

### **Warranty Information**

CPR warrants all residential applications against defects in workmanship or material failure such as cracking, peeling or turning yellow as follows:

For a term of a 3-year warranty using Our proprietary commercial grade Sealer will repair at no charge all defects due to workmanship or materials. Customers are responsible for material cost on all warranty work, however, we will provide labor and waive the trip charge for any warranty issues needing to be corrected.

Important: **WARRANTY IS VOID IF PREVIOUSLY SEALED.** This warranty excludes damages caused by the failure of any previous coating/sealer failure of the substratum or damage caused by customer abuse or neglect. Slate, Flagstone and any other natural stone which the customer requires to be sealed is not covered by the warranty. "Efflorescence" is not covered by this warranty, but is occasionally covered by the stone manufacturer. According to the "ICPI" (interlocking concrete pavement institute), efflorescence is a natural process, in which a random white haze may appear on the surface of the brick, which is caused by lime or a water-soluble calcium oxide that rises to the surface after repeated saturations due to rain or sprinklers. Efflorescence does not affect the integrity of the bricks and will usually resolve itself with time and exposure to the elements.") The proper sealing of concrete brick pavers can either retard or stop completely the efflorescence process due to the moisture protection achieved by the sealing process. However, this warranty does not state or imply that efflorescence will stop as a result of the sealing process.

In addition, some brick pavers lie in a heavily moisture ridden substratum (due to improper drainage) which may cause the bricks to retain moisture and cloud the bricks. Only proper drainage will correct the problem and is not the responsibility of CPR. Often times, dependent on traffic volume, UV exposure, weather conditions, rainwater control from dripping off a homes roof, pool cage, garden hose, downspouts pouring directly on the surface and many other factors can contribute, it is possible for the joint sand to wash out from between the pavers. CPR is not responsible for any natural erosion that may occur based off these abnormal conditions. We do not express or imply any length of time the joint sand will remain in the paver joints.

The customer understands that the sealing is only as good as the quality and condition of the bricks that are being sealed. No claim is expressed or implied that we can totally remove all stains prior to application. We remove as much as is possible with today's technology, equipment, and chemicals, yet some stains such as paint, oils, and efflorescence are set deep into the pores of the bricks making total removal impossible without serious damage to the delicate patina of the bricks. Some stains can only be removed by having the bricks replaced manually. We also can not guarantee insect intrusion, weeds and mold will not return in any amount of time on any application, although we take many steps to retard the growth of mold and weeds, there is no way to warrant the surface of weeds or mold. Also, some pavers are much more porous than others. Even inconsistency on the same surface can occur from one paver to another which can impede the level of "sheen" or "shine" a surface can have. CPR does not in any way guarantee your pavers will hold a high shine or any shine at all, as it is paver by paver dependant. We do offer an additional high gloss additive that is an additional coat over your sealed surface which has been known to increase the shine drastically in 99% of our applications, Although we can not guarantee it will in every instance, this service will include an additional cost to the customer. In addition, no claim is implied on how long the sealer will last (condition, quality and how well the pavers are maintained can affect durability) To maintain your warranty, CPR requires an inspection and pressure cleaning conducted by one of our crews or a company approved by CPR every 6 months for the life of the warranty given, cost will be based upon the square footage of the surface under warranty. Note that the sealer can be slippery in some cases, which we can not be liable for.

We can not guarantee or warranty that your sealed surfaces will not get tire marks. In most tires, there is a compound called 'plasticizer' which is designed to slightly melt from friction heat and gum up your tires to increase traction, often times, this rubbery material may transfer on to some sealed paver surfaces. Additionally, ride on lawn mower tires may transfer rubber tire marks onto the sealed surface.

CPR takes many measures and steps to protect any surrounding plant life or foliage from our cleaning solutions. In some cases, plants can be damaged if the surrounding soil comes in contact with our solutions. In the rare occurrence this happens, CPR will often replace that plant out of good customer service, but we do not take fault if a plant is damaged during our process.

During cleanings, the chemical application is designed to kill off the plant life growing on the surface, it will not remove oxidation or scuff marks on the aluminum railings or screens. Some instances, screens can be so damaged by the natural erosion of plant life growing, that eats away at the structure of the screens and the thin rubber seams. If during our cleaning process, damages occur to the screens in an instance where plant life is growing heavily on the structure, we are not responsible for those damages, however, out of good customer service, we will often repair or replace panels damaged by us. At CPR discretion. Contracting CPR gives us the right to reservice, repair and refund invoice amounts of ALL CLAIMS. Customer service is our priority immediately following employee safety. We reserve the right to correct any issues our customers may encounter.

Warranty is subject to change at any time without notice as industry products and processes change throughout time. IT IS STRONGLY SUGGESTED that customers print the current warranty of time of services rendered to ensure they receive proper coverage.

We are not a moving company out of customer service we can move limited patio furniture for approximately 10 to 15 minutes anything over and beyond will have to be charged. We refuse to lift heavy items Such as potted plants and statuary. If items are requested to be removed it's at the homeowners responsibility CPR's Will not be responsible due to breakage  
This is the only warranty given by the warrantor.