

**Door Painting**

**Frequently Asked Questions**

\*Please note these are frequently asked questions and every project is unique. What is stated on your notice is the most specific information to refer to.

What does painted in the closed or open position mean?

 **Closed position** means the door will be painted in the allotted time on your notice, which could be a time span of a day or multiple days. It is variable depending on the speed that we can paint your neighbors’ doors. We may be there in the morning, middle of the day, or afternoon and we are unable to give you an exact time of day. You **do not** need to be there and **do not** need to make an appointment unless specifically stated on your notice. The closed position will have the exterior side of the door painted only. Most projects will then require you to make an appointment with our office for the open position, please refer to your notice for more instructions.

 **Open position** means you will need to make a specific appointment time like a doctor’s visit. The surface to be painted will be the inside edge of the door which is the part that can only be seen when the door is open. Often at that time the exterior side of the door will be painted as well. Unless your notice specifically states that the exterior will be painted at a different time. Depending upon weather and type of door the door will need to remain open for approximately 4-6 hours, please refer to your notice for more precise time. If you are unable to leave your door open for the total amount of time needed many clients have a neighbor or friend assist them.

What if I do not want my door painted?

 Depending upon the HOA rules and contract you may or may not have the choice to have your door painted. Please contact your HOA board or property manager as soon as possible for specific rules and how to opt out of your door painting.

How long will it take for the painter to paint the door?

The usual time will be 45 minutes depending on your door. The painter may need to return for precision touch up or a second coat, if so they will inform you of an approximate time of return.

Can I close my security screen door while the door is drying?

 Yes, the security screen door should not interfere with the drying process. Depending upon the painting process we may require access to the door an hour or so after the initial painting for precision touch up or a second coat, if so they will inform you of an approximate time of return.

What if I will be out of town during the available times?

 Please contact our office to determine the steps that are needed to be taken as every project is unique. Please email doors@pacwestpainting.com or (844) 311-2811.

What does it mean by a French Door?

 A door with glass panes throughout its length.

What does it mean by a Garage Man Door?

 The door that gives people access to the garage from the outside and not the larger car garage door.

I am having trouble accessing your appointment booking site

 You will be unable to access the site by using google which is the most common issue. You need to use the address bar at the top. It must be typed without errors and needs the https:// and .com. An example is shown below. If you are still unable to use the site please email us at doors@pacwestpainting.com or (844) 311-2811.



It rained during my appointment

 Please reschedule your appointment as we are unable to paint due to the moisture in the air.