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# **BASEMENT WATERPROOFING:**

## **Interior Crack Repairs**

***Can I remove the ports and surface material myself?***

The nature of the surface material does not allow for a smoothly troweled surface, so the repair may appear rough and/or uneven. The injection ports may protrude approximately an inch from the wall. If desired, the ports may be removed no earlier than 72 hours after the injection is completed. Note a small amount of uncured material may ooze from the removed port area. Removing the ports requires a hammer, chisel and safety glasses, or a Perma-Seal technician can return to safely remove the surface material. Call Customer Service at 866-837-9227 for fee pricing and schedule availability.

***What is the yellowy substance oozing from the repair?***

Some crack repairs involve the use of a hydrophobic foam, which is a resin that expands dramatically in the presence of moisture. Even after the repair is completed, you may notice the oozing of this material on the interior and exterior of the repaired crack. This is normal; the excess resin can be easily scraped off, if desired, after it has been exposed to the air and is dry to the touch.

***The surface material has cracked, does that mean the crack will leak?***

No, the surface patch materials are designed to act as a temporary seal to contain the injected resin. The surface material will become brittle and may crack, or possibly even flake off the wall. This can be expected, and does not diminish the effectiveness of the repair.

***I smell an odor, how long will that persist?***

Epoxies, like glue, have a distinct odor. It will normally dissipate within 24 hours, with adequate ventilation.

***When can I finish my basement wall after the repair?***

We recommend that you wait until the repair has withstood a couple of hard rainstorms, or has been thoroughly water-tested with a garden hose, before finishing a wall. Bear in mind that if future service is required, it will be your responsibility to reopen the wall at that time.

***What should I do if the crack leaks again?***

We know from experience that a small percentage of repaired cracks will require a subsequent service call. Follow this procedure:

- Verify that it is water, not drip marks or a stain from the injected resin.
- Mark the highest point on the repair where seepage occurs (mark with chalk, a marker or a piece of tape).
- If the wall is now paneled or has drywall, you will need to make it accessible for inspection and repair.
- Call Customer Service at 866-837-9227 to schedule a service appointment.

## BASEMENT WATERPROOFING: Interior Drainage Systems

### ***What precautions do I need to take with the new concrete?***

It is recommended that you lightly “mist” the newly cemented area for the first three days following installation. This will help the curing process and prevent excessive cracking.

### ***When can I walk and move items back onto the new concrete?***

You may walk on the new concrete after 24 hours, but do not replace heavy items for at least 72 hours.

### ***How do I clean the dust?***

Breaking concrete does stir up fine dust. The best procedure is to sweep, then mop the floor with a vinegar/water solution or other cleaning compound.

### ***If the floor cracks, is that a problem?***

No, all concrete will crack, however the new sub-floor drainage system will prevent water from coming up through any cracks.

### ***After the concrete dried, some areas became damp and discolored. Is this normal?***

Yes, the curing process of indoor concrete can take 30-90 days. During this time, excess water is evaporating up through the concrete. This “sweating” of the concrete will increase during rainfalls, or whenever a lot of water is running in the system. This condensation may even amount to a pool of water, such as when windows sweat during very hot or cold days.

### ***How can I distinguish between condensation and seepage?***

Seepage problems typically start as an identifiable trickle, then form a flow of water towards low spots in the basement. Condensation tends to be more of a general dampness problem that forms in spots or generalized areas.

### ***Are there other causes of condensation?***

Yes, there are other causes, including poor insulation, lack of ventilation, and thin concrete floors can also contribute to excess humidity, and thus condensation.

**Can I pound nails into the new concrete?**

No, it is not recommended to nail into the new concrete. Remember, there is a water drainage system at work directly underneath. It is preferred that any wall studs be secured to the masonry/concrete walls. Glued carpeting is preferred to tack strips.

**When can I put down carpet or floor tile?**

It is recommended to wait 90 days to allow time for the curing process.

**Is there anything I should do to walls before installing paneling or dry wall?**

It is always advisable to install a vapor barrier, prior to insulating or finishing the walls. This barrier can be tucked into the WaterGuard or fabric at the base of the system. Call Customer Service at 866-837-9227 to schedule a service appointment.

**What should I do if seepage reoccurs?**

We know from experience that a small percentage of jobs will have minor problems that have to be corrected. If you notice additional seepage problems, follow this procedure prior to calling Customer Service:

- Check to see if the sump pump is operating. If the pump is not operating properly, water will not come out of the sump basin, as it will typically first come from the perimeter of the walls far from the pump. (See section: Sump Pumps)
- Determine if it is condensation or seepage, especially after a rain during the first 90 days.
- Mark the area where the seepage seems to stem from. (Mark wall with chalk, a washable marker, or a piece of tape.)
- If the interior wall is finished (such as paneling or drywall), you will need to open the wall first, in order to provide access for inspection and/or repair.
- Roll back wet carpet, and move things to drier areas to protect your belongings.
- Call Customer Service at 866-837-9227 to schedule a service appointment.

*Please understand that our interest is to service you as soon as possible but during periods of heavy rain, many people are experiencing similar problems. Perma-Seal has built our reputation by standing behind our work, and we will offer you the first available date to resolve your problem.*

**What can I do to prevent future repairs and get help with maintenance?**

Perma-Seal provides an annual service through our Preventive Maintenance Program. A Perma-Seal technician performs a 15-point, in-depth inspection of your lower level living space, including the interior and exterior of your home's foundation. They ensure your sump pump system is functioning properly, and help you avoid future, potential problems. Call Customer Service at 866-837-9227 for pricing and scheduling.

**What is the warranty for an interior drainage system?**

A lifetime warranty, transferable to any new owner(s) of the property. See contract for full details.

## **BASEMENT WATERPROOFING:** Exterior Excavations

### ***Why was the dirt left mounded?***

Whenever soil has been excavated and replaced (for work on sewer lines, or exterior drain tile and crack repairs), the dirt will inevitably settle, so we leave it mounded to avoid causing a depression. After a few rains, the dirt should settle back to a more level grade.

### ***Who is responsible for bushes, shrubs, landscaping, etc.?***

Perma-Seal's crews are experienced and well-trained to be respectful of your home. However, we cannot guarantee viability of any plantings, bushes, trees or other landscaping that may be damaged during excavation. You may want to consult with a landscaper prior to exterior work.

## SUMP PUMP SOLUTIONS: Sump Pumps

### ***What is the warranty on your primary sump pumps?***

In addition to the manufacturer's warranty, Perma-Seal offers a 3-year parts and labor warranty. In the event of a failed pump, we will repair and/or replace at no charge to the homeowner. However, we cannot be held responsible for any damages caused to your home or belongings due to a failed pump. In the event we utilize the homeowner's existing pump, there is no warranty on the pump; the drainage system will not function properly in the event that pump fails. We **strongly recommend** all sump pumps have a backup system.

### ***If the electricity goes out, will my primary sump pump still work?***

No, primary sump pumps are powered by electricity. If the power fails, your basement is vulnerable to seepage and even flooding. To protect your home and belongings, it's critical that you have an appropriately sized backup system that can handle a large volume of water should your primary pump fail for any reason.

### ***How do I determine that my pumps are working?***

We install sump pumps that have a mechanical float switch that you can lift up to operate the pumps. The preferred method is to run a garden hose (or several buckets of water) into the sump pit, and let it run until the pumps activate. They should activate before the drain inlets from the drain tile system inlets are submerged.

### ***The water from the sump discharge line is flooding my yard. Can it be re-routed?***

Possibly, depending on the grading of the yard, the line may be extended above or below ground to another location. Ask your Perma-Seal consultant, or call Customer Service at 866-837-9227 to schedule an appointment for an estimate.

### ***My pumps are running, but there isn't any water is being evacuated from the pit?***

Check the end of the discharge line, as it may be clogged or frozen. If you cannot determine or rectify the problem, call Customer Service at 866-837-9227 right away!

### *I've checked my pump, and it's not working. What should I do?*

- Check to be sure the pump is plugged in and that the electrical outlet is working (plug a lamp or other electrical appliance into it to test).
- Check the discharge line to see if it open and free from ice.
- Call Customer Service at 866-837-9227 to schedule a service appointment.

### *I have a TripleSafe Sump System. How does the high water alarm work?*

The high water alarm will activate only if water has risen in the sump basin higher than the point where the pump should have activated. The alarm has a 9-volt battery that should be replaced annually. It features a test button that should be left in the "on" position, unless it is being tested. If the alarm does sound, open the sump lid and test the pump as outlined above. If the water level is lower than the pump housing, dry off the pump's sensor and reinsert it.

### *I have an orange colored residue in my sump pit and on my basement floor, what is that?*

Iron occurs naturally in some soils and when it becomes waterborne, it will show up in the sump pit in an orange color. Iron ochre is a condition where the iron concentration is so high that it becomes gelatinous and requires specialized treatment. Ask your Perma-Seal consultant for expert advice.

### *What is the average life span of a sump pump?*

It depends on the situation, but we recommend homeowners replace the sump pumps every 3 years. A sump pump is a mechanical device that can fail at any time. We **strongly recommend** all sump pumps to have a backup system and a Basement Defender™ System that will test your pumps everyday.

## Sump Pump Solutions: Battery Backup Sump Pump Systems

Every homeowner who has a storm water pump should have a backup system. Pumps are mechanical devices that can fail, and sometimes at the most inopportune moments, such as during a bad thunderstorm! Other possible causes for pump failure are power outages, and clogged or frozen discharge lines.

\*It is strongly recommended that each sump pump have its own dedicated electrical circuit.

\*We recommend the Basement Defender™ which will test your pumps daily and send you alerts to any problem.

**BEFORE CALLING CUSTOMER SERVICE, CONSULT THE FOLLOWING FOR EXPLANATIONS OF TROUBLE AND SERVICE LIGHTS.**

***Perma-Seal Backup Systems:***

- Work automatically whenever the primary pump fails to maintain the water at a safe level.
- Are installed with a charging system, which keeps the battery properly charged for maximum performance.
- Include a sealed, high-capacity battery. These sealed batteries are the best for this application because they are safe and do not require maintenance.
- Have a 3-year warranty on parts and labor, depending on the pump.

***How do I test my backup sump pump?***

The best way is to remove the sump lid, unplug your primary pump, and then fill the sump basin with water. When the water rises to the switch's level on the backup pump, it will run off the battery so you can ensure proper functionality.

***How often does the battery need to be changed?***

Our batteries are sealed and maintenance free, but all batteries lose life over time. We recommend the battery be changed once every 3 years for best performance. Call Customer Service at 866-837-9227 for fee pricing and schedule availability.

***How long will the backup pump run during a power outage?***

Up to 24 hours, but it depends on battery life and frequency of pump activity.

***What is my warranty and when does it start on your backup pumps?***

There is a 3-year warranty on the backup pumps and charging unit. There is a separate 3-year, nonextendable warranty on the backup sump pump batteries. Your warranty begins on the date of installation. If you have further questions, call Customer Service at 866-837-9227.

***Can I service or purchase my own batteries?***

It is not recommended to replace the batteries on your own. Perma-Seal's batteries are maintenance-free. Using any other battery with the backup system may result in diminished performance in run time and pumping capacity. Servicing of the batteries should be performed by personnel that are knowledgeable of batteries and required precautions. To replace or service the batteries, call Customer Service at 866-837-9227 for fee pricing and schedule availability.

### ***Trouble-Shooting for Perma-Seal's Backup Pumps:***

Perma-Seal's battery-operated backup pumping system is designed to be a secondary stand-by pump in the event the power is interrupted or the primary pump fails. Note that the system is designed to pump clear water only (do not use to pump mud or debris). For your protection, always disconnect the power supply when handling components of the system.

### ***Why is the alarm sounding on the backup pump?***

There are a few causes to a sounding or beeping alarm:

- If the test button is pressed, the backup pump will operate off of battery power and the alarm will sound, therefore testing the pump and battery. If there is not enough water in the sump, the pump will operate but no water will come out of the discharge line.
- When water level rises to approximately the top of the float switch housing, the pump will turn on and the alarm will sound to notify the homeowner that the UltraSump backup is in operation. This means the primary pump is not running, or is not keeping up with the inflow of water into the sump pit. The homeowner should check into the primary pump problem and fix it before the UltraSump battery goes dead. When the UltraSump goes on, it will run for a minimum of 3 seconds and automatically turn off, and the alarm will silence. The UltraSump will continue to cycle in this manner until the primary pump operation is restored, which will draw the water down below the range of the UltraSump backup pump switch. The homeowner has the option to reduce the alarm volume during operation, by means of a High/Low volume switch on front of the charging unit.

### ***How long does it take the battery to charge on the UltraSump?***

The battery is a 120 amp per hour model, and if it is completely depleted from operation, it can take up to 40 hours to fully recharge.

### ***The battery is charged, but why isn't the pump running?***

- Check to see that the float switch moves freely under the float switch housing.
- Check to see that the unit cable disconnect plugs between the sump lid and battery are plugged together tightly.
- Check to make sure the battery connections are tight at the terminals.
- If it still does not operate after this, call Customer Service at 866-837-9227 for fee pricing and schedule availability.

## **SUMP PUMP SOLUTIONS:** Basement Defender

## **7 things Basement Defender™ does to keep your basement dry all the time.**

1. Tests your AC & DC backup up every day.
2. Basement Defender™ monitors you temperature and humidity
3. Sends you an alert notification to any potential problem
4. Tests your WiFi signal
5. Charges and tests your battery & charger
6. Syncs your system data
7. Allows you to view your system from your smart device.

### **How often will my pumps be tested?**

Basement Defender™ can test up to 2 pumps. Once per day at 8 AM CST.

### **How can I get alerts on my phone and other devices?**

- Log into your account on [www.BasementDefender.com](http://www.BasementDefender.com) and Login.
- Download and login into the Basement Defender™ mobile app.

### **What does the annual plan do?**

The annual plan activates the daily pump autotest and alert system. The daily autotest exercises your sump pumps and monitors system components including: AC pump, float switches, electrical power, DC backup system, battery charger, temperature, and humidity. When a potential problem is detected, your Basement Defender™ device will send you alerts and notifications through your home Wi-Fi internet connection.

### **How does my plan renew?**

**The annual plan activates the daily pump autotest and alert system. The daily autotest exercises your sump pumps and monitors system components including: AC pump, float switches, electrical power, DC backup system, battery charger, temperature, and humidity. When a potential problem is detected, your Basement Defender™ device will send you alerts and notifications through your home Wi-Fi internet connection.**

## **YARD & DRAINAGE SOLUTIONS: Discharge Lines & Downspout Extensions**

***How far from the home should discharge lines and downspouts be extended?***

It's important to extend discharge lines and downspouts at least 8 feet away from the home's foundation. There is a tremendous amount of water pouring from the roof and pump discharge. If this water is dumped near the foundation, it can cause excessive settling and eventual structural damage to the home's foundation. It can also cause water to recycle over and over through the waterproofing system.

***Can the underground discharge line and/or downspouts freeze?***

Yes, both can freeze, especially in the cold, Midwestern winters. We recommend installing an IceGuard to the discharge line that is above ground, and LeafGuard fittings on the downspout extensions. This will help prevent backups from the discharge line and/or downspouts into your home. Ask your Perma-Seal consultant, or call Customer Service at 866-837-9227 to schedule an appointment for an estimate.

***Can I mow over my LawnScape or RainChute?***

Yes. Since these products are both recessed into the ground, lawn mower traffic safely avoids the downspout extensions.

**WINDOW WELLS:  
Covers & Drains**

***Do all homes have window well drains?***

Most modern post-1960 homes have drains built into the window wells. These drains keep water from building up in a well and flooding the basement, and typically drain to the sump pump via the footing drain tile system. Older homes may not even have drains in the window wells. To discover if you have drains, dig down a few inches in the center of the well next to the foundation. If there is no drain, and your well fills up or leaks during a rainstorm, it is advisable to install new drains in each well. Ask your Perma-Seal consultant, or call Customer Service at 866-837-9227 for an appointment for an estimate.

***I have new, custom window well covers, do I still need to check my window well drains?***

Yes, even with covers, soil can erode and clog the drains. You should periodically check to ensure that the drains are covered and functioning. The drains should always be clear of leaves, newspaper and other debris. The drains should also have a grate, or strainer, over them to keep large debris and soil from entering the system. We recommend to keep a few inches of clean stone in the bottom of the well to screen soil erosion.

***The window well drain is clogged with mud, silt or sediment. What should I do?***

Remove the mud, silt or sediment so the drain can function properly. If the drain is still having issues and backing up, call Customer Service at 866-837-9227 to schedule a service appointment.

Perma-Seal offers:

- Custom-fitted window well covers
- Window well drains
- New area wells (metal cylinders)
- Window well cleaning and installing clean stone.

***Why do I need window well covers?***

- They protect your window well drains
- They keep small children and animals from falling in

## AIR QUALITY: Moisture Control Solutions

***What does the Perma-Dry do exactly?***

The Perma-Dry helps to eliminate damp, musty odors, filters the air and controls humidity levels. It's a powerful and effective dehumidifier, and maintains air quality around the same you would find in a hospital. It may also help indoor allergies, since most allergens thrive at a relative humidity level around 60 percent. The Perma-Dry keeps the basement or crawl space below 60 percent relative humidity.

***How many square feet does the Perma-Dry cover?***

The Perma-Dry can cover up to 5,200 square feet in a home. It can also take up to 95 pints of water per day, out of your home.

***Will mold grow in my basement or crawl space after the Perma-Dry is installed?***

We cannot guarantee it, but keeping humidity down reduces the chances for mold to grow. Generally, mold does not grow at less than 55 percent relative humidity. The Perma-Dry dehumidification system keeps your basement or crawl space below 55 percent relative humidity. Of course, any groundwater, plumbing or other leaks should also be fixed as part of a strategy to eliminate mold.

***Do I have to empty water from the Perma-Dry like my dehumidifier?***

No, the Perma-Dry will dry the air and automatically drain the water out of the hose, so you don't have to physically empty it like a traditional dehumidifier.

***How much energy does the Perma-Dry use? Will it affect my utility costs?***

When compared to traditional portable dehumidifiers, Perma-Dry uses a tenth of the energy resulting in an average savings of \$189 annually. It also reduces stress on your heating and cooling system lowering your monthly bill and preventing wear and tear that can lead to costly repairs.

## CRAWL SPACE ENCAPSULATION

***What do I do if my CleanSpace liner gets punctured or torn?***

The CleanSpace liner has a 25-year warranty against tears and/or punctures under normal use. If it is damaged due to other causes, such as other tradespeople working in the crawl space, there will be an hourly service rate for necessary repairs. Call Customer Service at 866-837-9227 to schedule a service appointment.

***I see water on top of the CleanSpace liner, what should I do?***

**Check for plumbing leaks, or you might have a seepage problem.** If water is present on the encapsulation liner, you may have additional waterproofing needs that should be addressed. Ask your Perma-Seal consultant, or call Customer Service at 866-837-9227 to schedule an appointment for an estimate.

***Is the CleanSpace liner waterproof?***

No, CleanSpace is a durable vapor barrier, but if a water problem does exist, you should have a drain tile system installed underneath the CleanSpace liner.

## SEWER BACKUP PREVENTION SYSTEMS

***How often should the installed system be serviced?***

Sewer backup prevention systems should be serviced every year to ensure proper function, and to be proactive. It's also a good idea to have it serviced after heavy rainstorms or major snowmelts. For a professional technician to service the system, call Customer Service at 866-837-9227 for fee pricing and schedule availability.

***What is the warranty on my installed system?***

A lifetime warranty is on your sewer backup prevention or double-check valve system with a required Perma-Seal Annual Inspection Service to maintain the warranty. For a professional technician to service the system, call Customer Service at 866-837-9227 for fee pricing and schedule availability.

***Can I get a Basement Defender™ System for my SBP system?***

Yes you can! Please call Customer Service at 866-837-9227 for a free estimate.

**PLUMBING SERVICES:**  
Water Heaters

***What is the maintenance on my water heater?***

To get maximum life and performance from a water heater, it should be flushed and refilled annually. This will help keep residue from building at the bottom of the tank, which can cause rust. For a licensed plumber, call Customer Service at 866-837-9227 to schedule a service appointment.

***How often should my water heater be replaced?***

You should replace your water heater after approximately 5-7 years. For a licensed plumber, call Customer Service at 866-837-9227 to schedule a service appointment.

**PLUMBING SERVICES:**  
Ejector Pumps & Pits

### ***How do I know if a pump is a wastewater (ejector) pump or a stormwater pump?***

Ejector pumps handle household waste, typically from downstairs toilets, sinks and floor drains. The discharge line will always empty into the main sewer line. Most stormwater (clean water) pumps will discharge into the yard and only handle water generated by rainfalls or snowmelts.

### ***How do I test to the ejector pump?***

The ejector pump is sealed and should not be opened unless you are trained to service them, or are a licensed plumber. The best way to test its operation is to run water from a downstairs source (basement faucet or floor drain) that would normally drain into the ejector pit. The pump should run after a few minutes. If it does not, or if you see water rising from the pit, shut the water off and call Customer Service at 866-837-9227 to schedule a service appointment.

### ***How often should I check my ejector pump?***

The ejector pump should be tested by a licensed plumber at least once a year to ensure proper functionality. At that time, the plumber can also check the discharge line and check valve for leaks. Sewage can back up from the lid or floor drain if your ejector pump has failed. For a licensed plumber, call Customer Service at 866-837-9227 to schedule a service appointment.

### ***Is there a warranty on the ejector pump?***

The ejector pump comes with a 3-year warranty.

## **SEWER LINE SERVICES**

***Should I have my sewer line cleaned or inspected regularly?***

Yes, maintaining your home's sewer line is the homeowner's responsibility, not the city or village. Sewer lines are in a steady state of degradation and are subject to clogs from tree roots, grease, debris and soil buildup due to cracking or settled pipes. We recommend a sewer camera inspection at least every 3-4 years, and more frequently if tree roots are shown to be a problem. Call Customer Service at 866-837-9227 for fee pricing and schedule availability.

***Should I have a cleanout port installed in my yard?***

If you have frequent clogging issues due to tree roots or a deteriorated sewer line, it is recommended to install an exterior cleanout port installed to save long term expenses and messes on future maintenance needs. For a professional technician, call Customer Service at 866-837-9227 to schedule a service appointment.

## STRUCTURAL FOUNDATION REPAIR

### ***How long does it take for the dirt to settle after structural repair work has been completed?***

After the exterior structural foundation repair has been completed, it takes approximately 6 to 12 weeks for the dirt to settle outside your home.

### ***Is it common for new cracks to form after piers were installed?***

It is normal that new cracks will appear after piercing has been completed. This occurs because the home has been lifted from its previous foundation, and the weight of the structure has been transferred to the piers. While this stabilizes and strengthens your home, it involves movement and may cause additional cracking. These cracks can now be confidently repaired as the home is stabilized.

### ***Why are the cracks on my bowed walls still visible?***

Sometimes we cannot close up the cracks fully, especially in the event the wall is bowed. However, it is stabilized to prevent further wall bowing and movement.

### ***Do I have to tighten my wall anchors?***

Anchors don't "need" to be tightened. Sometimes if a customer has concerns or sees a crack developing on the wall, they can call us to set up an inspection. If the torque is correct, there is a charge to come out and look at it. If for whatever reason they need to be torqued due to soil expansion and contraction, there is no fee for the inspection. If the customer wants to move the wall back slowly over time, we can go out during the dry months (for a fee) and re-torque the wall as well.

### ***Can I paint over the wall straps?***

Straps can in fact be painted over. This is a favorite of our customers since they are less conspicuous than i-beams or anchors. Straps are the perfect choice for a homeowner who isn't interested in moving their wall, but rather to stop it in place so that it doesn't get any worse.

## **CONCRETE RAISING & LEVELING**

***How long is the curing time?***

The curing time is 15 minutes. After that time-frame, you may walk or park a vehicle on the treated surface(s).

***How Long Does the material last?***

Our patented PolyLevel product is an inert material that will not wash away or deteriorate.

***Is there a warranty?***

There is a warranty for up to five (5) years that the lifted slab does not settle more than one-fourth (1/4) inch from date of installation. If you have further questions regarding your warranty, call Customer Service at 866-837-9227.

***Should my driveway and sidewalk cracks & joints be sealed?***

If these joints are left unsealed you run the risk of causing permanent damage to the soil holding up the concrete above. Stopping water from flowing under your concrete is probably the most important thing you can do to keep your concrete from sinking and becoming out of level. Sealing the joints and cracks is the best way to stop this from happening. Another important thing is to maintain gutter downspouts and yard drainage to ensure water is being diverted away from the soil under the concrete.

## PERMA-SEAL'S PREVENTIVE MAINTENANCE PROGRAM

***What the Perma-Seal preventive maintenance appointment?***

Perma-Seal offers an annual inspection service where a technician will provide a 15-point inspection of your foundation and waterproofing system. This is optional, but we strongly recommended it as a preventive measure to avoid future service calls and problems in your basement or crawl space. There are also 3-year and 5-year packages available for purchase. Call Customer Service at 866-837-9227 to schedule a preventive maintenance service appointment.

***Do basements and crawl spaces require maintenance?***

All basements and crawl spaces require some form of maintenance, whether it's checking for proper drainage around the foundation, cleaning window wells, or checking the sump pump and discharge line for proper operation.

***How much does it cost and how do I set it up?***

For current pricing and to schedule an appointment Perma-Seal's Preventive Maintenance appointment, call Customer Service at 866-837-9227.

## GENERAL & WARRANTY QUESTIONS

***Do I have to disclose I used Perma-Seal services to a potential buyer when I sell my home?***

We recommend that you inform them, because Perma-Seal's work adds value to your home.

***Is my warranty transferable?***

Yes. Your warranty through Perma-Seal is fully transferable to any new owners.

***Are there transfer fees for the warranty?***

No. We do not charge transfer fees. The warranty is bound to the address, and not the homeowner. Therefore, whoever owns or will purchase the home will have the warranty through Perma-Seal.

***What is the difference between a warranty and a guarantee?***

Perma-Seal provides a warranty on certain products and services. We do not insure the contents of your basement or crawl space, or protect against damages to your personal property. The terms of the warranty are stated on your agreement. Neither Perma-Seal nor any other company can guarantee that you will not get water in your basement or crawl space. If you have further questions regarding your warranty, call Customer Service at 866-837-9227.

***Does my warranty cover above grade issues?***

No. The warranty through Perma-Seal does not cover any above grade penetration of water, seepage through windows, condensation, vapor transmission or excess humidity, iron ochre conditions, sandy soil conditions, any water during periods of sewer backup, or frozen discharge lines (unless an IceGuard fitting was installed).

***What happens to my warranty if another company modifies the repair Perma-Seal completed?***

If the work is modified by others (including another company), the warranty with Perma-Seal is null and void.

***What happens if I request a service that is not under warranty?***

A service fee is assessed for any non-warranty related service requests. If you have further questions regarding your warranty, call Customer Service at 866-837-9227.

***Do I need to open the wall for service?***

Yes - We need to have access to the walls in order to ascertain the problem.