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PROCESS MAINTENANCE ADVICE:

TEXTURED COATINGS

Hitchins New Zealand Limited manufactures and markets a wide range of quality high build acrylic textured coatings, in a range of textures from sandy, medium to Hi-Tex and a full range of colours. Due to the nature of textures, Hitchins provides near matches and very dark or bold colours are achieved with over-coating.

Hitchins also produces and markets surface preparation solutions and repair materials, flushing compounds, Harditex recess-joint filling/flushing materials, sealants, reinforcement bandages and full surfacing tissues.

Hitchins import quality products for various overseas suppliers to compliment our product range, such as Ceramitz standard, Lux and Krom, plus Artstone.

These products are applied by approved Applicators to residential and commercial buildings as part of a Product Process to decorate, protect and weatherproof that building. Depending on the substrate and specific building requirements, the Product Process varies as required and is covered in that project specification.

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. 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 texture 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 textured coating systems is important, for the long term performance of the textured 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 of them when carrying out this maintenance work.

Hitchins New Zealand Limited covers maintenance requirements briefly under their Product Performance Warranty; this document covers this vital matter in greater detail.

1. Preventative Maintenance

The long-term performance of the Hitchins' textured coating process installed on any building is reliant on the Property Owner implementing and maintaining 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 textured coating process or any potential water entry created. Call on the services of the Gunac Applicator if required.

1.2. Clearing

Check all adjacent areas, such as gutters, sumps, drains for accumulated rubbish that may cause blockage and water ingress problems. Check ledges, parapets, mouldings, recesses and corners for silt, dirt build-up, leaves, plant-growth etc, and remove.

1.3. Cleaning

Recommended that the Hitchins' textured coating process to all surfaces be yearly (minimum) washed down with a light detergent solution at low pressure, to not only clean the surface but enable thorough inspection of the textured coating. Atmospheric pollution build-up on and in the profiles of textured coating surfaces in commercial harsh environment areas will require more stringent and frequent cleaning maintenance. Pollution build-up would be harmful to the textured coating and the appearance of the building.

1.4. Treating

Moss, mould or lichen infestation will occur on textured coating and must be treated with a Hitchins' recommended moss solution, left two days and washed down at low pressure. Note the Hitchins' Moss and Mould Killer solution must be at the correct dilution rate as recommended by Hitchins New Zealand Limited.

1.5. Care

Some Hitchins' textured coatings require extra care and procedures when

treating and cleaning to avoid damage or staining. Golden Rule; try an area to the back of parapet first, results OK, then proceed with walls. Always wet wall down first, then start the treatment/cleaning process at the bottom of the wall and work up. Better to apply 2 coats of a weak Hitchins' Moss and Mould Killer solution with wash down in between.

1.6. Ceramitz

The Italian manufacturers and suppliers of the Ceramitz range of products have recommended the following treatment and cleaning procedures for their product systems;

- A. It is important to never treat and/or wash a dry wall.
- B. Wet the wall surface down with clean water and apply approved non-staining weak Hitchins' Moss and Mould Killer solution, commencing at the bottom of the wall and working up.
- C. Always try a test patch in a not noticeable public place to ensure no staining.
- D. Add some "neutral" detergent to clean water and apply to the wall surface using a soft brush, starting at bottom of wall and working up the wall.
- E. Rinse of all dirt build-up with plenty of good clean water. Low pressure blasting is acceptable.
- F. If required for moss and mould infestation or high pollutant build up repeat items B, D & E until satisfactory clean surface is achieved.
- G. Every 3 years (or sooner if required) apply Hitchins' Nu-clear glaze to protect.

Care is required to not wash down dirty contaminated material to stain the Ceramitz below.

1.7. Inspecting

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

1.8. Damage

Any mechanical damage to Hitchins textured coating process must be immediately brought to the attention of the Gunac Applicator and /or Hitchins so rectification work can be carried out. Structural damage to the building of any nature requires prompt repairs to minimize further water ingress problems.

1.9. Cracks

Structural cracking in block walls or concrete may not be accommodated by the textured coating and will require remedial work. Cracking at the joints of fibre reinforced cement sheets is due to building structure movement and stresses and will also require rectification work by an experience texture coating applicator. Structural cracks may allow water to enter the building if left, so Property Owners are urged to implement prompt repairs.

1.10. Faults

Should any faults occur in the textured coating through material break down, the Gunac Applicator and/or Hitchins must be advised promptly so that rectification work can be carried out.

1.11 Graffiti

Building surfaces that have been tagged with graffiti should be cleaned promptly with the appropriate cleaning materials and systems. This may not be practical or effective, due to the textured profile and may need coating over or re-sprayed.

1.12. 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.

1.13. 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.

Ceramitz is coloured quartz in a clear binder and we recommend after cleaning that Hitchins' Nu-clear glaze be applied 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 Supplier if they become aware of any of the following situations:-

- 2.1. Faults found in the Hitchins' coating process.
- 2.2. Mechanical damage by 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. You are advised to employ an approved experienced Gunac applicator.
- 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, mask out windows and doors, protect adjacent surfaces and apply Hitchins' Basetex to the desired colour, then spray-on Hitchins Fortex.
- 3.6. Apply two coats of Hitchins' Nu-clear glaze to Ceramitz on a 3 year cycle.

4. Service

Hitchins New Zealand Limited and Gunac Applicator Network provide 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 Textured Coating Process Maintenance Advice notice be given 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.

