

Preparing for Refinishing

Congratulations! You have selected one of the best refinishing companies to refinish your bathtub, sinks, countertop or tile. We thank you for choosing us for your refinishing project, and ask that you take a few minutes to read the following information so that your refinishing experience will be the best that it can be. The time it takes to complete your refinishing project can vary, but on average it will take 2-6 hours depending on what type of work is scheduled to be done. Please be aware that it takes a minimum of 24 hours (up to 48 hours for tile) for the surface to dry. Do not allow anything to touch the new surface during that time. You may remove the masking paper and tape after the initial 24 hour drying period. If any caulking had to be removed prior to the refinishing, you may reapply the caulking 24-48 hours after the refinishing was done.

Getting prepared.

1. Do not paint the room less than a week before any refinishing work is scheduled. When we arrive at your home, we will have to mask off the walls and other fixtures surrounding the work area. If you have recently painted, depending on the type of paint and the thickness it is applied, there is a chance of it being pulled from the wall or peeling from the masking tape that is used for protection of walls and other fixtures. The same goes for painting after the refinishing is done. Please allow at least 4 days before painting in the room to allow the coating to cure sufficiently.
2. No other work can be done in the room while we are doing the surface prep or refinishing. This includes plumbers, tile layers, fixture installs, and painters. In most cases, bathrooms are small; there is not sufficient space in a bathroom for more than two people. In addition, we use chemicals that require our technicians to wear protective gear to ensure safety. If you have any work being done in the room where we will be resurfacing, let our office know so that we can reschedule your home for a better date.
3. Please ensure that the room is clean and free of dust and hair, this will minimize surface dust and will allow a clean environment to work around. Your new surface will turn out much better if it is allowed to dry without dust settling on it.
4. The resurfacing material will not adhere to soap scum, mildew or calcium build-up. Please be sure that these are removed as well as possible before the technician arrives in order to avoid any additional cleaning charges.
5. Please remove all items in the bathroom; this includes all towels, floor rugs, toilet brushes, plungers, shower curtains, pictures and any other personal items or knick-knack items. Remember, all items

left in the bathroom will need to be removed before our technician can start, so it will save you and our technicians a lot of time if the area is ready when they get there.

6. Part of any good refinishing job is making certain that the area is properly cleaned before it is sprayed. Therefore, we must have running water and electricity in order to complete the job. If the property is unoccupied, please be sure that the utilities are on prior to our arrival.
7. If there are pets in your home, please keep them out of the room while the techs are working and for at least 24 hours after the refinishing is done to allow the new surface to dry. For their own safety, this request also applies to small children.
8. If you have any questions please don't hesitate to call our office. If we are unable to answer it we will find the answer and respond as fast as possible.

Bathtub refinishing.

1. Please make sure the faucet is drip-free. A small drip of water within the 24 hour timeline can be a very bad thing, sometimes even requiring a second trip for our technician to come and repair the damage. Unfortunately, this is not a warranty issue so it requires a service call fee.
2. If possible, we will remove the bathtub drain as this provides the best seal for your refinishing coat. This is free as long as the fitting will easily turn out with a drain tool. Any drains that need to be cut out will result in an added fee. We recommend a copper drain, as these will not allow for rust, and are not a plastic coated product. Drains can be re-installed/installed by our company for a minimal fee.
3. When refinishing bathtubs, it is important to let our techs know if any waxes were used on the unit previously. This will allow us to de-gloss before we start the normal cleaning process.
4. Sometimes it is difficult to determine if a bathtub has been resurfaced before until the tech takes a look at it. If the tub has been resurfaced previously, there will be a stripping fee to remove the other material and get down to the original surface. If the surface is not correctly prepared, there is a danger that the new surface will not adhere properly.

5. Surface scratches, nicks, small amounts of surface rust and small chips will be repaired free of charge when we do the bathtub refinishing. There will be an additional charge for any repairs that require extra time, materials or preparation. Since these repairs are not part of a normal job, in some cases we will have to reschedule your refinishing in order for the technician to be able to have the time necessary to do a good job for you.

Countertops

We refinish kitchen countertops and bathroom vanities in a Multi-Speck or Stone Fleck finish. Besides being very attractive, this product is very durable and is environmentally friendly. To give your countertops the best protection, the surfaces are clear coated after the color coat has completely dried. For Multi-Speck finishes, please know that the weather and color of the product you choose have a lot to do with how soon we can come back to clear coat the countertop. Please remember that we may have to wait 24-48 hours before we can come back. The good thing about this is that we are able to sand the counter and we are able to maintain consistent texture to the whole unit. When refinishing these items, we need to request the following:

1. The angle stops (shut-off valves) and supply lines must be in good working condition. They must not leak, and the angle stops must turn freely without leaking. When checking these items, please inspect the angle stops or supply lines, for any rust or white/gray/green deposits on the valves, which may indicate leakage problems. If so a plumber or handyperson is needed to have these items replaced before our work begins.
2. It is recommended that faucets and sinks are removed from the countertops we are refinishing. This will be helpful and allow us to create a seamless finish, and allow you to replace the faucet in the future. Sometimes you can use the old faucet, but our techs will not install old faucet fixtures because the plastic fixtures will have issues with seals and could possibly leak. If you want your old fixture re-installed please plan to do this yourself, or have a handyman or plumber reinstall the fixture for you.
3. When refinishing countertops, please have all surfaces cleared off before the tech arrives. If possible, the refrigerator and stove should be moved of the center of the room so that the countertop edges can be sprayed easily. This will give you the best finished product.
4. Also, remember to remove from the cabinets or drawers any items that you will be needing in the next 24-48 hours, as the surrounding areas will be taped off to prevent product overspray. If the tape is removed prior to the product being fully dry, there will quite possibly be damage to the new surface, requiring a repair charge.

5. For Multi-Speck finishes, please know that the weather and color of the product you choose have a lot to do with how soon we can come back to clear coat the countertop. Please remember that we may have to wait 24-48 hours before we can come back. The good thing this about this is that we are able to sand the counter and we are able to maintain consistent texture to the whole unit.
6. Drains and faucets can be reinstalled 24 hours after the unit has been refinished with the top coat resin. Please use care and use a hand towel if you are setting items on the refinished product. We recommend using extra plumbers putty while tightening the fixtures down.