

Shine Power Washing LLC Service Agreement & Exterior Cleaning Disclosure

1. Property Inspection & Pre-Existing Damage

A thorough property walkthrough will be conducted prior to the commencement of any work. Any pre-existing damages, such as cracked siding, failed window seals, or chipped paint, will be documented and relayed to the client. We are not responsible for damages that existed prior to our arrival.

2. Specific Surface Disclosures

- **Shotgun/Artillery Fungus:** Small black specks found on siding are often artillery fungus spores from nearby mulch. These are highly adhesive and may not be removable through standard cleaning methods.
- **Oxidation & Gutter 'Zebra Stripes':** Oxidation often appears as dark vertical 'zebra stripes' on gutters and, in some cases, on siding. This is a chemical reaction in the finish/paint. Standard cleaning does not remove oxidation; it requires specialized restoration chemicals and scrubbing which is not included in standard service.
- **Fading & UV Damage:** Older surfaces, especially vinyl siding, may be naturally faded due to UV exposure. Cleaning removes the dirt layer that may be masking this fading. We are not responsible for the appearance of pre-existing UV fading or color loss once the surface is cleaned.

3. Operating Procedures & Methods

To ensure the safety of your property and landscaping, we follow a strict pre-soaking protocol. All plants, vegetation, and surrounding surfaces will be thoroughly pre-soaked with fresh water before any cleaning solutions are applied.

- **Soft Washing:** Used for delicate surfaces. This involves a professional-grade blend of diluted bleach, water, and surfactant (soap) to safely eliminate organic growth.
- **High Pressure:** High pressure is reserved specifically for stonework and unpainted wood surfaces. By signing this agreement, the client acknowledges and consents to the use of high pressure on these specific materials.
- **Water Utilities:** Services require a reliable, on-site outdoor water source provided by the client. The client agrees to grant access to an operational water spigot capable of supplying continuous pressure and volume for the duration of the scheduled service.
- **Site Preparation:** To ensure a safe working environment and protect your belongings, the client is required to clear all movable items from the immediate perimeter of the structure prior to our arrival. This includes, but is not limited to, outdoor furniture, vehicles, flags, banners, delicate metal decor, and potted plants. The company is not liable for damage to items left within the active work zone. To ensure the safety of your property's electrical and security systems, all vulnerable components including outdoor electrical outlets, electronic doorbells, Ring cameras, and exposed door keyholes will be taped and covered prior to washing to prevent water intrusion or damage.
- **Chemical Safety & Pets:** The cleaning solution utilized contains biodegradable sodium hypochlorite (bleach), which breaks down and neutralizes rapidly into standard salt and water upon drying. While the solution is highly diluted and thoroughly rinsed, clients are advised to keep pets indoors during the service and ensure all treated areas are completely dry before allowing pets back outside.

4. Additional Services

- **EZ Sand Paver Filling:** Paver crack filling with EZ Sand is an available upcharge and includes all material costs and labor.
- **Rust Removal:** Specialized rust and mineral stain removal is available as an additional service upcharge. This process utilizes targeted restoration cleaners to safely lift deep-set metallic staining from concrete, siding, or masonry that standard washing cannot remove, and includes all specialized materials and labor.

5. Company Guarantees & Media Release

- **Satisfaction Guarantee:** Shine Power Washing LLC guarantees to complete all work to professional industry standards. Any customer service or quality concerns must be reported within 48 hours of job completion so we can promptly return and resolve them.
- **Media Release:** Shine Power Washing LLC reserves the right to take photographs and video/drone footage of the property during the project for marketing, training, and social media purposes. No personal identifying information, including the property address or names, will be disclosed or published.

By signing below, the client acknowledges and accepts the terms of this agreement with Shine Power Washing LLC.

Client Signature: _____ Date: _____