



## TERMS OF SERVICE

### Payment Terms:

- 50% upfront (prior to scheduling)
- 50% upon completion

### External Areas Preparation Prior to Attendance:

The area due to be waterproofed is required to be free from all personal items including (but not limited to): furniture, pots and plants, air conditioning units, prior to commencement. In some cases, it may be possible to work around your air-conditioning unit if it is too difficult to remove, however, this will incur an additional \$150 surcharge.

### Internal Areas Preparation prior to attendance:

For internal areas requiring waterproofing, do not use area on the day of application. Customers are required to prepare the area prior to commencement, including:

- Shower the night before application and wipe dry to ensure surface is dry upon attendance.
- Remove all personal items including hair care items
- Perform general clean preferably with a cleaner that kills mould

### External Work Schedule:

Depending on the size of the project works can usually be completed within 3 - 5 days, from the time of our attendance access to the balcony is restricted for use. Typical schedule is as follows:

Day 1: Surface Preparation including be not limited to replacing missing grout, putting tiles back down, cutting in expansion joints and cleaning the surface of the tiles to ensure suitability of waterproof adhesion. Disclaimer the application of Clear Waterproofing Membrane is permanent and although we will do our best to remove stains from the surface the reason for cleaning is to ensure adhesion of the membrane if you are particularly concerned about certain stains it is a good idea to attempt removal prior to our arrival.

Day 2 -3: Drying day we will not attend site on this day and depending on weather may require additional day drying.

Day 4: Applying joint adhesive and Waterproofing; two coats will be applied one after the other, optional aggregate can be added to create a slip resistant finish.

PLEASE NOTE: Natural Stone like sandstone may require additional time for drying and sealing of the stone.

### Internal Work Schedule:

If possible, all shower repairs will be completed in 1 day, however, if the shower has excessive water, additional time for drying maybe required. Site works includes but is not limited to: removal of existing silicone, cleaning, replacing missing grout and/or caulking and applying waterproofing membrane on the shower floor and a return up the wall to create a clear shower tray to remove seams for water to penetrate.



**DISCLAIMER:** The application of Clear Waterproofing Membrane is permanent and although we will do our best to remove stains and mould from the surface, our objective for cleaning is to ensure adhesion of the membrane. If you are particularly concerned about certain stains it is a good idea to attempt removal prior to our arrival.

The surface clean will remove mould spores from the surface but if there is any present behind the tile or in a cavity where we cannot gain access to clean then it may have the ability to grow out below the membrane after application.

**What to expect upon completion:**

Although the membrane is clear it is not invisible and can impact the surface appearance, you can expect the tile to have an enriched colour and a gloss finish following application.

**Finish Options**

You have the choice of Gloss as a standard, Satin or Matte finish. Please note the gloss will not say hi gloss and will flatten after a period of approx. 2 weeks.

**Debris**

As the membrane is installed externally the environment will play a role and although we will use our best endeavours to ensure we remove foreign matter that might blow onto the surface there are times during installation that it is impossible for us to walk over the surface as such you may find a small amount of items that may have blown on during installation.

**After Completion:**

The membrane is applied as a liquid membrane and will initially be softer. The repaired area will be trafficable from the day after completion but no personal items are to be placed on the balcony until after the membrane has full cure, which will take up to 7 days after completion. When placing personal items please ensure the customer care instructions are followed.

Although we do our best to match existing grout colour due to the weathering it is impossible to match, so you may be left with colour variation in grout after completion

**Warranty:**

Warranty does not apply until full payment is received.



## CUSTOMER CARE INSTRUCTIONS

Dear Customer,

We are happy that you have chosen to undertake the installation of Remedial Membranes Clear Waterproofing Membrane. Here are a few things you will need to know:

### **Water Ponding:**

Remedial Membranes Clear Waterproofing Membrane (CWM) is designed to be installed on top of surfaces that have fall created in them to allow water to run off. If installed in situations with ponding, water surface may blush until a time where it is able to dry.

### **Pot Plants and Furniture:**

To protect the membrane from damage caused by furniture, please place soft pads on the base of all legs and surfaces touching the membrane. Please also ensure pot plants have feet underneath that allow excess water to drain away easily.

### **Trafficability:**

Clear Waterproofing Membrane is tough and durable and can withstand general foot traffic. However, as the membrane is flexible, it can be damaged by point loads, heavy weights, sharps, scuffing, dragging items across the surface and general excessive abuse and should be protected against these. It is not suitable for vehicular traffic.

### **Staining:**

As we are unable to test for all manner of stains and sources of stains, as a precaution given that the membrane is clear and is most likely more susceptible to showing stains than a coloured coating, the membrane should be protected from possible sources of stains such as chemicals, dyes, leaves, certain wines etc. Spills should be immediately cleaned with either 1:4 diluted bleach (1bleach: 4water) or a mild suitable detergent.

### **Mould:**

Clear Waterproofing Membrane has an anti-mould additive similar to silicone, to aid in the prevention of common moulds.

Areas that are free from a constant amount of natural sunlight through the day, like a shower in a bathroom that does not get natural light, should be wiped down dry after use.

### **Left Exposed:**

Clear Waterproofing Membrane is designed to be an exposed membrane and is not to be covered with artificial grass, tiles, pavers or any other building / landscaping material.

Please do not hesitate to contact us if you have any further questions.

**Remedial Membranes**