



TRIDENT[™]

TECHNICAL BULLETIN

STRIVING FOR SERVICE EXCELLENCE

Getting It Right The First Time

Performing a Sealer Pre-Test & Gaining Customer Approval

TB 2

A small investment of time initially can save a large amount of time, money and hassle later.

It's definitely a balancing act when you are in the busiest part of the season, you're possibly dodging pop-up rain showers and your customer needs their project cleaned and sealed as soon as possible. It may seem easier to move forward and complete their project based on a verbal understanding of their expectations... but is that the best thing to do?

With over 30 years of experience making cleaners and sealers and working with the contractors who use them, we believe it is of utmost importance to perform a sealer pre-test. By testing the sealer on a small inconspicuous area or on a loose piece of similar surface material, you are able to see how it will perform to ensure you get the desired results and meet your customer's expectation. Due to variances in the different surface types, whether it is concrete, manufactured stone, natural stone or pavers, a sealer can perform differently than expected. By performing a pre-test, you will be able to troubleshoot any foreseeable issues and increase your odds of completing the job successfully and profitably.

Another very important reason to do a pre-test is to set a realistic expectation for your customer of what the surface will look like once sealed. If a pre-test is not performed and the finished look is different than expected, you will have an unhappy customer that won't pay you, refer you and/or require you to fix the issue. For example, a wet look or gloss finish can mean something different to you than it does your customer. A wet look is best described as how the surface looks after applying water. It will darken and enhance the tone of the surface. A gloss or semi-gloss is the amount of sheen or shine on the surface but alone it will not darken the surface. A pre-test will allow you to select the right sealer based on your customer's expectation.

Recommended Best Practice: After gaining your customer's commitment to seal their surface, perform the pre-test on their surface (a very small and inconspicuous area or on a loose piece of similar surface material). Once the pre-test area has been completed and you feel it represents how the finished project will look, present it to your customer. Take this opportunity to explain your process to complete the job. Gain and document their feedback and approval, then move forward if it meets their expectations. If not, reach a better understanding of what your customer is looking for and perform a pre-test with a sealer that better fits that expectation.

In the end, both you and your customer will be happy you took the time to perform a pre-test and meet their expectations resulting in payment in full, future referrals and moving on to your next profitable project!