

# Operations Manual Painting and Decorating

## General OM003

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Operations Manual Insert for Painting and Decorating by AkzoNobel is designed to enable after-care and maintenance teams to manage and maintain the completed building effectively.

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## Contact us

For any assistance or if you required a detailed redecoration specification please contact us.

### Write to us:

AkzoNobel, Wexham Road, Slough, Berkshire, SL2 5DS

### Call us:

0333 222 70 70 (standard rate number)

### Email us:

[duluxtrade.advice@akzonobel.com](mailto:duluxtrade.advice@akzonobel.com)

### Visit us on-line:

<http://www.duluxtradepaintexpert.co.uk>

### Dulux Academy:

<http://academy.duluxtradepaintexpert.co.uk>

Telephone us on 01753 877 224.

## Introduction

Paint coatings vary in durability, so it is important to understand how durability affects product performance. In essence, the better the durability of a product the longer the painted surface lasts before it needs redecorating. Durable paint surfaces can be repeatedly cleaned which means they look better for longer, resulting in extended maintenance cycles, and a positive impact on convenience to the user, long term cost and the environment.

Painted surfaces become dirty, general grime comes predominately from greasy hands and clothing, whilst black scuffs come from items such as bags, shoe soles, chair backs and objects with rubber or plastic accessories.



**Dulux Trade Diamond paint** are durable paints which enable surfaces to be kept clean through the implementation of appropriate cleaning regimes. Dulux Trade Diamond Paints are quick drying, water-based coatings that contain either a stain repellent or a scuff resistant wax which when combined with appropriate cleaning practice means surfaces look better for longer.

**Dulux Trade Vinyl Matt** is a wipeable coating, however it will not withstand the same level of cleaning as Dulux Trade Diamond products.

**Dulux Trade Supermatt** is a product that is designed to allow damp plaster to breathe and dry out. Dulux Trade Supermatt is therefore porous and will become dirty quickly and cannot be washed clean.

When comparing durability of products care must be taken to ensure the figures compared are 'like for like'. The durability of different products and brands varies, so it is important to know what you want from a paint coating, only then can you make an informed decision. It may be a false economy to choose a low-cost paint as these coatings are often less durable meaning their performance does not meet expectations.

**Please refer to the durability Table in Appendix 1 to ensure you select the correct product.**

## Keeping your painted surfaces clean

### Cleaning Maintenance for Internal Walls finished in Dulux Trade Diamond Water-based Paints

The Dulux Trade Diamond range is designed to deliver a tough hardwearing finish, that offers superior stain and scuff resistance versus other broad wall paints, to ensure high traffic areas stay looking better for longer. Due to the nature of the environment surfaces will become dirty meaning that a cleaning regime will be required.

#### CLEANING DULUX TRADE DIAMOND PAINT

For general cleaning

- Dilute in a bucket 1-part Sprint cleaner (or similar mild detergent) and 50 parts warm water.
- Use a clean Decorator Sponge to wipe the walls.
- Allow to dry.

For heavy duty cleaning

- Dilute in a bucket 1-part Sprint cleaner (or similar mild detergent) and 20 parts warm water.
- Use a clean Decorator Sponge to wipe the walls.
- Allow to dry.

Vigorous scrubbing and the use of abrasive cleaners or scourers may impair the finish & is not recommended. Only apply enough pressure to remove marks. Oil based stains and marks from some pens/felt tips/permanent markers may not be completely removed. Full durability of the coating develops over 7 days following initial application. If this is not working, then move to the heavy-duty cleaning regime.

## Best practice when redecorating your walls

### How to avoid colour variations when redecorating

#### Our Eyes and Colour Variation

The human eye can differentiate between 10 million colours, and the way buildings are lit can alter that perceived colour. However, although humans have been making and using colours for thousands of years, fundamental issues still arise. Current paint technology still means we live in a world of variables and while they may be very small, they can still be significant. For example, manufactured pigments differ from batch to batch; tinting machines produce slightly different strength colours each time and other raw materials will vary every time paint is made. This is why, historically, the paint industry has always experienced batch-to-batch variation.



#### That said there are 5 simple rules that can help minimise the impact of the colour variation

Use a single batch for a job, i.e. a paint that is tinted from the same tinting machine at the same time. Do not use paint from different batches on the same surface or surfaces close together. If possible, purchase paint for the whole job at one time. If storage is limited, your merchant may be able to help.

1. If you have mixed batches of coloured paint then they should be 'boxed', mix all the paints in a large container ensures colour consistency. If this is impossible, use the different batches in areas where the colour cannot be directly compared.
2. Use either ready-mixed or tinted paint - do not use both on the same job.
3. Check the colour of each batch before you use it. AkzoNobel colours are available in the fan books and colour cards or you can request A8 Colour Palette samples from your local contact, order online at [www.duluxtradepaintexpert.co.uk](http://www.duluxtradepaintexpert.co.uk) or by calling 0333 222 70 70. The project specifier should also supply a sample for
4. you to check against. Another option is to ask your client to agree that the colour (and quality of the paintwork) is in line with the specification by signing-off a small test area at the beginning of the contract.
5. The appearance of a colour can depend on the type of lighting. Therefore, check the colour in the actual lighting conditions that will be used.
6. 'Touching up' should only be attempted using paint from the original job using the same application methods. Therefore, paint should be reserved especially for this purpose. It is recommended that touching up is carried out up

7. to a break in the wall or surface. With particular colours, usually deeper shades, and higher sheen finishes it may be necessary to re-coat the whole area to avoid noticeable differences in appearance.

**If you come across an issue contact AkzoNobel before you use the paint, or, if you are already using the product, no more should be applied, and contact us.**

## Maintenance

### Datasheets

Please refer to Dulux Trade Paint expert for up to date product information.

All AkzoNobel product and material safety datasheets can be found here,

<https://www.duluxtradepaintexpert.co.uk/products/datasheets>

### Dulux Academy Courses

**Dulux Academy is the home of painting and decorating excellence.**

Our team of industry leading experts delivers learning experiences that celebrate our brand portfolio and proud heritage, showcase products and application innovation and embrace technology. At every stage of your decorating career, our courses can deliver increased knowledge and understanding, and enables you to deliver quality decorating.

#### Learning with us

Learning with Dulux Academy is hands-on and engaging, with learning environments designed to maximise your experience, we ensure you gain the most from your attendance. Theory sessions take place in classroom-style rooms and is supported by interactive demonstrations and, where appropriate, practical application.

At our Academy you have access to training that supports your personal and professional ambitions. Our four training themes are;

#### Product, Application and Innovation

You can learn about the latest AkzoNobel product ranges, new products, 3rd party products and associated application techniques.

#### Colour and Design

You can upskill your knowledge in colour theory, scheming, design principles and AkzoNobel colour tools.

#### Sustainability

You can understand more about sustainable decorating solutions including how to get the best results.



## Business Management

Finally, we offer a range of courses around business and personal development. These are categorised further under: **Personal Development, Commercial Awareness and Health & Safety.**

For more information <http://academy.duluxtradepaintexpert.co.uk> or telephone us on 01753 877 224.

## Appendix 1 Durability Table

Paint coatings vary in their durability, so it is important to understand how durability affects products' performance. In essence, the better the durability of a product the longer the painted surface lasts. Durable surfaces can be repeatedly cleaned which means they look better for longer, resulting in extended maintenance cycles, and a positive impact on convenience to the user, long term cost and the environment.

When comparing durability of products care must be taken to ensure the figures compared are 'like for like'. The durability of different products and brands varies, so it is important to know what you want from a 'durable paint', only then can you make an informed decision. It may be a false economy to choose a low-cost 'durable paint' as these coatings are often compared to a lower benchmark meaning their performance does not meet expectations.

| Use the table below to compare products |                     |                              |  |  |  |   |   |   |                                 |                            |                    |
|---|---------------------|------------------------------|--|--|--|---|---|---|---------------------------------|----------------------------|--------------------|
|   |                     |                              | STANDARD 1   |  |  | STANDARD 2  |   |   | Other attributes                |                            |                    |
|   |                     |                              | BS EN 11998: 2006 Paints and varnishes: Determination of wet-scrub resistance and clean ability of coatings: |  |  | BS 7719: 1994 Specification for Water-borne Emulsion Paints for Interior Use Annex C: |   |   |                                 |                            |                    |
| Brand                                   | Type                | Component                    | <b>Class 4:</b><br><70 microns @ 40 cycles   | <b>Class 2:</b><br>>5 <20 microns @ 200 cycles | <b>Class 1:</b><br><5microns @200 cycles | <b>Type B:</b><br>Low wear resistant paints: <5 mg / cm <sup>2</sup> after 40 scrubs  | <b>Type A:</b><br>Matt general purpose paints: <5 mg / cm <sup>2</sup> after 200 scrubs | <b>Type C:</b><br>High wear and moisture resistant paints <2 mg / cm <sup>2</sup> after 2000 scrubs | Total number of scrubs achieved | Additional benefits        | Typical redeccycle |
| Dulux Trade                             | Heavy Duty Emulsion | DIAMOND EGGSHELL             | -  | -  | ✓  | -   | -   | ✓   | 10,000                          | Stain resistant technology | up to 5 yrs.       |
| Dulux Trade                             | Heavy Duty Emulsion | DIAMOND MATT                 | -  | -  | ✓  | -   | -   | ✓   | 10,000                          |                            | up to 5 yrs.       |
| Dulux Trade                             | Heavy Duty Emulsion | STERISHIELD DIAMOND MATT     | -  | -  | ✓  | -   | -   | ✓   | 10,000                          | Active Silver Biocide      | up to 5 yrs.       |
| Dulux Trade                             | Heavy Duty Emulsion | STERISHIELD DIAMOND EGGSHELL | -  | -  | ✓  | -   | -   | ✓   | 10,000                          |                            | up to 5 yrs.       |
| Armstead Trade                          | Emulsion            | DURABLE MATT                 | -  | -  | ✓  | -   | -   | ✓   | 2000                            | No additional additives    | up to 3 yrs.       |
| Armstead Trade                          | Emulsion            | DURABLE EGGSHELL             | -  | -  | ✓  | -   | -   | ✓   |                                 |                            | up to 3 yrs.       |
| Dulux Trade                             | Emulsion            | Vinyl Matt                   | -  | ✓  | -  | -   | ✓   | -   | 200                             | No additional additives    | up to 2 yrs.       |
| Dulux Trade                             | Emulsion            | Supermatt                    | ✓  | -  | -  | ✓   | -   | -   | 40                              | No additional additives    | up to 1 yr.        |