

Plants

SoftWash Systems' cleaning solution is strong enough to clean your roof, kill all existing algae, *and* keep algae from coming back for up to 5 years. Some plants directly in the drip line of the roof will defoliate slightly, while some may defoliate completely. This condition, though unsightly, is *temporary*. It has been our experience that 90% of the affected plants recover within 90 days. Plants that do not recover after 90 days will be replaced by SoftWash Systems' Customer Care Unit at no cost to the customer.

A similar condition occurs when cleaning driveways and walks. The grass on either side of the concrete can turn brown as far out as six inches. The discoloration usually diminishes after edging or mowing one to two times. If you need grass or plant replacement or have questions regarding this topic, call SoftWash Systems' Customer Care Unit.

Painted Surfaces

SoftWash Systems' process utilizes a light spray stream to apply our chemical lighter than the stream of your garden hose. However, while having your roof or home cleaned, you could experience some paint flaking. This is a result of poor surface preparation before painting (the fungus is not completely removed and the paint is applied over it). When the algae grows again, it separates the new layer of paint from the old, causing flaking. Another rare condition we have observed is a change of paint pigment that is caused by a faulty tint in the paint. The base of our chemical is a light bleach and water solution recommended by paint manufacturers for removing mildew and algae stains. When we apply this solution to the paint surface, the faulty paint (usually brown or blue in color) will sometimes turn green. In light of this potential problem, our crews will do

a small colorfast-test on your paint before cleaning. Ninety percent of the time this test will alert us to a problem and we will then seek your approval before beginning the job. At times, even this step does not uncover the problem. It is important to remember that this is a rare condition and a problem with the paint itself.

SoftWash Systems does not assume liability for this condition. However, at your request, the authorized professional will be there to help and advise.

Warranty Claims

SoftWash Systems' 5-Year Limited Warranty is the best in the business. SoftWash Systems stands behind its warranty. In the event you sell your home within the warranty period, the warranty is transferable to the new owners. It is important to note that our fee for warranty work is prorated from the *actual retail price* of the roof cleaning, not the price after any discounts or coupons. Please keep all documentation regarding our service. Before warranty service can be scheduled, we require the paid-in-full copy of your invoice showing the date completed and technician names for verification.



Before



After

Commonly Asked Questions Regarding Our Roof Cleaning Service



813-443-5713

www.SqueegeeSquad.com

Prepared for you as a service of Squeegee Squad's SoftWash Systems

Squeegee Squad's SoftWash System

process is designed to eradicate algae and mildew. These are common forms of fungus that grow on your home, causing varying degrees of discoloration. In order to clean these tiny "plants" from any surface, we must use a cleaning solution that will kill the fungus *and* keep it from returning for a period of time. Since this process is very different from common pressure washing, we have developed this pamphlet to answer the most commonly asked service questions. In most cases, this pamphlet will be all you need. If you have additional questions please call our professionals Customer Care Unit at 813-443-5713.

Driveway Cleaning

SoftWash Systems' driveway cleaning will not look as good as a pressure washing until the residue of the dead algae is rinsed away by several hard rains. We do not rinse at the time of cleaning in order to allow the cleaning solution sufficient time to soak into the pores of the driveway. This permits us to kill 100% of the algae on your drive. After the rain, your drive will look as good as one pressure washed, lasting four to six times longer.

Oil & Rust Stains

SoftWash Systems can clean and/or lighten rust and oil stains in most cases. However, this service is *not* included in our standard cleaning package. If you would like more information about this service, please call your Squeegee Squad Representative for a quote. Remember, not all oil and rust stains clean completely. Before having this service performed at your home, please ask the SoftWash Systems technician to clean a sample area for your approval.

Brass Fixtures

From time to time we come in contact with tarnished brass home fixtures. When our chemical comes in contact with this tarnished brass, it will turn the brass green in some areas. Our chemical will not react adversely if the brass has been properly maintained. If you experience discoloration or would like some recommendations on how to care for your brass, feel free to call SoftWash Systems Customer Service department.

Window Cleaning

SoftWash System Technicians will rinse your windows during and after the treatment process. Still, some sediments may settle on your windows. Also, if you have hard water, your windows may dry with spots. If you are concerned about spotted windows you may want to schedule your window cleaning service after our cleaning. If you notice any areas that were not rinsed, please call SoftWash Systems Customer Service.

Walking On Roofs

SoftWash Systems usually will not walk on some fragile roofs. However, please understand that even if you requested we stay off of your roof, it may not always be possible. Some areas are hard to reach from a ladder or the ground, such as chimneys, behind screen enclosures, and back sides of roof gables and slopes. *These areas may require the technicians to get on the roof.* But you can be confident that SoftWash Systems technicians are trained to use the utmost caution when walking on any roof.

Doors and Windows

It is the customer's responsibility to inform the SoftWash Systems technician about any leaks or gaps around doors and windows. SoftWash Systems does not assume liability for damage caused by our cleaning solution if it leaks into the home. Weather stripping should be checked and added if needed before beginning service.