

# THE KASSEL PAINTING WARRANTY: EXTERIOR

In Plain English:

**IT'S IMPORTANT** for you the property owner/manager to know what you can reasonably expect from a paint job and how long it will last. There are two main factors in this:

- First is the quality of paint job you receive.
- Second is the existing condition of the property prior to re-painting.

**FOR INSTANCE** given a new piece of wood it's easy to ensure the wood is ready to paint. You would:

1. Make sure the new piece of wood is dry so paint can adhere.
2. If needed prime the wood to ensure the paint does adhere.
3. Apply the paint evenly, with the correct number of coats, as per the manufacturer's instructions.
4. That painted piece of wood will last a long time, relative to conditions it's exposed to and quality of paint used.

**HOWEVER** given a dirty old piece of wet, mealy, rotting wood, infested by insect or plant life, with old peeling paint, then things becomes more complex. How long is it going to last? That's difficult to say. What can you do?

- A. Dry the wood out and clean any dirt from it.
- B. Use a chemical agent to kill organisms.
- C. Scrape away the old peeling paint leaving only paint that soundly adheres to the wood.
- D. Paint it and hope the new paint adheres as long as possible.

**OUR TYPICAL PROJECT** falls between those two extremes. It may be an old house with some new wood just replaced. The old wood may be 100 years old with 15 layers of peeling paint. And whether it's a wood structure, stucco-clad, brick or concrete, there are forms of deterioration that occur over time with all building materials.

## DEFINITIONS:

**"DELAMINATION"** means something that should be glued or stuck together came apart. If paint un-sticks from the wall or from the old paint that is 'delamination'.

**"MILDEW"** means micro-organisms (plants) carried by air that thrive in moist, food rich environments such as walls. Mildew is most often found on the north, east or shadier parts of a property. Mildew likes oil-based paints for food more than water-based latex.

**"PREP"** means cleaning the building, removing loose paint, killing mildew, caulking gaps to help keep out water, masking windows and areas to be kept paint-free, to get the building ready for paint.

**"SELF PRIMING"** means newer generation paints and stains that do not need a primer/sealer to bond them to surfaces.

**"STRIPPING"** means removing all paint and coatings from the property down to the bare substrate (wall surface). Stripping is a major job that can take as long or longer than painting the entire property. It is rarely done in repainting and is never included in usual prep but only charged for as a specific separate item.

**WE ENCOUNTER** all sorts of old applications or misapplications of coatings. For instance many older paints required primer to ensure good adhesion. If primer was omitted adhesion may be poor. Repainting can cause the old paint to pull away from the wall in the form of bubbles. How? Wet paint has more volume than dry paint. If you leave a can of paint in the sun to evaporate there won't be much left in the can when it's dry. The liquid disappears. This drying/shrinking action can form bubbles in cases of poor adhesion of older paint. (Bubbling also occurs when trapped moisture in walls cannot escape through a barrier such as impermeable oil paint.)

**AS WELL** paint does deteriorate with age. Its elasticity goes. It begins to break down and you see this with chalky paint. (If you rub your hand on the wall and colour comes off on your hand that is chalky paint.) Painting over that is

a bit like painting over flour; not very adhesive. The typical house is a multi-layer sandwich with different paints in various states of age and decay.

**IT'S IMPOSSIBLE** for us to predict or warranty against the reactions of old paint when we repaint a home. Sometimes you can't tell until work commences or until the job is done. Although such troubles are rare (2% of homes) it can occur. It's more common on older homes, homes where incorrect or amateur application occurred, or where the home went many years (10+) between coatings.

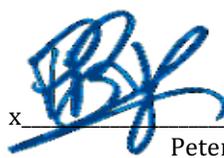
**ALL THIS IS WHY** we've issued this updated clarification of our ONE-YEAR WARRANTY POLICY.

**HERE IS WHAT WE PROMISE:**

- A. WE PROMISE to inspect your property as part of our estimating process and put in writing exactly what we will do on the job.
- B. WE PROMISE to do exactly what we said we would do in the estimate.
- C. WE PROMISE to clarify any questions about your quote to your complete satisfaction.
- D. WE PROMISE to provide notice of start dates and work with your schedule to make the process as easy as possible.
- E. WE PROMISE to follow through and complete your job in the shortest possible time once we begin.
- F. WE PROMISE to notify you once work begins of any non-optimum condition discovered such as:
  - i. severe wood rot
  - ii. structural weaknesses
  - iii. infestations of insects
  - iv. other serious condition
- G. WE PROMISE to notify you if additional prep/procedures may extend the life expectancy of your job.
- H. WE PROMISE to remove loose or peeling paint down to the bare wood or masonry.
- I. WE PROMISE to prime with a bonding primer any bare surface exposed (unless the new coating specified is self-priming.)
- J. WE PROMISE to scuff-sand glossy surfaces to increase adhesion.
- K. WE PROMISE to provide touch-up paint and/or colour codes for your future maintenance use.
- L. WE PROMISE to return (upon request) within the first year, for touch-ups and correct any defect on the job related to our prep or application to your complete satisfaction.
- M. WE PROMISE to return (upon request) within the first month, for up to 4 hours of GOODWILL WORK not related to our prep or application. This may include touch up of unforeseen/ unpredicted bubbling, peeling or other delamination due to old failing paint, moisture-laden substrate, or other pre-existing condition.
- N. WE CANNOT PROMISE how long rotted wood will last or how long paint will adhere to it.
- O. WE CANNOT PROMISE against normal wear and tear or abuse such as nicks and scratches.
- P. WE CANNOT PROMISE that older layers of paint will not fail in future or delaminate from surfaces.
- Q. WE CANNOT PROMISE against bubbling caused by oil paints that do not breathe, or bubbling resulting from previous misapplications, age or lack of primer.
- R. WE PROMISE to be honest about what you can expect and not mislead you in what you are getting.
- S. WE PROMISE to do all we can within the scope of our contract, to beautify and protect your home using proven painting techniques and preparation.
- T. WE PROMISE to treat you how we would expect to be treated by someone else.

**IN SHORT**, our KASSEL PAINTING LTD warranty is what anyone could reasonably expect, given an understanding that prep and application are only half the story and history of the property and past maintenance are the other half.



x   
Peter Byrne

President & General Manager  
KASSEL PAINTING LTD