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PROCESS MAINTENANCE ADVICE

SMOOTH COATINGS

Hitchins New Zealand Limited manufactures and markets a wide range of acrylic, urethane, polyurethane and epoxy coatings, both coloured and clear glazes in mat, satin, semi-gloss and hi-gloss.

We also import quality products for various overseas companies to compliment our product range. Hitchins also produces and markets surface preparation solutions, flushing compounds, sealants, bandages and reinforcement materials.

These products are applied by approved Applicators to residential, commercial and industrial building substrates to decorate, protect and weatherproof, as a Product Process specific to the defined purpose of their application. Product Process comprises of a range of products that are covered by their product data-specs and process specifications.

All products are produced under strict high-standard Quality Control and the Product Process has proven long term performance on thousands of buildings throughout New Zealand and the Pacific Islands. They have stood "the test of time".

Performance of our Product Process is also due to our Gunac applicator network, which comprises of industry experienced applicators firms and their workmen applying the Product Process in accordance with our Product Dataspecs, specifications and written application instructions. They provide their application warranty.

However the smooth coating system performance will vary depending on building location, use and possible abuse, therefore it is reliant on good in-house maintenance procedure implemented and maintained by the Property Owners.

In keeping with the relevant clause of the Building Code, good marketing and trade practices, Hitchins New Zealand Limited provided not only a schedule for maintenance servicing, but what is required by the Property Owner to ensure the Hitchins coating process performs satisfactorily.

Hitchins New Zealand Limited provides this document, as the maintenance of our coating systems is important, for the long term performance of the coating

process and appearance of the building. Copies should be given to the main contractor and most importantly, the Property Owner. Plus a copy should also be given to the installation staff so that they are aware of what is required by them when carrying out this maintenance work.

A Hitchens New Zealand Limited cover maintenance requirement briefly under their Product Performance Warranty; this document covers this vital matter in greater detail.

Hitchens' product range is extensive, as is their use over a wide range of building material and surfaces to provide the required finish to roofs, gutters, external walls, decks, walkways, floors, internal walls, ceilings, etc. Therefore this document covers maintenance requirements on external coatings. However, good internal housekeeping maintenance is also important.

1. Preventative Maintenance

The long-term performance of the Hitchens' coating process installed on any building is reliant on the Property Owner implementing and maintaining a good housekeeping policy or preventative maintenance programme.

The following are some of the requirements (though not necessarily all) by the Property Owner or as a checklist for inspection and maintenance work.

1.1. Checking

During and after other trades personnel work has been carried out on a building, to ensure no damage to the coating process or any potential water entry created. Call on the services of the Gunac Applicator if required.

1.2. Clearing

Check gutters, sumps, drains, ledges, parapets, mouldings, recesses and corners for accumulated rubbish, leaves, branches, silt, plant-growth etc, remove and clean.

1.3. Cleaning

Recommended that the Hitchens' coating process to all surfaces be scrubbed with detergent solution and washed down yearly at low pressure, to not only clean the surface but enable thorough inspection of the coating. Atmospheric pollution build-up is harmful to the coating and will reduce its performance. Buildings in a harsh environment will require more stringent cleaning maintenance work.

1.4. Treating

Moss, mould or lichen infestation must be treated with a Hitchens' recommended mould solution, left two days and washed down at low pressure. This is vital; if left the infestation will destroy the coating.

1.5. Care

Some Hitchens' coatings such as potassium silicate mineral or silicone acrylics mineral, etc require care when treating and cleaning, so as to not stain or damage the coating. Please, Contact Hitchens New Zealand Limited for instructions.

1.6. Inspecting

The complete Hitchins' coating process to all surfaces, including parapets, ledges, recesses, bases etc to be thoroughly inspected at least yearly, any areas of concern noted and rectification work carried out.

1.7. Damage

Any mechanical damage to Hitchins' coating process must be immediately brought to the attention of the Gunac Applicator and/or Hitchins New Zealand Limited so rectification work can be carried out.

1.8 Cracks

Structural cracking in block walls or concrete may not be accommodated by the textured coating and will require remedial work. Structural cracks may allow water to enter the building if left, so Property Owners are urged to implement prompt repairs.

1.9. Faults

Should any faults occur through material breakdown, the Gunac Applicator and/or Hitchins must be advised so that rectification work can be carried out.

1.10. Graffiti

Building surfaces that have been tagged with graffiti should be cleaned promptly with the appropriate cleaning materials and systems. Non-resistant graffiti coatings will require recoating. Some graffiti coatings will withstand 2 to 3 cleans and then require re-coating.

1.11. Abuse

Depending on location and use, some building coatings are subjected to high environment pollution, harsh treatment or abuse. These building surface coatings will require improved and regular cleaning, maintenance touch-up work and a shorter recoat period to protect and maintain the appearance of the building

1.12. Recoating

To ensure the Hitchins' coating process performs as required, clean, prepare and recoat every 5 years or at signs that the existing coating is deteriorating. Clear glaze finishes should be recoated every 3 years. To extend the performance of the Hitchins coating process we recommend you implement a recoating programme.

2. Notification Work

The Property Owner is required to notify the Gunac Applicator or Hitchins New Zealand Limited if they become aware of any of the following situations:-

- 2.1. Faults found in the Hitchins' coating process.
- 2.2. Mechanical damage by the building occupier, visitors or other trades personnel.
- 2.3. Subsequent installation work, such as TV aerials, vents, air condition units,

etc, to surface areas coated with Hitchins coating process.

2.4. Building alterations or extensions.

Prompt notification is vital to not only rectify the problem, but to reduce any subsequent water ingress problems.

3. Resurfacing

- 3.1. The Hitchins' coating process should be prepared and resurfaced every 5 years and clear glazes every 3 years. You are advised to employ an approved experienced Gunac applicator firm for this work.
- 3.2. The complete surface treated with Hitchins' Moss and Mould Killer Solution, leave for 2 days and wash off thoroughly (low water blasting pressure) to acquire a clean surface.
- 3.3. Inspect thoroughly all areas of the coated surface and carry out all repairs on preparatory work required.
- 3.4. Apply two full coats of recommended Hitchins' coatings to the selected colour.
- 3.5. Alternatively, apply Hitchins' clear glaze every 3 years to a prepared, clean and non-stained surface. If the existing coating is damaged or discoloured, apply one full coat of Hitchins hi-build colour coat, when dry apply the clear glaze.

4. Service

Hitchins New Zealand Limited and the Gunac applicator network provide a full service system such as building inspection, reports and specifications, plus technical support and guidance. This service is free!

5. Note

Preventative maintenance is good house-keeping and is very important to ensure your building retains its decorative appearance and performs as required.

Recoating programme should be implemented on an adequate recycle period. Whilst Hitchins New Zealand Limited provide Product Performance Warranties and Hitchins product process can perform to the stated periods, it is prudent to carry out recoating work within that warranty period.

It is the Property Owner's responsibility to monitor and ensure preventative maintenance procedures are carried out fully. Leasing or subletting of the building does not diminish this responsibility.

Hitchins New Zealand Limited recommends engaging qualified firms under Maintenance Service Contract to carry out the above.

Finally, New Zealand Limited recommends that upon the sale of the property, this Smooth Coating Process Maintenance Advice notice be given to the new owners, thus ensuring they too are aware of the importance of good in-house maintenance

This maintenance advice document has been regularly updated since 1992.