



# FREQUENTLY ASKED PAINTING QUESTIONS

We are a company with  
profound integrity!

We provide:

-  Residential Painting
-  Commercial Painting
-  Industrial Painting
-  Artistic Painting

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## **Frequently Asked Painting Questions and Answers.**

**If you're looking for a painting company, you will soon become to understand the benefits of hiring professional painters. Our consultant and project coordinator can explain the entire process, answering all of the questions you may have throughout the period of the contract. Take a look below at some of the most frequently asked painting questions and answers as you begin to navigate your painting project.**



## **General questions to ask when hiring Mariposa...**

**Since you've decided to hire Mariposa for painting your property, there are common painting related questions you will likely want to ask before you decide we're the company you want to hire.**

### **What type of paint do we use and why?**

**At Mariposa, we primarily use quality products from Benjamin Moore and Sherwin-Williams. If there's another brand you're interested in using, talk with our consultant, they will be most accommodating.**

**Do you still use oil-based paints? What is the primary difference between oil- and water-based (acrylic, latex) paints? What are the benefits of each?**

**Oil-based paints have mostly been removed from the market since they are not as environmentally friendly as newer options such as latex paint (water-based) and acrylic (chemical-based). Oil-based paints can have hydrocarbons and high levels of volatile organic compounds (VOCs). While they do have some redeeming qualities, (smoother look, good moisture resistance, ultimate hardness, and durability), they tend to become very brittle as they age. This can lead to cracking, peeling, and ultimately to the failure of the paint. Also, when used on exterior surfaces and moisture-prone areas on interior surfaces, oil-based paints have a tendency to mildew because some of their ingredients act as a food source for mildew.**



**On the other hand, latex and acrylic paints have come a long way and now outperform their oil-based counterparts. Today's latex and acrylic paints exhibit excellent qualities such as moisture resistance, mildew resistance, flexibility, colorfastness, and block resistance (the ability to not stick to itself or other objects, such as items on a painted shelf). Most of the water-based paints we use are known as 100% acrylic, which is of the highest available quality.**

**What types of environmentally friendly options do you offer?**

**Most paints already have low VOCs. However, non-VOC paints are available upon request.**



**How many coats of paint are included in the quotation?**

**At Mariposa, we always apply two coats of paint, guaranteed. However, there are some cases where two coats are not enough, and a third coat is applied. If this is the case, and we have not already included the third coat in the quotation and contract agreement, we then would not add an additional cost for the customer.**



**If I purchase all of my own materials, will I be able to save money that way?**

**When you work through professional painting companies such as Mariposa, we advise that you allow for us to provide the materials as we obtain discounts due to the special relationship that we maintain with both Benjamin Moore and Sherwin-Williams. Our quotations include the cost of paint, and such savings are allocated to the benefit of the customer.**

## **What is the typical longevity of a new paint application?**

**When done well, most paint applications should last between seven and ten years. There are several factors that affect the longevity of a paint application including the exterior finish, where you are located, and the quality of the paint you have chosen.**

**It's also important to consider how well the area being painted is prepared. Prepping an area for paint is a key factor in how long the paint application will last. Also, the quality of the surface being painted is a factor. When painting an outdoor surface, how much that surface is exposed to the elements and whether or not the building being painted is protected by other buildings can play a role in how long that paint job will last.**

**Mariposa offers customers assurances with a three year warranty.**



## Interior Painting Questions

### How does lead paint impact a painting project?

There has been no lead paint used for residential purposes since 1978, when it was deemed against the law. Although even if your home has been painted since 1978, it's highly likely that lead paint is present. Therefore, we are required to test for lead paint in any home built prior to 1978. Our painters undergo lead-safe training and adhere to the correct practices.



**Would you need to prime an area before painting it with another coat of latex paint?**

**No, we don't always need a primer when we repaint with another coat of paint. We would lightly sand and clean that area thoroughly, before painting the area you have chosen to be repainted. Once this process has been completed, we repaint the area — though you may need more than two coats of paint. If you're changing sheens of paint or making a significant change in colours, we may need to use a primer. We apply primer to all repaired areas on the wall, ceiling, and molding and trim.**



**If the tests for lead return positive, we must and will take all precautions to ensure that your family, our employees, and the environment are safe and protected.**

**What are the different kinds of paint finishes?**

**Flat (Matte) Finish — Little to no shine at all. This finish is great for covering imperfections on the surface, although is not the most durable option.**

**Eggshell Finish – This low-luster finish provides a small amount of shine. Eggshell finishes are great in areas that do not get very dirty, (i.e. low traffic areas such as an entryway or living room.)**

**Satin Finish – This is the most popular finish for interior spaces in a home. This finish has a velvety sheen. It's easy to clean so it can be used in high traffic rooms like your kitchen!**

**Semi-Gloss – This finish has more shine and reflective qualities than other finishes. It's great for rooms that get a lot of traffic and steam such as bathrooms as it's mildew-resistant.**

**High-Gloss – This finish is the shiniest, most durable, and easiest to clean. This type of paint is perfect for cabinetry, doors, and certain trims.**



**What are the advantages of using flat finish paint?**

**This type of paint will reflect a greater amount of light, and the surfaces will look more uniform. Imperfections are minimized and the surface area to be painted does not require as much preparation, meaning little sanding is required, unlike paints with a higher gloss or sheen.**

**Flat finish paints are less likely to show marks where the painting has been done, which are referred to as "lap marks." The lap marks will occur when you paint one section which dries before the other section has been painted.**

## **Why would you want to avoid using flat paint?**

**These paints are not very stain-resistant, and should not be used if you have a surface you will need to clean or scrub frequently. They are also not very resistant to moisture and shouldn't be used in areas that have high humidity, such as bathrooms.**

## **Why would I want to use a higher gloss or sheen paint?**

**This type of paint resists stains and dirt better, so the surface will stay clean for a longer period of time. Surfaces painted with higher-gloss paints are also easier to clean and more resistant to humidity. Therefore, these paints are best suited for high-traffic areas and bathrooms.**

## **Why avoid using higher-gloss paint?**

**These types of paints will show imperfections in the surface much more than flatter paint. Additionally, it's more difficult to do touch-ups with higher-gloss paints, as any touch-ups will likely show.**

## **Can you offer advice on how to choose a colour?**

**Lighting, architecture, and room décor are three factors to consider when choosing a paint colour. An ideal paint colour is one that considers all three elements and provides balance and unity to the space. At Mariposa, we offer a free consultation with our colour consultant with any scheduled meeting.**

## **What if I don't like the colour selected?**

### **Can I change it?**

**Yes. The final colour is ultimately the property owner's choice, although note that there will be an additional cost for a colour change. The additional cost is determined by how much of the project area was already completed, along with the cost of the additional paint.**

## **How can I ensure that my interior painting project will be completed as clean as possible?**

**Interior painting projects can get dirty quickly, especially around light switches and doorknobs, it's important to wipe away any spots that accumulate before they become trapped in the paint. Dirt spots are most likely to occur in areas near where you're cooking. Cooking oil, once airborne, can land on the nearby walls.**

**To remove spots on your surfaces, we will remove any spots with a soft cloth and mild soap to avoid damaging the sheen of the paint before we resort to harsher cleansers. Once we have cleaned the spot, remove any residue left from the soap so it will be easier to apply paint, should we decide to paint the wall again in the future.**

## **Exterior Painting Questions**

**Can you paint the exterior of my property in the wintertime?**

**The exterior of your home cannot be painted in most winter weather climates. The winter season in the Greater Toronto Area and southern Ontario last from the beginning of December to late March, therefore for much of this time, there cannot be any exterior painting projects pursued.**

**Are there certain times of year or weather conditions that would prohibit any type of service?**

**Yes, we cannot in temperatures below 5 degrees Celsius.**





**How can I increase the length of time the paint application will last?**

**You will need to make sure you request the highest-quality paints and materials. Also, you will want to have your property power-washed every few years to extend the life of an external paint application.**

**Stucco and aluminum siding should be repainted every 5-6 years. Wood siding should be repainted every 6-7 years, or stained every 4-5 years.**

**Questions about painting services for a commercial project.**

**How will I know when I should paint the outside of my business?**

**Obvious signs that you need a new paint application to the exterior surfaces of your commercial property include paint cracking, peeling, blistering, or mold on the overall painted surfaces.**

**What procedures do you use to make sure the paint will bond with the surface?**

**Preparation is key! All surfaces are different and have different abilities to bond to paint. In order to ensure good bonding, we want to make sure the surfaces we are painting is clean!**



**What paint brands do you recommend for use on the exterior of a commercial building?**

**Mariposa's painters should use the top premium brands of paint that will provide a thick covering that's durable and will be able to hold up to the weather in your climate.**



## **Why choose Mariposa's painting services?**

**As longtime members of the residential, commercial, and industrial painting industry, we understand that your property is one of your largest and principle investments. That's why we are committed to painting your property with the utmost care and efficiency, while working in accordance with your vision. Here are a few questions to help you get to know us better.**



## **How long will the project take?**

**Each project can be different depending on the scale of the project. When you give us a call to explain what you are desiring for your residential or commercial property improvement project, we can discuss the scale of work and give you an estimated timeline. At Mariposa, we do guarantee the project will get done within agreed timeline. A typical bedroom or office area would take about a day or two to paint the walls, including ceiling and trim. You should plan on not having access to the bedroom or office for at least one day.**



**How quickly can a consultant arrive to my home or place of business?**

**The wait time for an initial meeting with a consultant is generally two days or less. There are times during the year (April, May, and June) when our consultants are very busy, and during which the wait time may be longer, perhaps three to five days.**



**What are the benefits of selecting Mariposa as my contractor?**

**Our success is based on delivering high-quality painting services with exceptional customer service. At Mariposa, we stand behind our work and will make sure you're happy with the experience and the finished result.**

**How do I prepare my rooms for your visit?**

**You will need to remove any small items from the tops of shelves and pictures from your walls. We can move the larger items toward the middle area of the room to properly cover and protect furniture items etc.**

**How much will a painting project disrupt the function of my property?**

**Disruption is kept to a minimum. At the end of each day, our crews will clean the areas where they are painting and move their tools and paint to a shop area (garage or basement) etc.**

**My room is wallpapered now. How will you handle that?**

**We will remove the wallpaper prior to painting. Before we remove the paper, we will test an area to see how the paper was applied. If the wallpaper was not applied properly, it may lead to damage to the walls when the paper is removed. Our crew chief or project coordinator will discuss your other options if this is the situation.**





**Can you fix water damage or holes in my walls, and if so, how long will it take?**

**We will fill old holes, fix water damage and make any other repairs as needed, as part of the process of project area preparation. The time it takes to repair is in proportion to the amount of damage.**

**Can I trust Mariposa's staff?**

**Yes absolutely. Our professional painters and decorators are properly trained and bondable staff personnel. At Mariposa, we perform thorough reference and credibility checks for everyone we employ.**

**Are you insured?**

**Yes we are with the utmost assurance. For your protection and ours, we offer up to CDN \$2 million liability.**

**Are you licensed?**

**We have all appropriate licenses, which include Ontario Property Development and Improvement Contractor Certificates, Lead Safe Certified Firm, and the utmost efficiency for Health and Safety. Each Crew Chief is CPR Certified. All staff personnel receive extensive training.**

**Do you offer a warranty?**

**Yes we do! We offer a three-year limited warranty.**

**Can you provide references?**

**Yes, we can! We can provide you a recent customer to call or have you look at our reference cards that customers fill out at the end of each project.**

**We appreciate your interest and consideration in hiring Mariposa for your next property improvement project.**

**Do you still have a question? We would feel pleased to interact with you! One of our experienced customer service staff members will provide you with an answer that always emulates the Mariposa Service Standard of Exceptional Performance and Satisfaction Guaranteed Promise. Feel comfortable with contacting us for your residential, commercial, or industrial painting needs at any time and on any day!**

