

5 YEAR SPOT-FREE LIMITED WARRANTY

The Softwash Systems contractor will provide the necessary service to maintain a spot-free absence of dark moulds and mildews from the client's roof for a period of 12 months from the original date of cleaning. For years 2 to 5, the Softwash Systems contractor will treat whole or in part any areas of recurring dark moulds or mildews with the contractor paying for the first 50% of the original quoted price, before discounts. An entire retreatment will be prorated against the original quoted price of the roof cleaning from the original date of cleaning. Smaller areas of staining, less than 25% of the total area of the roof, will be prorated from the current hourly charge of the service. The Softwash Systems contractor reserves the right to courtesy treat small insignificant areas at the customer's request at a time preferable to the Softwash Systems contractors scheduling. The Softwash Systems contractor also reserves the right to discontinue and all courtesy treatments. This warranty covers shingle, concrete tile, clay tile, slate, asbestos and composite roofs that are of the proper pitch with no water pooling on the surface.

Softwash Systems roof cleaning process is safe for your roof. If any damaged is caused to your roof by our personnel, or our process or the chemicals in our process, the Softwash Systems contractor will repair or replace the damaged material. Furthermore, if Softwash Systems process and/or chemicals void the manufacturer's warranties on your roof, the Softwash Systems contractor will repair or replace your roof in accordance with the terms and conditions of the roofing manufacturers warranty. Finally, if the reoccurrence of dark moulds and mildews during the Softwash Systems 5-year spot-free limited warranty period cause proven damage to the customers roof, the Softwash Systems contractor will repair or replace your damaged area of roof at their option.

This warranty does not cover new or replacement roofing not originally treated by the Softwash System areas under or around roof mounted apparatus of Acts of God determined by the local area. It is the customers responsibility to keep the roof free of debris, as well as tree limbs trimmed away at least eight feet from the roof surface. Green Mustard Algae is not covered by retreatment. This spot-free limited warranty is transferable to the new owner of the property.

Roof Treatment

During the cleaning process we occasionally find that as the moss and dirt is removed it can uncover damages that may not have been previously visible if the surface has been neglected for a long time. We may uncover broken tiles, missing pointing or broken gutters. These are damages that we have uncovered and not caused, as such we will not be held liable for these damages. We will always alert you to such damages and have trusted contractors we can recommend.

In older properties the colouring of the roof tiles may have changed over the years due to growth, dirt or coating coming off. Often when repairs are carried out, tiles are replaced, or extensions are built, and the new tiles are matched to the current roof colour. When we clean to restore the original colour, we will not be held accountable for uncovering any colour variations in the tiles.

Once your roof has been treated, we would recommend an annual softwash maintenance treatment to prevent the return of moss, algae and lichen.