sheen)

Joinery and Doors:

Enamel Finish (Preferred)

Dulux Professional Satin or Semi-Gloss Enamel

Dulux Super Satin

Taubmans Gaylon Enamel

Taubmans Tradex Satin Enamel

Resene Lusta Glo

Acrylic Enamel Finish

*If previously coated in Enamel, you will need to put a full undercoat on before top coats

Resene Lustacryl

Wattyl Ultra Proof

Paint Plus Armourguard

Dulux AcrynameL Semi Gloss

Polyurethane:

*If Polyurethane is water stained, advise customer that no amount of sanding will remove it

Oil Based – From New

Sikens TS 3 Coats

Wattyl Estapol Flat or Satin 3 Coats

Oil Based – Existing

Wattyl Estapol Flat or Satin

Acrylic – From New

Resene Acrylic Polyurethane

Converting Polyurethane to Paint Finish:

Sand lightly. Wash down with a degreaser and rinse.

Undercoat with either:

Dulux Primerlock

Resene Smooth Surface Sealer

Resene Vynal Etch

Resene Sure Seal Waterborne (Preferred Option)

Stains:

Water stains and Fly Poo

Zinzer Coverstain Primer

Resene Sureseal Original or Waterborne

Mould:

If room has mould present, wash down with Exit Mould or similar. Be careful not to get on carpet, drapes or furniture or it will bleach these.

Preferred brands and suppliers:



paint +



aaltopaint



Paint stripping where Lead is present

Customer Information : Lead paint has been detected on your home.

To follow is our procedure for protecting you and your family from harm while we remove previous lead based coatings.

Health Hazards

Lead is a highly toxic and accumulative poison. It can cause prolonged toxic effects that may be acute (after intense exposure) or chronic (from ongoing low exposure). Lead from paint is mainly taken into the body by inhalation of dust or fumes, or by eating paint fragments or contaminated materials.

Early stages of lead poisoning are similar to the flu. Symptoms may be vague and might include vomiting stomach pains, headaches, poor appetite, irritability, constipation and difficulty sleeping.

Medical advice should be sought if there is any concern about lead poisoning, as it can lead to serious health problems and can result in death.

Animals: As animals like to chew things and drink from puddles, please remove cats, dogs and any other pets from the site as lead is very toxic to animals.

Staff Information

- **ENSURE YOU GO OVER SAFETY PRECAUTIONS AT THE BEGINNING OF EACH JOB.**
- Make sure all staff have access and are directed to use safety gear. These should be **GLOVES, GLASSES, HAT, DISPOSABLE OVERALLS & SUITABLE MASK.** · Ensure that they wash their hands before eating or drinking.
- Inform them of all areas to be protected eg. plants, plastics, and aluminium windows.

General Information

- Make sure you cover the ground with trays, syntax cloth and as secondary capture disposal plastic.
 - Punch rusting nails before commencing stripping.
- Put all waste at the end of each day into plastic bags for disposal and take off site and deposit at hazardous waste sites.
 - If in doubt about previous contamination take a soil sample before starting the job as most soil will be contaminated from previous paint jobs and wear and tear.
- Thoroughly wash down all excess stripper from substrate. Do not allow runoff to enter into storm water.
- Never spray above your head level or where drift might end up on someone else nearby.
 - Aris all sharp edges before priming.
- . Bag all gloves, overalls, vacuum bags and anything that can be contaminated and disposed of as per lead waste.
- . Use disposable products. If not disposable, do not wash with other garments.
 - . Never sand unless using a vacuum sander.
- . Regularly wrap up lead waste that has dropped onto plastic and dispose of it into plastic bag. This will be a minimum of once a day, more regularly as waste volume requires or if it is a wet or windy day.
- . Never shake out ground covers or vacuum filters as they will be contaminated with lead.

Approved Products: Lil Ripper – Best left overnight and wrapped in plastic.

Sea to Sky – Good all rounder. Use only strong version not the original.

Note: MAXI-STRIP is not recommended due to toxic fumes.

Lead Based Paint

Approved Methods of Lead Based Paint Removal

· Wet Scraping

Dust may be produced during the scraping process if paint is not wet properly. Flakes of paint may be dispersed around the worksite. Wear a half face respirator with P2 particulate filters during removal and clean up. Use plastic drop sheets with the edges raised with wooden studs to collect water. Ensure proper collection of paint debris.

· Chemical Strippers

Some strippers produce highly toxic vapours or can burn the skin. Even after the chemical stripping has been done, a lead residue may still remain. Therefore sanding after this method may still produce lead dust. Wear a half face respirator for organic vapours, safety glasses, overalls and chemically resistant gloves. Ensure windows and doors are open if working inside.

· Wet Hand Sanding

Dust may be produced if paint is not wet properly before sanding. Fine lead residue is left after water dries. Wear a half face respirator with P2 particulate filters during removal and clean up. Use plastic drop sheets with the edges raised with wooden studs to collect water. Wash down surfaces carefully.

· Dry Power Sanding with HEPA Vacuum Attachment

Lead dust may be generated if the shroud of the sander extends beyond the surface being sanded or if the sander is not kept flat on the surface. Wear a half face respirator with P2 particulate filters. This method should only be carried out by persons with appropriate training and experience. Not suitable for removing paint from detailed moldings.

Unacceptable Methods

The following methods must be totally avoided as they cause uncontrollable contamination. Do NOT practice any of these methods when removing Lead based paint.

- Dry Sanding or Scraping
 - Waterblasting
- Torch or Open Flame Burning
 - Abrasive Blasting

Interior Work

Preparation

- Seal windows, doors and ventilators to ensure dust does not leave the room. Adhesive tape should suffice.
- Remove curtains and furniture from the room. Cover furnishings which cannot be removed with polythene sheeting and seal with tape to prevent contamination. · Remove all food and medicines which cannot be sealed.
- A polythene groundsheet beneath the work area is a

minimum requirement. **Decontamination**

- Remove accumulated dust as often as necessary. Use a vacuum cleaner with a HEPA filter.
- Wipe prepared surfaces with a disposable wet cloth. Wipe all shelves, walls and windows where dust may have settled. Dispose of cloth along with paint debris. · Clean contaminated soft furnishings. In severe cases dispose of furnishings. · Gather paint debris and dust from ground sheets/polythene sheets and wrap up securely.
- Place lead based paint debris directly into polythene bags and seal them up.

Exterior Work

Preparation

- Seal windows, doors, eaves and ventilators to ensure dust does not contaminate the interior building or other buildings.
- Use a ground sheet to catch loose debris and prevent soil contamination. · If wind prevails use wet sanding/scraping or chemical stripping methods. · If using wet methods, ensure the waste water goes through a filter or earth dam. · A polythene ground sheet beneath the work area is a minimum requirement.

Decontamination

- Remove accumulated dust as often as necessary.
- Use a vacuum cleaner with a HEPA filter to remove dust from surrounding area. · Remove the dust on ledges, windows and walls with a damp cloth and dispose of cloth along with paint debris.
- Gather paint debris and dust from ground sheets/polythene sheets and wrap up securely.
- Place lead based paint debris directly into polythene bags and seal them up. · Clean up loose debris not collected by groundsheets.





Profile Painters Health & Safety Procedures

Our Aim & Approach:

Our aim at Profile Property Services is that all of our staff goes home safe to their family each and every day. We endeavour to eliminate or minimise hazards that cause accidents and/or long term health issues that arise from the painting trade.

The purpose of this document is to show how seriously we take our health and safety responsibilities and obligations. We do this not only because the law requires it, but also because we value the short and long term health of our employees and contractors.

Our health and safety goals are always growing. Below are some ways we strive to improve health and safety in the workplace.

- Systematically manage health and safety on every job our staff carry out.
- Develop and promote a practical safety culture in the work place. This will make safety actions an integrated part of painting.
- Continually review our health and safety policy and plan to comply with the Health and Safety Legislation.
- Communicate and consult with our staff in health and safety matters and decisions.

- Involve principal contractors or home owners in our safety culture by asking them to remove or reduce hazards that may affect our staff. E.g. Untidy building sites, power lines, furniture in our area of work.

Hazards for a Painter:

Before implementing the necessary safety actions, the painter must identify health and safety risks. Some of these risks are listed below.

- Ladders
- Smoking
- Access to buildings
- Power tools
- Music & loud noises
- Vapour
- Dust
- Cluttered work spaces
- Live wires & power leads
- Asbestos
- Hazardous substances & materials.
- High pressure spraying equipment
- Painting at heights
- Falling objects
- Lead paint
- Exterior work – sun, heat, fatigue
- Unsafe scaffold
- Ladders & Safety fatigue

Our Processes and Training:

We are actively involved in planning and managing safety actions. These are the courses, training and policies we have put in place to educate our staff how to minimise unsafe work practices.

- HazardCo members
- Site Safe Building Construction Passport Course
- Lead Removal Course
- First Aid Courses
- 6-Weekly meetings with managers to discuss issues and further training.
- Toolbox meetings at the start of each job.
- Hand written safety audits. (These audits are hand written so our staff need to think about potential hazards and how to minimise them rather than just ticking boxes).
- No smoking on site policy.
- No headphones while working policy.
- Refusal of jobs which have been asked to be carried out in an unsafe way.
- Disciplinary measure if safety requirements are ignored.
- A member of our staff is trained to tag and test electrical equipment.
- Regular visual checks of ladders and safety equipment.

Registers and Records:

These registers and records (relevant to each job) are kept up to date and are available to the client or principal contractor if requested.

- Job Checklist & Health and Safety Identification – Example below (Completed at the beginning of each job & signed by staff on site after induction)
- Incident Report
- Injury and First Aid Register
- Incident Investigation Form
- Emergencies Contact Register

Profile Property Services Guide Book (A copy is kept with each staff member in their work vehicle. It contains our H&S policy along with other H&S documents).

Resene

the paint the professionals use

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Note: These following are extractions taken from the Resene website - "Problem Solver" file.

Feel free to visit the Resene website and see for yourself
<http://www.resene.co.nz/homeown/probsolv/probsolv.htm>

Paint blisters back to substrate

It is sad but true that we all deteriorate and weaken with age and the same goes for paint systems. The first coat of paint that is applied to a substrate will inevitably become the oldest as new repaints are applied on top of it. Eventually that old first coat will just become too tired and simply let go and, when it goes, everything above it goes as well.

Picking just exactly when built-up paint systems require an expensive total removal is a black art because failure of the underlying system can be catastrophic with few early clues. An old original primer might be coping under the burden of several repaints but the additional stress of applying yet another repaint could be the straw that breaks the camel's back.

-The old primer lets go of the substrate in a series of blisters that go right back to the original surface. The fault is not the latest topcoat, but that the old primer can no longer perform.

The presence of these blisters is a sure sign that total removal is necessary as patching up is only a palliative. There may, however, only be a constrained area that needs this treatment - areas that have had the most exposure to the weather.

The need for total removal can sometimes be predicted by checking the adhesion of the system with special adhesive tapes. In other cases the problem may only become known after the topcoat has been applied and left to weather.

You can use the following tape test to indicate how well the paint is adhered:

Make a number of close crosshatch criss cross cuts in the paint using a shape blade.

Press strong self adhesive tape over the cut areas and make sure it is pushed down well so it is well adhered.

Pull off the tape at a right angle to the surface.

If paint flakes come off with the tape it generally indicates that paint adhesion is weak and that the paint should be stripped off before repainting.

Blistering

Blistering is the formation of round 'bubbles' of paint film. The cause is always moisture related:

Excessive moisture coming through the substrate. This can happen when humidity seeps from a room with very high humidity, such as a bathroom or laundry, or

Exterior paint is applied over a damp or wet surface. If paint is still in the drying phase, blisters may appear during periods of rain or heavy dew.

These problems are more common in solventborne or alkyd paints due to the vapour barrier that forms as they dry, trapping moisture on the wall beneath the paint. As the paint dries, that moisture will escape, lifting the paint off the wall as it evaporates. Acrylic paint is more permeable - it allows a small amount of water vapour to pass through as it dries and all but eliminates the chance for these types of blisters to form.

However, there is one form of blistering that affects waterborne paints. It occurs when the paint is subjected to excessive amounts of moisture, causing the paint to swell and break its adhesion to the substrate. This may appear worse during wet periods as the blisters fill with water. Blistering due to swelling of the paint is most likely to occur within the first few days on the life of the paint job. After the paint has been exposed to the elements, rain and other moisture will typically have 'leached' water soluble components from the paint.

Paint containing small blisters (less than 6mm across) due to swelling often recovers after drying out. When larger blisters form the adhesion of the paint is often weakened and peeling can be the result. To avoid blistering, acrylic paints should be applied at specified spreading rates and be well dried before dew or rain strikes. This may well mean stopping painting at about 1pm or 2pm. Problems are more likely on horizontal surfaces on clear, windless, days in autumn.

Caring for your Resene paint finish

Thank you for choosing to use a Resene paint. You have made the first step towards having an attractive, durable paint finish that will give you many years of satisfaction.

Follow the care and cleaning recommendations in this brochure to help you keep your Resene paint finish looking its best for longer. Avoid cleaning the paint finish until at least 4 weeks after application to ensure it has had sufficient time to fully develop its properties. Keep any cleaning to a minimum to avoid damaging the paint film. If you have sensitive skin, wear gloves when using cleaning solutions to avoid irritation.

If you require any product application advice or have any further questions, please contact your local [Resene ColorShop](#) in New Zealand: call 0800 RESENE (737 363)

Cleaning your home's interior paintwork

1. If using Resene Interior Paintwork Cleaner 'concentrate,' dilute before use. For light soiling dilute 1:60 with water; for medium soiling dilute 1:50 (approximately one teaspoonful to one cup) with water; for heavy soiling dilute 1:40 with water. If using Resene Interior Paintwork Cleaner 'ready to use' no further dilution is required.
2. Dip a soft lint free cloth, such as a Jif Ballerina, into the Resene Interior Paintwork Cleaner solution. Do not saturate the cloth as this could lead to runs and streaking. If using a spray pack, apply Resene Interior Paintwork Cleaner direct to the surface you wish to clean.
3. Using light strokes, thoroughly wipe the area to be cleaned turning the cloth frequently to maintain a clean edge. Wipe away any excess solution. Wring the cleaning cloth out into an empty bucket before dipping it into the detergent solution again. This will minimise the appearance of streaks.
4. In order to achieve an even finish, dry the surface with one final wipe using a soft dry lint-free cloth in the direction of the paint flow.

If trying to remove a localised mark, start from a radius wide of the mark and work towards it. This will minimise any 'tide mark' that might develop.

Be aware that walls, like windows, can accumulate a faint layer of dust or grime. A seemingly minor job of cleaning a small spot can lead to a major cleaning job! If unwillingly caught in this predicament, a feather duster can sometimes minimise the boundary between the cleaned and uncleaned areas.

Always test the cleaning method in an inconspicuous area to ensure the cleaning process you plan to use does not damage the finish of the paint.

Wait until the test area has dried before using the same technique on more conspicuous areas. Walls may appear discoloured as they absorb the water, but should dry back to their original colour.

Do not vigorously scrub the surface nor use an abrasive or strong cleaning agent as you may burnish the paint surface and mar the paint finish. Do not wash walls for four weeks after painting, as waterborne paints require this time to fully cure.

Cleaning your home's exterior paintwork

Like washing your car, cleaning your house will help it maintain its good looks for much longer. Airborne contaminants, including salt deposits, which settle on your paint film, can attack the surface and cause premature breakdown. Annual washing of your home will help maintain the fresh appearance of your paintwork.

Moss and lichen can penetrate the surface of the paint film, damaging its integrity and reducing the useful life of the film, while mould growth can destroy the chemical entity of the resin system that holds the paint system together. The presence of moss, mould and lichen will hold moisture on the surface longer, promoting further growth of these organisms and increasing the risk of damage to the coating. Removal using the appropriate washing procedure will increase the life of the coating and maintain the aesthetic properties of the paint finish.

For an instant fresh appearance, regularly wash down your home with Resene Paint Prep and Housewash diluted as recommended with water. Apply the diluted solution with a soft broom. Wash off with copious amounts of freshwater.

For a slower-acting, longer-term clean, use Resene Deep Clean. Designed for general maintenance of exterior weathered surfaces, Resene Deep Clean is a slow release cleaning agent. Simply apply Resene Deep Clean diluted as recommended with water to weathered exterior areas, such as discoloured cementitious surfaces or lightly moss infested walls, and leave. The combination of Resene Deep Clean and natural weather conditions will slowly break down surface contamination leaving a Resene Deep Clean cleaner surface.

Most detergents can have a negative effect on fish life so avoid letting the washings run off into the stormwater system.

Attend to areas of flaking paint, stained paint (treat the source of the stain, then touch-up the paint finish as required), moss and mould, and rotten areas of timber.

Moss and mould will grow through the paint surface and if left untreated will ruin the fresh appearance of the paintwork. If major moss and mould infestations appear, treat them with Resene Moss & Mould Killer diluted as directed with water. Wash off with copious amounts of freshwater.

Bleach is a very effective moss and mould killer, however residues can decolourise subsequently applied paint finishes, particularly when used over a porous surface. If you are repainting, ensure all bleach treated surfaces are allowed to weather and/or are thoroughly rinsed prior to repainting.

If you are planning to wash down a freshly painted house or building, wait at least four weeks from the completion of the painting job to give the paint time to fully cure. If debris is being carried onto the building during painting, cease work and restart when the air is clear. Debris carried onto a wet building may be trapped into the paint film and will be impossible to remove later without removing the paint finish itself.

Resene paints are developed and manufactured in New Zealand to exacting quality standards to ensure every can of paint is full of Resene quality. During the first few months after your paint has been applied any of the following may occur, all of which are quite natural and do not imply inferior quality or accelerated wear.

Surfactant leaching

Waterborne interior products in particular are vulnerable to surfactant leaching, where some areas of the paint surface appear to be covered in white streaks, giving a watermark effect. Surfactant leaching only affects the appearance of the paint finish, not its durability. It cannot be accurately predicted or prevented but tends to occur when moisture settles on a film, such as in a steamy room like a bathroom when there is moisture in the air on a cold and wet day or in humid conditions. Colours with higher levels of tinter are most prone to surfactant leaching.

Surfactant leaching is caused by water sitting on freshly applied waterborne paints. Water softens the fresh paint and draws out water soluble surfactants. As water dries off these are deposited on the surface. These deposits are easily removed early on by simply cleaning the surface following the interior paintwork instructions. The problem may occur once or twice again before all leachable material is completely removed. If left, the deposits can etch the surface and leave a permanent mark. This should diminish over a few months and is only of cosmetic concern.

Surfactant leaching is usually associated with marginal painting conditions. Tinted paints are more prone to surfactant leaching than are white paints because of the ingredients that are present in tinters. To prevent surfactant leaching, it is best to avoid application in the late afternoon if cool, damp conditions are expected in the evening or overnight. Ensure adequate ventilation is maintained during the drying period. If surfactant leaching does occur, clean the surface as soon as possible to avoid permanent marking using these cleaning recommendations.

Pigment transfer

Bright interior colours, such as reds in particular, can be vulnerable to pigment transfer, where a tiny amount of the pigment can be removed when wiped with a cloth. Pigment transfer does not affect the appearance of the paint finish, nor its durability; however it can cause marking on other items that come into contact with the paint finish, such as sofas and curtains. Simply wipe the surface area evenly to remove the loose pigment. Alternatively, a glaze coat such as [Resene Multishield+](#) can be applied.

Fading

In common with all exterior surface coatings the colour of your paint finish may be affected by U.V. light. Resene uses the finest pigments commercially available but even these are liable to change after constant exposure to sunlight. Any changes will be gradual but after a few years the difference between shaded and exposed areas may become noticeable.

Resene paints are designed to resist fading; however the combined presence of strong U.V. light and lime in the surface can lead to premature fading. Sometimes lime staining is mistaken for fading. Lime staining occurs when the lime in the surface has leached through and is deposited on top of the paint surface as a white deposit that looks similar to fading. If this occurs, the lime must be blocked off with a suitable paint system. Resene recommends all fresh plaster surfaces are coated with [Resene Limelock](#) first.

[Resene Sun Defier](#) U.V. Protective Glaze can be used as a finish coat over freshly painted bright organic hues and shades to protect these more vulnerable pigments against fading.

[View Habitat article on fading.](#)

Excess moisture

An enemy to your paint finish is excess moisture. Well constructed modern homes with aluminium doors and windows are almost 100% airtight. Unfortunately this has disadvantages in that any moisture generated in the house from showers and even occupants breathing will not be able to escape unless special ventilation is provided. Rooms on southern aspects can get quite damp and often mould results. Moisture can be reduced through the installation of dehumidifiers or specially ventilated aluminium windows.

Large amounts of moisture are generated during the interior decorating process. It is critical that good ventilation is maintained throughout the drying period. The best way to achieve this is to open windows to encourage airflow and use heaters to warm the air temperature. If ventilation is poor the paint finish may not fully cure.

Excess moisture can lead to surfactant leaching, blistering and mould problems.

While dampening a porous surface can ease paint application in exterior situations, paint will never cure over a permanently wet surface and blistering may result, particularly on horizontal surfaces where water is liable to pond.

Blocking

Thermoplastic paints (most waterborne paints fall into this category), particularly those with a high gloss, will soften under heat. Even a surface that may appear fully cured will soften and may stick to itself or other thermoplastic materials placed upon it such as vinyl covered folders. The plasticiser in vinyl is prone to migration into touching surfaces. Where possible avoid storing vinyl covered objects on or against painted surfaces.

Timber movement - Primer appearing under new paint

Timber is a natural building material that has an affinity with water. When it is first cut, it is absolutely saturated and must be dried out to be useful. Normally it is dried to about 17% moisture content. As the moisture dries out the timber also shrinks. If the timber dries out further it will shrink more and if it absorbs water it will swell.

In some ways it is similar to a sponge cloth that also shrinks when it is dry and visibly swells when it is wetted.

If a weatherboard is made and fixed during the cooler months of the year it is liable to contain water at the top end of the range. If that weatherboard has been painted with a paint, the colour of which absorbs heat; as the warmer months come, some drying out of the board can occur with the inevitable further shrinkage. That is when a tell-tale line of primer can become visible at the bottom of each weatherboard.

This problem is more likely to occur with dark colours and on exposed northern aspects. And the remedy? The only remedy is touching up with the original paint to give a uniform finish.

Lime burn

Lime burn is a condition that occurs when the alkalinity in fresh masonry causes the breakdown of the paint binder, resulting in colour loss and overall deterioration of the paint film. Solventborne or alkyd paints, and vinyl-acetate-based acrylic paints are vulnerable to alkaline attack if applied over fresh masonry. Where possible, avoid the use of these products on masonry.

Fresh masonry is likely to contain lime (calcium hydroxide). Until the lime has a chance to react with carbon dioxide from the air, the alkalinity of the masonry remains so high that it can attack the binders of unsuitable paints.

To avoid lime burn, fresh masonry surfaces should be coated in [Resene Limelock](#) to lock in any free lime present in the substrate.

Gum in timber

Gum exudation or bleeding can occur on unstable timber. This can be as the result of LOSP preservative treatment or may simply be because certain pieces of timber are not suitable for exterior use. Gum exudation cannot be prevented by use of special paints but can be minimised by coating in pale colours rather than dark.

Efflorescence

Efflorescence is the term used to describe crystalline (or powdery) deposits, usually white in colour, that sometimes form on the surface of brickwork, concrete plasters and other concrete type structures.

In most cases efflorescence is the result of calcium hydroxide (lime) from cementitious substrates being carried to the surface by water. This then reacts with carbon dioxide in the air to form insoluble calcium carbonate. Normally efflorescence is only of cosmetic concern although it can ruin the appearance and physically damage paint coatings.

Efflorescence is most often the result of uncontrolled moisture movement caused initially by poor design details and poor construction techniques. Before attempting to remove efflorescence the source of moisture getting into the substrate should be eliminated.

Ensure:

- Joints and cavities are properly sealed;
- Rainwater run-off is diverted to suitable drainage;
- Physical barriers are in place between brickwork and in situ concrete;
- Tops of parapets have cappings and windows and doors have suitable flashings in place;
- Cavities are well-ventilated;
- Vapour barriers are used to stop uptake of groundwater.

Efflorescence can be removed by physically scrubbing with a stiff brush and careful washing. Waterblasting may result in a continuation of the efflorescence as more water may be blasted into the substrate.

LOSP – Light Organic Solvent Preservative

During the manufacture of pre-primed timber weatherboards a treatment – LOSP – is introduced to the timber, which utilises a solvent carrier; white spirits. The presence of the solvent may affect the drying and hardening of paints if there has been insufficient evaporation time after treatment.

An isolated white patchy appearance is noted. As the surrounding weatherboard areas show no similarity the underlying cause is identified as the condition of the substrate prior to coating. Application of a solvent borne undercoat (pre-primer) to areas of timber where white spirit solvent has not been given the required amount of time to fully evaporate may result in an under-bound (extender rich) coating. The physical mechanism of this relates to the solvent extraction of resin (paint binder) into the timber. Subsequent top coats over an extender rich surface, produces a lower gloss finish. This lower gloss patchy appearance manifests as a white discolouration.

Hazardous Materials Policy

It is our policy that any materials that have the hazardous ingredients of Toluene or Xylene in them are not to be used by anyone working for Profile Property Services. We also do not use products containing Isocyanates.

Toluene and Xylene can be found in paint and varnish removers, paint thinners, paints and allied products, solvent thinned products.

It is not worth the risk of your health to use products that have such dangerous substances in them.

If you come across any materials that include these dangerous ingredients, please make sure to report this to Paul or Hayden so that we can update our list of dangerous products that are not to be used and do NOT use.

Dangerous Products NOT to be Used

- **Kum Clean**
- **Moisture Cured Polyurethane**



DO NOT USE

**DANGEROUS PRODUCTS
NOT TO BE USED**

Responding to Site Damage Claims – Step-by-Step Guide

1. Acknowledge the issue promptly

Respond immediately to the client or site contact. Arrange a visit to the site to view the damage in person.

2. Check for pre-existing photo evidence

Before attending, check if we have any photos of the area taken before work began or during progress. These can be used to verify whether the damage was pre-existing.

Note: We will back our contractor more confidently if photos support their case.

3. If there is evidence of pre-existing damage

Present the evidence to the client on-site or via email. Include photo proof with visible date stamps.

4. If we are the only trade on-site and the damage is clearly ours

- Apologise for the inconvenience.
- Politely explain that the client must lodge a claim with their **home insurance**, and their insurer will contact our **public liability insurer**.
- Clarify: *Home insurance is more comprehensive than public liability and this is the only viable option.*
- Do **not** agree to them fixing it themselves and claiming from us. **It does not work like that.**

5. If multiple trades are on-site and it is not clearly our responsibility

- Unless it is blatantly obvious it was us, follow the same insurance steps above.
- Say: *"Let's stay friends and let the insurance companies sort out who is responsible."*

6. If we are certain it was not our fault

- Still advise the client to go through their insurer.
- Let them know we will inform our insurer that we believe the damage was not caused by our team.
- Maintain professionalism and stay factual.

7. Always follow up in writing

- Send an email outlining what was discussed, particularly in the case of disputes.
- For unclear situations (e.g. many trades on site), use language such as:
"We cannot be sure if it was or wasn't one of our team as there were many people on-site."
or
"Our team are trained to report any damage immediately, and there are no consequences for doing so."
- Attach a copy of our **insurance certificate** for their records.

8. Do not allow payment to be withheld in full

- The damage issue and payment for work completed are separate matters.
- At most, allow them to withhold the **insurance excess of \$500 incl. GST** until the matter is resolved.

9. The contractor is responsible for managing the claim

- The contractor involved must provide all necessary information and communication for the insurance claim.
- The office team is not responsible for running the claim process.

Insurance Contact Details:

Claims Adviser: Brad Brinkley

Email: dunedinclaims@rothbury.co.nz

Phone: 03 553 1220 ext: 3916

Client Concern Protocol

When a client is unhappy with something – whether it's the colour, a team member, or the finish – follow this process:

Step 1: Stay Calm & Professional

- **Do not panic or stress.** Stay calm and collected.
- **Acknowledge the concern straight away**, but **avoid making assumptions or statements** over the phone.

Step 2: Gather Information

- Arrange a **site visit as soon as possible**.
- **Contact all parties involved** to get their side of the story before visiting.
- If it may be product-related, **do some quick research** before the site visit.
- If possible, **visit the site with the team member** involved.

Step 3: On-Site Resolution

- If it's clearly **our mistake, own it and fix it – no questions asked**.
- If it's caused by an **outside factor**, explain clearly and respectfully that it's not on us.
- Then decide whether to fix it **free of charge** or **on charge-up**, based on the situation.

Step 4: Follow-Up in Writing

- Even if resolved verbally, **send an email** summarising the outcome.
- Include **Master Painters or Resene fact sheets** and **our FAQs** as backup.
- This creates a reference point and shows professionalism.

Step 5: Prioritise the Fix

- Make resolving the issue a **top priority** and communicate timelines clearly.

Helpful Phrases to Use:

"It would seem very unlikely that *[Name]* would do that – I've known them for years."

"Everyone has a bad day, but this is very out of character for *[Name]*."

"The great thing about painting is that most problems are easily fixed."

"Let's get a second opinion from the paint company..." *(If they ask for one, you can add:)*

"We can involve them, but in our experience, that often slows the resolution process. Let's see if we can sort this quickly first."

Things to Avoid:

- ⊘ Never run down a contractor – this can damage client trust.
- ⊘ Don't speak poorly of the product.
- ⊘ Avoid letting the contractor dominate the conversation.
- ⊘ Don't admit fault unless you're certain it's ours.
- ⊘ Only involve the paint company if necessary – they often redirect blame to the painter.



Fact Sheets

1. Working with critical light
2. [Pre-Primed Timber \(LOSP\)](#)
3. [Paint Finishing Standard within the Industry](#)
4. Common Paint Problems: Picture Framing
5. [Dealing with older Existing Weatherboards & Broadwall areas](#)
6. Painting Top & Bottom of Interior & Exterior Timber
MDF Doors
7. Tips & tricks from Graco
8. More Tips & tricks from Graco
9. Identifying Common Interior Paint
Defects/Complaints
10. Identifying Common Exterior Paint
Defects/Complaints
11. Understanding the 3 Levels of Finish for
Plasterboard
12. Busting 6 Myths about Health & Safety Reforms
13. Health & Safety - What does "reasonably
practicable" mean?
14. Gaping of Timber Weatherboard Underlaps
15. Blistering & Delamination of Roof Paint Coatings
16. Surfactant Leaching on Newly Painted Exterior
Surfaces
17. Substrate Fastening Popping