

Graphic Installation Terms and Conditions

It is the main contractor/client's responsibility to ensure protection and care of the graphic once installation is complete.

Working at height

When installing graphics/films from a height of 3.7m or higher, a mobile access tower will be used and charged accordingly. If there is a requirement for this equipment to be held on site prior to or subsequently to the installation, the customer will be responsible for its insurance and safekeeping in our absence.

The work area

Platinum operatives must be given unrestricted and exclusive access to the work area. This area should be as clean and free from dust and debris as possible for the duration of the works and lit in a manner suitable for carrying out installation. Wherever possible, we would appreciate an area in which to layout out graphics/films as this will help us in setting out and checking them prior to installation.

We will also require easy access to clean water. It is our recommendation that the installation of your digital image is scheduled as the last works to take place. We will not undertake any of the following:

- Any wall preparation or making good without prior agreement.
- Removal of furniture or equipment.
- Removal of any power points, light switches, data points, telephone sockets or plumbing fittings such as radiators etc.

Regarding application

Platinum recommends that a full site survey be completed by us prior to installation. We will then be able to advise the main contractor/client on how the wall surface must be prepped before installation of graphics. If the site survey is not undertaken by Platinum, guidance on wall surface preparation will be given to the best of our knowledge. However, we are unable to accept any liability should our recommendations not be followed, and the installation fails in any way.

In all cases, Platinum will make every effort to ensure a successful graphic installation. However, if due to variables/circumstances that cannot be foreseen/controlled, this is not possible, Platinum cannot accept any liability.

Health & Safety

It will be the main contractor/client's responsibility to ensure the site is free from hazards and that it is safe for our operatives to carry out the installation. The installation will not be carried out unless it is deemed safe to do so and any

relevant 'permits to work' have been provided.

Aborted Visits

If we attend site but are unable to carry out an installation due to circumstances beyond our control, the visit will be aborted and charged accordingly at a fair agreed cost with the client, along with any additional costs.

Vehicle access and parking

Vehicle access must be permitted for the transfer of materials and tools where it is reasonable to do so. The main contractor/client will be required to provide parking for our vehicles on site. If parking is not available, any costs incurred will be passed on to the customer.

Wall Preparation

Why should walls be primed before hanging a wallcovering?

Plaster is a porous material which, when untreated, will absorb any liquid substance that is applied to it. This means that when applying a substance such as wallpaper paste, a primer needs to be applied first in order to seal the surface and prevent this absorption. In everyday domestic decorating, we would normally apply 'sizing' - a thinned down wheat paste made from flour. However, almost all new buildings use paper-faced gypsum board called 'drywall' or 'plasterboard'. The soft, absorbent paper facing on this board needs more than just a coat of flour paste to protect it from the extended soak time resulting from the application of wet wallpaper. Drywall needs a barrier coating to shield it from the wallpaper paste when the new paper is hung. This barrier is only achieved by priming or sealing the surface.

What about painted walls?

Wallpaper doesn't stick to your wall; it sticks to the paint on your wall. In most cases, the paint on your wall is some form of emulsion paint. Ordinary interior emulsion paints do not provide a suitable surface on which to install a wall covering, therefore painted walls require priming prior to installation. There are several reasons for this, the main ones being that emulsion paint is commonly in contact with the wet wallpaper paste for a day or longer during the drying process. During this time, the emulsion loses its integrity and softens into a rubbery film. This softening can cause significant problems with the wall covering because it requires a sound, solid surface on which to hang. Furthermore, in some cases emulsion paints can be very porous and can allow paste to be absorbed into the paper facing of your plasterboard, making any subsequent removal of the installation very difficult.

SILVER BULLET Wall Protecting Primer

We have specifically designed primer with the above in mind. Silver Bullet prevents softening of the emulsion paint on your walls, providing a stable and solid surface on which to hang the wall covering. When it comes to drywall, not only does Silver Bullet form a solid coating on the paper, but it also blocks and seals out anything that may come through the existing paint to damage your new paper; for example, old brown paste hiding in pores from earlier wallpaper installations that can leach into delicate wallpapers and stain them. This quick drying, one coat solution can make the difference between a flawless installation and a seam-popping, drywall ripping fiasco. It will ensure a high-quality finish with a wall covering that adheres firmly to the wall and has seams that remain secure. It also means that when the time comes to remove the installation, minimal damage to the wall is incurred.