



## 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 bluish until a time where it is able to dry, as such please read the information provided for pot plants.

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

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. However if mould exists inside the wall were we are not able to clean it may come back

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.

### **Cleaning**

Use White Vinegar to clean, cleaning should be done a minimum of once a week with either 1:1 water: white vinegar or pure White Vinegar. You can use a soft scrubbing pad (non-metallic) or cloth nothing courser than a tooth brush should be required for cleaning.

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

### **Remedial Membranes**