

IDEAPAIN PRO FAQs



WHERE CAN THE IDEAPAIN PRO TECHNICAL DOCUMENTS BE FOUND?

All the IdeaPaint PRO installation instructions and videos, as well as all technical documents, can be found at ideapaint.ca/installation-specs/pro. These instructions should be reviewed before applying IdeaPaint.

CAN IDEAPAIN PRO BE TINTED TO A CUSTOM COLOR?

IdeaPaint PRO cannot be tinted to a custom color. IdeaPaint PRO is available in three core colors: White, White Sand, and Light Gray. If you are looking for a specific color however, CREATE Clear is a transparent solution that can be applied over any color paint, seamlessly blending with any interior décor.

IS IDEAPAIN PRO ENVIRONMENTALLY FRIENDLY?

IdeaPaint PRO is a low-emission paint, certified according to the stringent requirements of UL GREEN-GUARD Gold.

ARE THERE ANY SAFETY PRECAUTIONS THAT SHOULD BE FOLLOWED?

Yes. Gloves, safety glasses, and a NIOSH approved respirator are recommended when installing IdeaPaint PRO. The safety precautions outlined in IdeaPaint's Safety Data Sheet, found at ideapaint.ca/installation-specs/pro, should be followed.

PRO does have a high odor, so weekend installation and proper ventilation are recommended. Depending on the room's ventilation, the odor will last for 12–24 hours after installation and will dissipate completely within 24 hours. Install when occupants are not present.

WHAT IS THE BEST WAY TO PREP A SURFACE FOR IDEAPAIN PRO APPLICATION?

For surface prep, repair any divots, scratches, or bumps on the wall so the surface is as smooth as possible. Because IdeaPaint is high gloss paint, surface imperfections can be magnified.

SHOULD THE SURFACE BE PRIMED BEFORE APPLYING IDEAPAIN PRO?

Priming using one of our preferred primers is required prior to installing IdeaPaint PRO. Follow all manufacturer's application and dry time instructions for the selected primer.

WHAT PRIMER IS RECOMMENDED FOR IDEAPAIN PRO?

For most installations of IdeaPaint PRO, prime using one of our preferred primers, such as: IdeaPaint PRIMER, Sherwin-Williams Multi-Purpose Primer, PPG Seal Grip, Glidden Gripper Latex Primer or Kilz Premium Primer. Visit ideapaint.ca/installation-specs/pro for a complete list of preferred primers.

When installing IdeaPaint over a substrate other than drywall view our Substrate Specific Installation Guide, or email us at csr@dundasmatheson.com.

DOES THE PRIMER NEED TO BE TINTED TO MATCH THE COLOR OF IDEAPAIN PRO?

When painting IdeaPaint PRO colors, it is recommended to tint the primer reasonably close to the PRO color to be installed.

DOES IDEAPAIN PRO HAVE AN ODOR?

IdeaPaint PRO has a stronger odor than regular latex paint. Therefore, it is important to properly ventilate the space. Depending on the room's ventilation, the odor will last for 12- 24 hours after installation and will dissipate completely within 24 hours. Install when occupants are not present.

CAN IDEAPAIN RECOMMEND A LOCAL INSTALLER FOR PRO?

If you are looking for an IdeaPaint installer in your region, email csr@dundasmatheson.com and we can recommend someone to you.

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HOW DIFFICULT IS IT TO APPLY IDEAPAIN PRO?

It is required that IdeaPaint PRO be installed by a professional painter. Before applying, refer to the IdeaPaint PRO installation instructions and video found at ideapaint.ca/installation-specs/pro.

HOW LONG WILL AN IDEAPAIN PRO SURFACE LAST?

Every IdeaPaint PRO kit is backed by a limited lifetime warranty that guarantees IdeaPaint will not crack, yellow, or peel. This warranty is outlined in our Terms & Conditions. Remember that the writing and erasing performance of an IdeaPaint surface is prolonged with proper maintenance and upkeep, which can be found in our Use & Care Guide.

HOW CAN IDEAPAIN PRO BE REMOVED FROM THE WALL?

IdeaPaint PRO never needs to be removed. If an IdeaPaint surface is no longer needed, paint over it similar to any painted wall. Simply sand the surface, prime, and then paint.

WHAT IS THE RECOMMENDED WAY TO CLEAN IDEAPAIN PRO OFF OF HANDS, TRIM BOARDS OR OTHER SURFACES?

Denatured alcohol is recommended for cleaning undesired spills, mis-marks and skin. Denatured alcohol can be purchased at most local hardware, paint, or any DIY retailers. Apply the denatured alcohol to a rag and then dab onto the specific area to remove the IdeaPaint PRO. Don't pour or spill denatured alcohol on hands directly.

WHEN WILL THE IDEAPAIN PRO SURFACE BE READY FOR USE?

IdeaPaint PRO will be ready to initially write on after 7 days. Both writing and erasing performance will improve as the IdeaPaint surface ages, even after the initial cure period.

CAN AN IDEAPAIN PRO SURFACE BE TOUCHED UP?

Yes. The patch may be slightly visible, but it will not affect writing performance. Sand the trouble spot, wipe clean, and re-apply IdeaPaint PRO to the area by feathering it in with a 4 inch foam roller. If there are multiple spots that need to be repaired, it is recommended to recoat the entire surface.

If your wall is damaged, contact us at csr@dundasmatheson.com for further instruction.