

DUCKBACK PRODUCTS

Fall is here!

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The leaves are changing colors, the days are shorter, and the nights are crisper, Fall has arrived! Even though the rain and snow has started there is still plenty of opportunities for home maintenance work to be done and plenty of inspiration to be found in the colors of Fall. Now is the time to remind your customers to winterize their decks, patios, etc. And to help you out Duckback offers a variety of products that can be used in low and/or wet temperatures.

And don't forget Spring will be here before you know it. Duckback Products is offering some fantastic new POP items with your spring buys this year. Contact your authorized Duckback distributor or your [Regional Manager](#) for details.



Dealer: Cascade Paint
Date Established: 1958
Location: Redding, CA
Authorized Duckback Dealer since 1994
Website: www.cascadepaint.com

At the very north end of the Sacramento Valley, 150 miles north of Sacramento, Redding is the largest city in California north of Sacramento and home to this issue's featured dealer Cascade Paint. Cascade Paint, family owned and operated for three generations by the Crandall family, opened 51 years ago! It's rare to find a small family business with this longevity and experience, indicating this store's commitment to leadership in service for both professionals and DIY'ers. Duckback also has a unique connection to Cascade Paint; the current store manager was employed at Duckback in customer service and then quality control for many years before returning to the family business. Cascade Paint's continued success in tough economic times, both current and past is a testament to its customer care, knowledge and service. Cascade Paint and Duckback Products, partners offering premium quality products and services.

Superdeck Waterproofing Stain & Sealer



Superdeck [Waterproofing Stain & Sealer](#) is a waterborne formula that may be used on damp wood! Soap & water clean up and superior water repellency make this the perfect product for winterizing wood during a damp fall season.



Color Matching has never been easier [Superdeck Solid Color Deck and Siding Stain](#) comes with 51 color choices and an unlimited number of custom colors that you can match! With custom color matching software your paint department can match virtually any color by simply scanning a color chip. Available in both Match-rite and Data Color Systems, color match software speeds up the process, your time is important and now you will have more of it! Auto tint any of our color card colors or use the scanning software for custom color matching. No need to write down formulas, this software allows you to store your customers' formulas so they are available the next time. Now is the time to take the guess work out of tinting and help decrease the time and waste of mis-tints. If you have the equipment already call us today to learn how to order the software, if you need the equipment call us and we can help you decide which system may be best for you.

Customer Service Corner



With winter just around the corner it may be time to remind your customers about those last minute projects to protect their investments. Is there time to re-coat before the inclement weather starts? Using our [Wood Cleaner](#) is a safe and easy way to prepare their fence or deck before re-coating. Our Superdeck Wood Cleaner is specifically designed to clean and prepare the wood's surface for re-coating. Wood Cleaner restores the wood's natural beauty and cleans stains caused by dirt, mold and mildew. Re-coating the surface will help to fight water damage and give that added UV protection necessary in some of the higher elevations.

FAQ's - You have heard or may hear from your customers.

Q: My maintenance-free composite deck looks tired, how do I bring back some freshness?

A: Use Composite Deck Cleaner and Sealer. All exterior surfaces, including composite decks, are subject to oxidation from the sun and wear from moisture and use. [Composite Cleaner](#) will take the build up of dirt and grime off your composite deck boards, railings, benches etc. and restore a "like-new" appearance. [Composite Sealer](#) will create a barrier so that the foreign matter, including grease and red wine stains can not destroy the look of your composite decking.

Q: How can I tell if my concrete needs to be etched before coating? It's old and seems pretty rough already.

A: There are two simple tests that you can do to determine if etching is necessary. First, pour some water on the slab and look for penetration. Regardless of age, some concrete is poured to withstand penetration and if the water does not penetrate you must etch. Second, offer your customer a Duckback sample can that can be used to not only test for penetration but also for color. Remind your customer to let the sample area cure for 24 hours then apply a piece of tape and pull it up. If the stain comes up the surface needs to be etched. Of course, it's never a bad idea to etch even if the surface is old.

Warm wishes for a wonderful fall and holiday season, from your friends at Duckback Products