

## Jobsite Prep and Service Disclaimers:

### **Window Cleaning:**

Exterior water access must be provided. Please have all items of value and fragile items removed from the areas where work is being performed.

We will clean all accessible windows and doors. We do make an effort to reach all windows and doors in a safe and secure manner. We do run into situations where factors that may present a high risk of injury to employees, damage to property, or violation of OSHA regulations. In those situations, we will deem the window inaccessible and do our best to clean the window safely but may have to pass on that particular window.

We assume all windows, doors, screens, and window treatments are in good working order before service. We are not responsible for faulty, deteriorated, or broken hardware when performing normal tasks. A few examples: opening and closing windows & doors. Removing and replacing screens. Raising and lowering blinds.

We make all efforts to get all windows cleaned to our company and customer expectations. We cannot guarantee that all debris on the glass will be removed on the first regular cleaning. In many cases it may take multiple cleanings to get staining, glue, paint, or other debris that has settled into the glass. In some cases, some debris such as staining is permanent and may require a restoration or replacement.

### **Pressure Washing Services:**

Exterior water access must be provided. Any items such as furniture, decorations, statues that are around the home that you do not want to get wet or may be delicate, fragile, or may be in the way of us working, please remove these items before service. Please keep all vehicles parked 30 feet away from the home. If the customer requests that our crew moves items and furniture, we cannot be responsible for damage to items while they are moved. There may be additional charges for certain items to be moved. For questions about us moving items please let us know before we begin service. Please secure and shut all windows and doors during service.

Our chemicals and processes are safe for plants and pets. Plants may experience over watering. This is rare and normally happens in areas where we have to do an above average amount of rinsing and application on hot days. Plants may brown or wilt. In overwhelming majority of cases do come back green after 2-6 weeks. We do run into situations where factors that may present a high risk of injury to employees, damage to property, or violation of OSHA regulations. In those situations, we will deem the area inaccessible and do our best to clean it safely but may have to pass on that particular area.

During the Low Pressure House Washing process, we ask all customers to be aware of our crew spraying water and detergents. Our soaps may discolor clothing and hard water spot vehicles. For safety precautions, we ask any customers or members of their household to stay atleast 40 feet away from our equipment and cleaning process. We do not want anyone to trip on hoses or get

any spray on their persons or property. If a customer is planning on leaving the house and opening doors or garage doors while we are working, we ask you inform the crew leader on the jobsite and make arrangements with him so you can exit the house safely.

Areas near the side of a home (ex. concrete & decking) may have run off of cleaning detergents which may clean those areas . We can't guarantee the full cleaning of those areas unless it is previously requested and put into a bid that us accepted by the customer.

We make all efforts to get all surfaces cleaned to our company and customer expectations. We cannot guarantee that all debris on the surfaces will be removed on the first regular cleaning. In many cases it may take multiple regular cleanings to get staining or other debris that has settled into the surface removed. In some cases, some debris such as staining is permanent and may require a restoration or replacement.

#### Do you do Prep work for Painting, Staining, Sealing, etc ?

We do not advertise our services as prepping for Painting, Staining, or Sealing. Although in most cases, our cleaning process will leave a surface ready for application, we do not guarantee that there may not be additional prep needed like sanding, stripping of old applications, brightening, or repair. Our goal when cleaning surfaces is to clean the surface free of organic debris and general dirt and grime without digging deep into the surface which in many cases can lead to damage.

#### **Gutter Cleaning Services:**

Exterior water access must be provided. Any items such as furniture, decorations, statues that are around the home that you do not want to get wet or may be delicate, fragile, or may be in the way of us working, please remove these items before service. Please keep all vehicles parked 30 feet away from the home. If the customer requests that our crew moves items and furniture, we cannot be responsible for damage to items while they are moved. There may be additional charges for certain items to be moved. For questions about us moving items please let us know before we begin service.

We will clean all accessible gutter and downspouts. We do make an effort to reach all gutters and downspouts in a safe and secure manner. We do run into situations where factors that may present a high risk of injury to employees, damage to property, or violation of OSHA regulations. In those situations, we will deem that area inaccessible and do our best to clean the gutter safely.

We will remove all debris from gutters and downspouts. We will flush out all downspouts if water is provided. For downspouts that go into the ground, we will flush them out to attempt to clear any clogs but cannot guarantee the removal of any under ground clogs. If a customer has any underground clogs we recommend calling a plumbing company to fix the issue.

If a customer has any type of gutter guard system installed on or in their gutters please let us know during the bidding process. We assume all gutter guard treatments are in good working order. We are not liable for any gutter guard that is faulty and breaks during removal or installation.

We assume all gutters and downspouts are properly secured to the building. Gutters full of water for periods of time may come loose and detach from the building. We cannot be held liable for any gutters or downspouts that detach during cleaning.

### **Preexisting Conditions and Warranties**

Superior Professional Window Cleaning LLC. is not responsible for preexisting damage such as but not limited to peeling paint, wood rot, loose siding or trim, staining, paint oxidation, faulty construction, overspray, broken windows & doors, faulty plumbing, faulty fixtures, or faulty/loose gutters.

We are not liable for any damage to faulty or failed electrical outlets that are not properly sealed and covered as per current building codes. These defects may cause interior breakers to trip or disrupted any portion of interior wiring or devices. We assume all exterior electrical outlets, fixtures, and devices are up to building code. They are properly sealed and water resistant.

We assume all blinds, curtains, shutters and any other interior window treatments are in good working order. We will raise, lower, open, and in some cases remove window treatments to be able to perform service. We cannot be held liable for any window treatments such as blinds that once raised do not lower properly. We cannot be held liable for any faulty window treatments that have preexisting damage. For example, blinds that fall out of their brackets when raised or ropes that break when the blinds are raised and lowered. If you would not like us to raise, lower, open, or remove your window treatments please let us know before service is performed.

We need to be made aware of any special cleaning methods required by the window & door manufacture or any other surfaces that may be cleaned. Our window cleaning methods use scrubbing, brushes, pads, squeegees, scrapers, and our pure water rinsing. Our window cleaning chemicals are industry standard soaps for regular glass that may contain ammonia. Our pressure washing services use low and high pressure depending on the job task. We may use brushes or other pads. Our pressure washing detergents may contain sodium hypochlorite. We cannot be liable for any window or door coatings that may be damaged during our regular cleaning process. Please let us know during the bidding process of any special cleaning process needed for a particular surface. We need to know prior to bidding if you have any glass surfaces with Low E coatings, Tinting, or any other coatings that may be damaged by abrasive scrubbing.

We do try to avoid spraying any loose or deteriorating paint, dryvit/stucco, siding, and trim. Our cleaning process may continue to deteriorate these surfaces. We are not responsible for preexisting damage that may cause water to leak on the interior of the home. Not responsible for broken pipes on the interior that may leak or flood. Not responsible for faulty water spigots.

We do not guarantee the treatment and removal of: black artillery fungus, non-organic substances, staining, discoloration, oxidation. Our 18 month mold free warranty only applies if we treat all sides and areas of the home. Any preexisting damage or areas that the customer does not want washed needs to be addressed prior to service.

Any freshly painted, stained, or sealed surfaces need to be fully cured before you have any cleaning performed on or around them. Some paints, sealers, and stains can take a full 3-4 months before they are fully cured. Please let us know before service is performed if you have any freshly painted, sealed, or stained surfaces in the last 6 months.

Migratory Bird Treaty Act makes it illegal to disturb the nest any native bird without a permit. It is illegal to remove or move active nests, even if: they are in an inconvenient location. Staining and residue may be left from Wasp, Hornet, Bee, Mud Dauber Nets.

### **Organic Paint & Pigment Disclaimer**

Recently several paint producers such as Sherwin-Williams have released a high-end product of paint and colors with Organic Based pigments. They have been selling them for exterior house and deck applications. The main purpose of our process and soaps is to neutralize organic matter on surfaces (algae, mildew, moss, etc). Surfaces that are covered by paint with Organic Pigments can no longer be cleaned with detergents to clean organic matter. Superior Professional Window Cleaning LLC. will need to know before performing services if any surface around the home has paint with Organic Pigments applied. We are not responsible for any color changes to a surface for areas that are not previously reported to us to have paint with Organic Pigments.

### **Payment and Agreement to Service**

Payment can be made by check, cash, or credit card. All balances are due once all work has been completed. If you would like to be invoiced by mail or email please let us know.

We like to remind our customers that our service is a cleaning process not a restoration service. Regular maintenance is the recommended way to prevent damage to the exterior surfaces, windows, and doors of your home. By accepting this proposal and/or scheduling service you understand and agree to all Jobsite Prep and Disclaimers regarding the service you are requesting to be completed.