





For over 60 years, Resene has forged a reputation of excellence and quality in manufacturing products designed to meet the demanding standards of architects, engineers and property owners and managers. The Resene range includes paint and specialist coating products for residential and commercial buildings.

Resene is renowned for its environmental friendliness. To reinforce this position we



have joined the Environmental Choice Programme. Resene's commitment to this programme and our continuous development process to reduce the risk our products may present to our customers will ensure that safer, professional quality paint is available to everyone.

Resene has pioneered product stewardship introducing Be PaintWise, facilitating the recovery of unwanted paint and paint packaging diverting tonnes of paint and packaging away from landfills.

For more information on Resene products, colours, services, Environmental Choice and Be PaintWise, visit our website www.resene.co.nz (NZ), www.resene.com.au (AUST) or call us toll-free on 0800 RESENE (NZ) or 1800 738 383 (AUST).

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If this business card is missing please call 0800 RESENE (in New Zealand) or 1800 738 383 (in Australia) for your nearest Resene representative

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Resene

the paint the professionals use

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Call 0800 RESENE, visit www.resene.co.nz or email us at advice@resene.co.nz

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Resene

Project Services





















































Resene is recognised as an innovator in colour and a manufacturer of quality paints, combining this expertise with a complete project development service to ensure property owners and managers achieve an outstanding finish and protection on their decorating projects.

Professional service and advice

Prompt and competent professional service and advice is available from trained field staff in the following areas:

- Inspection and written report on the building or structure to be painted.
- Development of a coating specification.
- Technical advice on products, systems and specific application techniques.
- Prepaint inspection of properties. Practical on-site product trials and assistance where required.
- Site inspection sheets held on file for future access.
- Tendering of contracts.
- Colour consultancy service, encompassing colour matching and the development of colour schemes.

The Resene product range includes paint and specialist coatings for residential and commercial buildings. To help building professionals keep abreast of new developments in our product range we have an innovative range of project services and reference materials, including technical and specification manuals, the Resene Total Colour System, samples and online information.

We can draw on a range of staff from technical experts through to colour consultants to provide whatever assistance you require.

While some projects require the full-service approach where the Resene representative is involved in all steps (see flowchart opposite), it is also common for building owners and managers to manage the project more closely and run their own tenders. In these situations, owners and managers are welcome to seek our advice on suitable coatings and application to assist their refurbishment programmes.

Project services professionals enjoy

The complete Resene project development service covers all facets of the coatings process.

The level of our involvement in any specific project is up to you. If preferred, we will work alongside your chosen agent. For those specifying Resene products on commercial work, our services are free, therefore you can use us as much or as little as you like.

Why the professionals use Resene

- Full support at all stages of the project.
- Complete range of coatings including:
 - Decorative finishes;
 - Protective coatings designed to protect substrates in aggressive environments;
 - Applied finishes, including waterproofing membranes and a range of textured coatings.
- Technical expertise.
- Innovative colour scheme development and tools the Resene Total Colour System.
- Proven track record in project services.
- Quality products backed by ISO 9001 accreditation.
- Written warranties.

Our professional and dedicated project services team can provide you with expert advice, specifications and colour support.

We are leaders in providing professional advice, high quality products and superb colours - the three vital ingredients in any successful coating project.

Whether your requirements are large or small, you'll find that Resene have the service and products that are designed to suit the local environmental conditions and you.

Please contact your Resene representative or your Resene ColorShop for further information, call **0800 RESENE** or visit **www.resene.co.nz** (NZ); call **1800 738 383** or visit **www.resene.com.au** (AUST).

Typical project flowchart

Site visit

Visit all proposed repainting projects with you and determine the scope of the project.

Specification preparation

Specification preparation that will:

- Detail preparation and painting systems by substrate.
- If required, be used as a contract document.
- Highlight potential problem areas.
- If appropriate, provide alternative coating systems, allowing a higher performance system to be chosen. For example, coating a concrete wall using an anti-graffiti system in place of a high gloss acrylic. Alternative coating systems will be tailored to your budget and maintenance expectations.

Colour scheme development

We will provide a colour consultancy service resulting in a colour scheme recommendation being presented for your approval.

Resene offers a wide range of colour services from colour tools, such as colour charts and drawdowns, through to complete colour scheme development by specialised staff.

Warranty development In consultation with you, we can provide a number of warranty options for your consideration.

Resene products are technologically advanced, made from high quality raw materials under laboratory guidance and are guaranteed. Written guarantees may be custom-designed for specific projects using Resene paint systems. Guarantees that apply to a particular system can be confirmed at the time the project specification is written. In all cases, a standard guarantee of product quality in relation to ISO 9001 and system durability can be issued.

All other warranties must be requested and agreed in writing when the project is specified.

Painting contractor recommendation/

Upon acceptance of the Specification and colour scheme, we will provide suitable painting contractor recommendations if required. Resene are able to help manage the tender process and obtain quotes and estimates on behalf of, and at the request of, the building owner or manager.

We have strong working relationships with paint contractors and the construction industry and have intimate knowledge of their businesses and working methods. This knowledge is invaluable in the tendering process.

Site visits

Resene staff will visit the project while it is being coated to offer technical advice and assistance. All observations made during these visits will be recorded on Site Inspection Forms. Copies may be obtained by the client on request. The number of site visits will vary depending on the warranty requested.

Site Inspections are not intended as a replacement for the applicator's own quality assurance systems. These systems need to be managed by the applicator and principal contractor and any workmanship guarantees negotiated directly between these two parties.

Warranty confirmation

Upon completion of the project Resene will inspect the property and provide written acceptance of any warranty obligations.

Resene not only provides a complete coating project service, but also the quality products and colours you need to get the best finish.

Quality

The key to Resene's reputation is its solid commitment to excellence and quality, monitored through controlled testings in the Resene registered laboratory and in the field.

All products are backed by a technical team committed to maintaining product quality and constantly researching new or improved technologies to enhance product performance, application and safety. Resene paint is recognised as world class, evidenced by our exports of paint technology.

Our internationally recognised quality systems and ISO 9001 accreditation allow us to guarantee our products for consistency and performance, so Resene quality is assured - every step of the way.

Colours

Sophisticated tinting technology enables Resene to produce durable colour options that remain true to colour. We utilise a variety of colour scheme aids to simplify colour selection.

Our computerised colour rendering service, Resene RenderRite, is one example where you can 'see' the finish before the painting has even started.

