



Paint & Paper Library Frequently Asked Technical Questions

This information may be used to help customers with their questions after reading the paint descriptions on the price list.

Why are our paints more expensive than the high street brands?

Paint manufacturers are virtually free to utilize whatever formulas they desire to produce paint, which has unfortunately encouraged some producers to pursue faster and less costly methods of production. This has contributed to the excessive use of inexpensive ingredients, which in turn has created a market place saturated with impermanent and mediocre coatings.

At Paint & Paper Library I felt it was vitally important, to attain the best possible result, that every colour was meticulously selected and developed using the finest ingredients and technology available to create a unique vitality, a dead flat chalky texture and superior depth of colour.

Why are our paints so special?

Paint & Paper Library has a very high expectation of painted surfaces and seeks to produce amongst the best coatings available. Aware that eighty five percent of the cost of painting is labour, we believe it is worth making a little more effort to properly apply a long-lived performance finish rather than an inexpensive, mass market coating. We regard the process of painting, using high quality materials, as a capital investment resulting in a finish that will be a source of great pride and pleasure.

In order to appreciate the high performance of Paint & Paper Library finishes, it is worthwhile comparing their formulation with those of conventional domestic coatings. The primary ingredients of paint are pigments, binders and solvents (or water).

Pigments are the solid particles in the paint mixture that provide opacity and colour in the finish. They alter in appearance by the selective absorption and scattering of light. Active pigments are classified as pure colour pigments. Inactive pigments are not true pigments, but merely fillers such as calcium carbonate (common chalk). Excessive amount of chalk, clay, talc or other fillers in paint give it a thick milkshake texture, but there is actually less pure colour in the blend. When excessive fillers (inactive pigments) are used, the resulting inadequate dispersion creates voids throughout the paint film. This type of inexpensive formulation, common in domestic coatings, causes the paint to perform poorly in application, adhesion, and durability. Inexpensive fillers are extremely absorbent, and in a short time they destroy the integrity of the paint by separating from the paint film. This process substantially decreases the life of a finish and leads to the phenomenon of “chalking off.” Many domestic paint manufacturers use fillers as a primary ingredient, while Paint Library uses only pure pigments.

Binders are the materials that hold the pigments in suspension in the paint film. They are composed of a combination of oils and resins. The quality and conditioning of these oils and resins greatly affect film adhesion and determine the protective quality and durability of the coating. Fine long oil binders are critical for ease of brushing, flexibility and smoothness of finish. Durability and colour retention are greatly enhanced when premium binders are employed.

Paint Library binders are manufactured to the most exacting quality standards. They are rich in exotic oils and costly resins which give our paints their elegant, distinctive finish. You can feel the difference in quality.

Solvents are the volatile (evaporating) liquids that serve as vehicles during application. Solvents are employed to dissolve the binder and reduce its viscosity so that the paint may be applied in a thin, even coat. Paint film integrity, appearance, application and levelling are significantly affected by the nature of the solvents used. Paint & Paper Library uses only the highest quality solvents in the production of our oil based coatings.

What is your environmental policy?

David Oliver Ltd is committed to providing products and coatings that are formulated to be environmentally sound. All Paint Library paints are characterised by their low V.O.C (volatile organic compound) content, are completely free of Lead and Mercury and comply with stringent regulations for environmental protection and consumer safety. Our bases are 100% VOC free. 99% of our ingredients are sourced from within the UK keeping our carbon Footprint to a minimum. David Oliver Wallpapers are produced from suppliers that use only renewable managed forests for their paper raw materials. For every one tree harvested four new trees are planted.

Why do colours vary according to the finish I am using?

Sheen is one of the most considerable of the general properties of colour, after purity and durability. Even though the formula and pigment content is exactly the same, colour can appear lighter or darker to the naked eye in different finishes due to the light and sheen levels. The pigments can behave in a slightly different way when suspended in different bases. For example a dark colour like Tarlatan will look slightly paler in an oil eggshell as the surface of eggshell is reflective as opposed to the matt chalky finish of Flat Emulsion, which is more light absorbent.

Sample pots

What finish do they come in?

They only come in Flat Emulsion. Most customers find them sufficient when testing a colour in their own home or on site.

Water Based Flat Emulsion

Is Flat Emulsion the most frequently used paint for walls?

Yes, it is the traditional wall or ceiling paint for interior plaster surfaces.

What is the difference between Flat Emulsion, Estate or Matt Emulsion?

Essentially they are all emulsions. We call ours Flat Emulsion as it is descriptive of the finish that our paints have.

I want to paint my hall but I am worried about kids, bags, dogs etc scratching the surface. What do you recommend?

Our Flat Emulsions will have a softer surface than many of the high street brands due to its porous nature, which has the benefit of allowing the moisture in the fabric of a building to breathe. Our Flat Emulsion is classified as gently wipeable. We suggest a damp j cloth or pencil eraser for light marks but do not recommend heavy scrubbing. If protection rather than appearance is a priority we would recommend an alternative finish such as the Paint Library Flat Acrylic, which is like a modern emulsion, or our Water based Eggshell for example.

Oil Eggshell

Is our Eggshell shiny?

Obviously it is shinier than Flat Emulsion but not as shiny as a gloss paint. The surface dries to a medium to low sheen that looks more like china porcelain.

Is it hard wearing?

It is the hardest wearing paint that we produce and suitable for exterior woodwork.

Could a front door be painted in Oil Eggshell?

Many customers do paint their front doors in our Oil Eggshell. We paint our own shop front in it.

Can Oil Eggshell be painted on radiators?

Our Oil Eggshell used in conjunction with a suitable metal primer is suitable for interior radiators.

Apart from woodwork where else would you paint Oil Eggshell?

The sides of metal roll top baths for example.

Water Based Eggshell

What is the difference between Water Based and Oil Based Eggshell?

With the Water Based Eggshell there is a faster drying time between coats, a less pungent smell and worry about ventilation during application. It is also more environmentally friendly.

Is the surface shiny?

In some lights and colours it can look shiner than Oil Based Eggshell, essentially it is a low sheen finish

Can you wipe it down?

Yes, the surface is non porous and it is durable.

Where would you use Water Based Eggshell as opposed to Oil Eggshell?
Kids units; bathrooms where there is a condensation problem; splash backs in kitchens.

Why would you put Water Based Eggshell on the walls / ceilings where you need paint to be durable as opposed to Oil Eggshell?

The application is easier over a large area. It is easier to have water-based paint on the walls when you come to redecorating. A rule of thumb is that oil based paint can go over water based but if you want to paint water based over an existing oil based surface it would require rigorous preparation, sanding back and re-priming etc.

Dead Flat Oil

What is the surface like?

It dries to a matt surface and is a useful harder wearing equivalent to matt emulsion.

Where would you use dead flat oil?

Anywhere where you wanted a completely flat/matt surface on woodwork or walls.

Is it as hard wearing as oil egg or acrylic eggshell?

No it would not be appropriate for areas that are frequently used and the surface is slightly porous. It would not be suitable for kitchen units, kitchen splash back as the surface would absorb grease.

When would you put it on walls?

It would be a good alternative to Flat Emulsion in an area such as hall where there is a lot of traffic. Sometimes if the customer has a dado rail they could paint DFO under the rail.

Flat Acrylic

Can I expect Flat Acrylic to perform in my hallway with more durability than Flat Emulsion?

This paint is designed to be slightly harder wearing than our Flat Emulsion, however it will still scratch and mark like any other painted surface when exposed to heavy use. In the

past customers have had a high expectation of durability therefore when protection rather than appearance is priority in heavy traffic areas, we recommend our Water based or Oil based Eggshell be used.

Where can Flat Acrylic also be used successfully?

As an exterior masonry paint.

Base Coats

What is a basecoat?

We sell base coats as a product to enhance colour. It is not a primer or undercoat. The customer will have to buy a primer or undercoat at a hardware shop.

What is the difference between a primer or undercoat and a base coat?

A primer or undercoat is a product that protects the wood or other surface from the topcoat and supports the topcoat. If painting in eggshell it stops the paint being absorbed into the wood.

When would you advise using a base coat?

Wherever there is a coverage problem in terms of surface, especially when trying to repaint an existing strong or dark colour. Coverage can be greatly improved with an additional base coat.

Do we have British Standards or RAL numbers for our paints?

No we do not have British Standard numbers for our paint or RAL numbers. These numbers refer to common formulations that are used in the industrial paint industry.

Customers may want these numbers if they are spraying a kitchen with a polymer paint or a similar job. (We prefer the look of hand brushed). There is no reason why they can't use our product for technical information regarding spraying tip size dilution rate etc please see separate Technical Information Sheet and Health and Safety pdf download.

What is your returns policy?

It is the practice within the paint industry generally that returns are not normally made because the goods supplied are perishable and have a limited shelf life. Each tin of paint we mix is tailored to your individual specification in terms of colour, finish and quantity ordered. Since we cannot guarantee that another customer will order the same goods in the same specification, no goods are supplied on a sale or return basis. There should be no liability on Paint & Paper

Library to accept returned goods that are not faulty.

Regarding our wallpapers we will do accept returns provided they are returned in

a salable condition and a minimum of three rolls less a 25% handling charge. Carriage costs are not refundable in whole or in part due to a third party involvement.

How do I calculate how much wallpaper do I need?

All our wallpapers are standard UK sizes – 52cm wide by 10 metres in length Or 20.47 inches wide and 11 yards long.

To calculate the quantity of wallpaper needed to paper your walls first measure

the height of your room from floor to ceiling and also the total width of the area to

be covered i.e. the perimeter of the room.

Keeping all measurements in centimeters and divide your total width by 52cm to

work out how many drops (lengths) of wallpaper you will need.

Look at the wallpaper price chart to check your wallpaper pattern repeat.

Height of room + wallpaper repeat x number of drops = total length. Divide by 1000cm to give you the number of rolls needed. Much easier than it sounds!!

How do I find a reputable decorator?

In the UK, anyone can declare himself or herself to be a professional painter. There are no licensing requirements or governing boards, and the cost of entering the profession is minimal. The unfortunate result of this is that a percentage of those who call themselves professional painters are unqualified or

largely inexperienced. Under these circumstances, you must be cautious in selecting a painting contractor. In every community there are painting contractors who take great pride in their work. While locating a good professional painter may not be an easy task, the results will be worth your effort. Please keep the following points in mind during your search:

- i. Seek a professional who will allow you to specify the use of a particular brand of paint (all the good ones do). If your decorator is at first uncomfortable when introduced to a brand of paint with which they are unfamiliar, then we suggest that you provide them with our Health & Safety or Technical Data Sheets available by calling our telephone sales line 020 7823 7755, to request a copy.
- ii. Paint & Paper Library stockists are an excellent source of contractor leads. They are familiar with their contractor clients and are pleased to be able to offer recommendations.
- iii. Obtain at least two written estimates that specify the use of Paint & Paper Library products according to the instructions in our Health & Safety and Data Sheets (we will be pleased to provide additional copies).
- iv. Request a copy of insurance certificates for liability and worker's compensation with your bids.
- v. Request and verify at least two references before signing any contracts. Frequently you will determine that the lowest bidder does not necessarily offer the best value. Never shop a paint job on the basis of price alone.
- vi. As good painting contractors are in constant demand, we suggest that you schedule your work and arrange delivery of your materials well in advance. A quality contractor is worth waiting for.