



## Commonly Asked Questions Regarding Our Services

*The information below will help set your expectations and give you a more clear understanding of why you selected Squeegee Squad as your vendor of choice. We take pride in what we do and feel that educating our customers about our services is essential to creating a trusting business relationship. We thank you for the opportunity to provide you this information and look forward to the possibility of serving you.*

### **Window Cleaning Service**

When our crew arrives at your home they will greet you at the front door and may need to enter your home to begin removing screens from the windows. Our crew will remove their shoes before entering your home. If you have any specific instructions or concerns with any area of your home please take the time to alert your technician(s) so that they can adhere to your instructions. Prior to arrival please



make sure that all valuables, collectibles, and small objects are removed from the window sills and away from the windows. In addition, please make sure any large pieces of furniture or objects blocking access to a window have been moved prior to arrival. Any windows that are inaccessible may not be cleaned. Squeegee Squad will not accept responsibility for any damage to these personal items that were not removed prior to our arrival. Squeegee Squad reserves the right to charge a minimal fee if excessive removal and replacement of personal items is necessary in order to clean a window. In addition, please make sure all blinds are pulled up so that we can easily gain access to your interior glass.

Squeegee Squad is not responsible for any aged or damaged blinds and any aged or damaged window tracking mechanisms. These devices should be checked and maintained on a regular basis to ensure that they are in proper working order. In an effort to prevent damage to rare or fragile foliage, the Squeegee Squad technicians will use its discretion and refrain from cleaning windows deemed inaccessible due to excessive foliage that is preventing a clear path to reach the window for cleaning.

### **Insulated Double Pane Windows**

If you happen to have any insulated double pane window units on your home that are exhibiting a foggy moisture build up please alert your technician. It is important to know that this foggy moisture is not caused by our window cleaning process and is a result of a failed insulated double pane unit. We can refer you to a local company that can help correct this problem at a fraction of the cost versus replacing the failed unit. The typical double pane insulated units will last 5-6 years after initial installation. If your windows are older than this then we strongly recommend you identify any problem windows before your scheduled window cleaning service.

### **Scratched Glass**

Your Squeegee Squad technician will not use any razor blades on your glass to remove stubborn debris that is adhered to your glass without a written sign off from the customer. The reason for this is to protect Squeegee Squad from improperly manufactured tempered glass by the glass manufacturer. Squeegee Squad does not assume responsibility for pre-existing scratches on your windows. For more information regarding this subject please give us a call and we will provide you with expert advice regarding scratched glass.

## Pressure Washing Service

The services that we provide are **driveways** and **walkways** (*concrete and paver*), **exterior house cleaning** (*see Exterior House Cleaning in this brochure*), **pool decks, porches,** and **pool screens & frames** (*see Pool Screen & Frame in this brochure*). When performing these services we will pressure wash surfaces with an adjustable 1500 – 4000 PSI Honda pressure washer and an Eagle 2000 Whisper Wash surface cleaner. We will then rinse and detail the surface that has been cleaned and apply any cleaning solutions to remove stains to the best of our ability. We will also treat any iron/rust build-up and remove to the best of our ability. *We do not treat oil stains at the time of service. If you wish to have an oil stain removed please contact our office and we will speak to you about your options for removing oil stains.*



**Painted Surfaces:** While having your exterior house or pool deck cleaned, you could experience some paint flaking. This is a result of poor surface preparation before painting (fungus, mold, mildew and algae may not have been completely/properly removed before new paint was applied over the old paint). When the fungus, mold, mildew or algae grows back separation can occur between the new and old layer of paint, resulting in paint flaking off. 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 fungus, mold, 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 Nine 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. **Squeegee Squad does not assume liability for this condition. However, at your request, your technician will be there to help and advise.**

### Exterior House Cleaning

The services that we provide for exterior house cleaning are as follows:

**General Spot Cleaning** – This service includes cleaning areas of the home that exhibit a significant amount of buildup only. What we call “Eye Sore” areas. The areas that most likely prompted you to call us.

**Full Exterior House Cleaning** – This is our “Cinderella Style” service. We clean every square inch of your exterior home from top to bottom. This service is recommended if you are preparing to have the home painted.

### Pool Screen & Frame

In most cases your pool screen & frame will exhibit light to moderate build-up of algae and dirt. If your pool screen & frame has not been cleaned on a regular basis (once every 12–18 months) then it is possible that a heavy build-up of algae is present which may require additional work to come clean and a slight price adjustment may apply to achieve a complete and proper cleaning. In addition, if your pool screen has been neglected too long it is possible that the algae has penetrated the screen surface resulting in a brittle screen that is prone to tearing. **Squeegee Squad does not assume liability for any damage to a pool screen that exhibits heavy algae build-up and neglect.** Your Squeegee Squad technician will inspect the screen and alert you to any issues they feel may arise from the cleaning process.



### Check Doors and Windows

It is the customer’s responsibility to inform the Squeegee Squad technician of any leaks or gaps around doors and windows. **Squeegee Squad 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.

### **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 our Customer Service Team.

## **Roof Cleaning Service**

**Squeegee Squad's SoftWash System** process is designed to eradicate algae, mold and mildew. These are common plant like organisms and fungus that grow on your home; causing varying degrees of discoloration. In order to clean the algae and fungus from any surface, we must use a cleaning solution that will kill the algae and fungus and prevent it from returning for a period of time. Since this process is 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 Squeegee Squad Customer Care Team at 407-921-0071.



### **Plants**

Squeegee Squad's SoftWash System cleaning solution is strong enough to clean your roof, kill all existing algae, mold and Mildew and keep most algae from coming back for a period of 2 to 3 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 plants recover within 90 days.

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.

Our technicians will take photographs of any highly noticeable dead plants that are on your property prior to starting your roof cleaning service and e-mail these photos to your personal e-mail account.

### **Window Cleaning**

SoftWash System technicians will rinse your windows during and after the treatment process. Still, some sediment 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 roof cleaning service.

### **Walking On Roofs**

SoftWash Systems technicians usually will not walk on some fragile roofs. However, please understand that even if you requested that 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 Squeegee Squad's SoftWash System technicians are trained to use the utmost caution when walking on your roof.

### **Painted Surfaces**

Squeegee Squad's process utilizes a light spray to apply our chemical. However, while having your roof or home cleaned, you could experience some paint flaking. This is a result of poor surface preparation before it was painted (the algae, mold or mildew was not completely removed and the paint was applied over it). When the algae, mold or mildew grows back, 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 consists of a light bleach and water solution recommended by paint manufacturers for removing mold, 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.

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

### **Doors and Windows**

It is the customer's responsibility to inform the Squeegee Squad SoftWash System technician about any leaks or gaps around doors and windows. Squeegee Squad SoftWash System 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.

### **Roof Cleaning Warranty**

SoftWash Systems' offers a 12 month full warranty and an additional 24 month prorated warranty. The prorated portion of the warranty is calculated as follows: The number of months since the original service date is divided by 36; the result is multiplied by the then current suggested retail price for the service. This warranty excludes areas of the roof that are covered by excessive overhanging foliage.

Squeegee Squad SoftWash System 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.

### **Satisfaction Guaranteed**

**Our pledge to excellence and customer service.** We stand behind our workmanship. If you see a mistake in our initial cleaning process, we will happily come back and correct it for **FREE!!** Please notify us within 48 hours after the cleaning service(s) was completed. Your satisfaction is our goal. The highest compliment we are paid is the referral of your friends and family. Thank you for choosing Squeegee Squad, we appreciate your business.

### **License & Insurance**

We are licensed in Seminole, Orange and Osceola County. If you wish to review our license please ask your technician and a copy will be provided to you. In addition, we carry \$2,000,000 in General Liability insurance, \$1,000,000 in Worker's Compensation insurance and \$500,000 in Commercial Automobile insurance.

### **Better Business Bureau**

We are an Accredited Member of the BBB.

**Thank you for considering Squeegee Squad as your vendor of choice.**