



Customer Understanding Information Sheet:

Efflorescence (white milky salt) is a natural phenomenon that occurs in concrete, clay, stone and other materials. It can happen anytime during the life of the material. Paver Clean and Seal will make every effort to remove this but cannot guarantee complete removal nor can we promise it may not arise in the future.

Sealers are designed to help make any spills and such easier to clean up as well as possibly help lock in sand and increase beauty depending on sealer selected. They cannot guarantee something won't get on it and discolor (ex: oil, grease, iron deposits, etc.) It is suggested any prior sealers be stripped if not suitable to seal over after cleaning or if unable to identify type of sealers applied anytime prior.

The Finished Look of pavers, flagstone, travertine:

There are essentially four factors that will contribute to the final look after a job has been cleaned and sealed. These are:

1. Porosity of the materials being cleaned and sealed – concrete pavers, brick pavers, travertine, flagstone all vary in porosity (the amount of how much they absorb water, sealer). This can actually vary from piece to piece. If it absorbs too much or does not absorb much it will have an effect on final appearance.
2. Amount of sunlight – the sun over time dries out any of these materials and naturally bleaches them.
3. Age – over time these products can begin to change. Ex: pavers have a tendency to have the aggregate that is mixed into them during production, show due to sage, sun, rain, snow, etc.
4. Chemicals used – Prior detergents, bleach, chemicals, strippers have a similar effect on appearance as they can make the product dry, etched, or coated.

Knowing these above, we work on selecting the right products for each job. We take this into account on the job site and adjust as needed. However, we cannot guarantee any particular outcome. Customer acknowledges there is the possibility that all stains may not come out completely. If more sealer, polymeric sand or other chemicals is needed than anticipated with this quote, the customer is responsible for paying the difference of additional products.

Polymeric Sand

While not common, we cannot guarantee sand joints to fill fully or stay filled. Generally, this is due to a few possible reasons:

1. The base below being improper and pavers shift which the sand continues to simply flow below.
2. Improper or lack of edge restraint, sand will not stay in at edges.
3. Jobs on steep declines are more prone to sand washing out due to heavy rains.

Paver Clean and Seal is not responsible for this if heavy rains occur within 48 hours after service and push sand out.

Sprinkler systems and hoses should not be used 24 hours prior or after. High pressure water is used and any grass and vegetation surrounding the area be cleaned is likely to get saturated.

Pool creepy crawler systems must be shut off to ensure they do not spray water. When pool decks are cleaned, there is the possibility of sand getting into the pool. This is generally corrected by running pool cleaners and can be done 24 hours after sealing is completed. We make every effort to keep as much out as possible.

Customer is responsible for moving furniture off of surfaces to be worked on and putting furniture and other items back onto surface cleaned and sealed after 24-hour curing time unless other arrangements are made or there is a \$100 charge for each time. Customer is responsible for removal any items from the area you want to make sure do not possibly get sand or sealer on them (furniture, grills, pool covers, etc.). Paver Clean & Seal is not responsible for any items asked to move or have to move to clean and seal properly.