



BRIGHTER FUTURES >

**SPECIALIST SERVICES**

**FULL SPECTRUM  
GUARANTEE**





## WELCOME

Congratulations on choosing Dulux Trade. We are Passionate Experts that understand the needs of different businesses and are as committed as you are to delivering great results.

From Architects to Paint Applicators - everything we do creates Brighter Futures for the industry and its customers. We invest in training, developing the most technologically advanced products and services, which are better in performance, better for applicators and better for the environment.

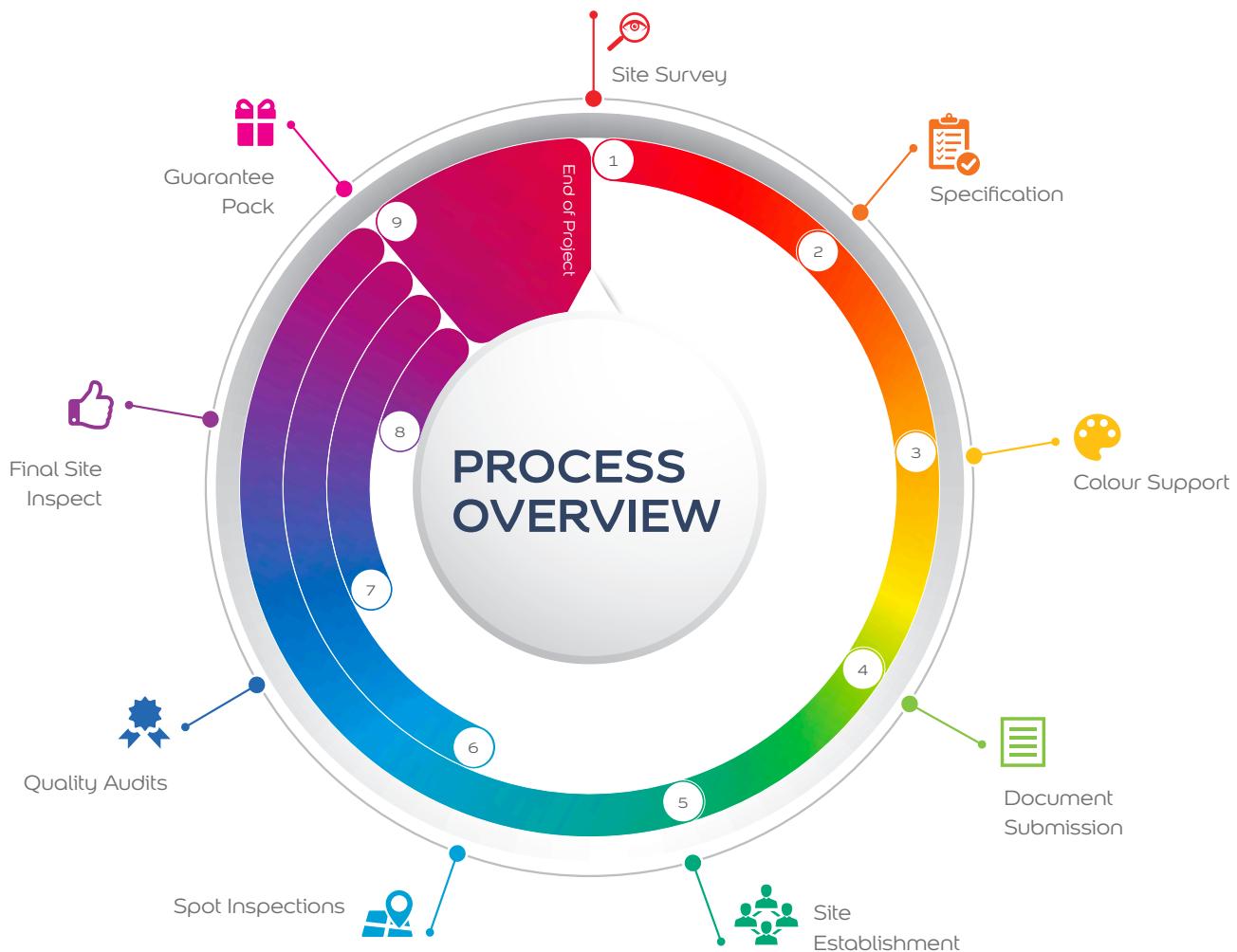
Together we strive to develop and share new technologies and techniques that lead the industry forward, building a brighter future for those creating new spaces - and those experiencing them.

## DULUX TRADE FULL SPECTRUM GUARANTEE

Dulux Trade Full Spectrum Guarantee is a total solution and partnership, designed to guide you through your large-scale painting projects.

This unique service offers our elite professional clients the opportunity to:

<p><b>FACILITATE STAKEHOLDER COLLABORATION</b></p>		<ul style="list-style-type: none"><li>• To deliver your vision with precision, exactly as promised.</li></ul>
<p><b>DRIVE QUALITY CONTROL &amp; OUTPUT</b></p>		<ul style="list-style-type: none"><li>• Access the right expertise (Colour, Application, Green solutions), when and where you need it.</li></ul>
<p><b>LOWER LIFE-CYCLE COSTS</b></p>		<ul style="list-style-type: none"><li>• Keeping open communication and hands on approach until the job is completed.</li></ul>
<p><b>EXTEND MAINTENANCE CYCLES</b></p>		<ul style="list-style-type: none"><li>• Helping you to maintain a high quality paint application standard whilst controlling expenditure through extended maintenance cycles - offering you the best value and return on investment.</li></ul>
<p><b>CONTROL BUDGET</b></p>		<ul style="list-style-type: none"><li>• Our seal of approval with a guarantee of up to 15 years on product and labour.</li></ul>
<p><b>RECEIVE ON-SITE TRAINING &amp; SUPPORT</b></p>		<ul style="list-style-type: none"><li>• Build a great reputation - the lifeblood of your business.</li></ul>
<p><b>GREEN SOLUTIONS</b></p>		<ul style="list-style-type: none"><li>• From concept to completion - our experts will guide you through each step of the process, ensuring the best possible outcome.</li></ul>



## 1. SITE SURVEY

Dulux Trade Specifier Consultants carry out a full site inspection.

## 2. SPECIFICATION

Dulux Trade offers full specification support tailored to your individual requirements.

## 3. COLOUR SUPPORT (\*OPTIONAL)

All the colours in our Dulux Trade fandeck are also available in larger colour swatches.

## 4. DOCUMENT SUBMISSION

The following documentation to be received minimum 2 weeks prior to site establishment:

## HOW DO I QUALIFY?

Painting projects to the paint value of R200,000 or higher automatically meet the first criteria set to qualify for the Dulux Trade Full Spectrum guarantee service. For more information, please contact Dulux - details at the back of this brochure. Please note that the award of the **Dulux Trade Full Spectrum Guarantee** is subject to the Terms and Conditions and is at the sole discretion of ICI Dulux Pty Limited (Ltd).

**QA REQUEST FORM:** Awarded contractor to fill in project information on Quality Audits request form. Dulux will arrange for QA support, in line with the size & value of the project.

## 5. SITE ESTABLISHMENT

Dulux Trade Specifier Consultants and Dulux Trade Account Executives attend pre-contract, project review and offers supports throughout the project base on spot inspection requirements.

## 6. SPOT INSPECTIONS

Site inspections will be limited to spot inspections which will serve as a point of reference to the overall paint system performance.

## 7. QUALITY AUDITS

During the project, regular site visits will be conducted to facilitate preparation and application in accordance with the specification.

## 8. FINAL SITE INSPECTION

Final sign off, to confirm compliance to the specification and reference areas.

## 9. GUARANTEE PACK INCLUDES:

- Dulux Trade Full Spectrum Guarantee
- Copy of specification
- Site inspection reports
- Colour schedule, if applicable
- Maintenance schedule, if applicable



## FROM QUALITY PRODUCTS AND SERVICES TO GREEN SOLUTIONS - THE DULUX TRADE TEAM PROVIDES ALL THE SUPPORT YOU NEED.

We believe a brighter future is possible for our planet if we work together to do a lot more with a lot less. We are committed to driving sustainable solutions that are better for the general wellbeing of people and the environment. Please contact Dulux for more information about the following services:

- Low VOC product range
- Assistance with green star rating requirements

Visit [www.duluxtrade.co.za](http://www.duluxtrade.co.za) to learn more about Planet Possible.

Whenever you need assistance, talk to the people at Dulux Trade - we will be more than happy to help. For literature requests, downloadable datasheets, information and advice, visit [www.duluxtrade.co.za](http://www.duluxtrade.co.za)

You can also call us for technical advice and help with product specifications on **0860 330 111**

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