

PAINTED SURFACES

Softwash Hawaii 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 grow 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 can change colors. Considering 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 Hawaii does not assume liability for this condition. At your request we will be there to help and advice.

Softwash Hawaii 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 living organisms 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 guide to answer the most commonly asked service questions. In most cases, this guide will be all you need.

- 1** ✓ **ALTERNATIVE TO PRESSURE WASHING**
- 2** ✓ **ELIMINATES & KILLS MOLD, MILDEW, ALGAE AND BACTERIA**
- 3** ✓ **NON-HAZARDOUS, BIODEGRADABLE, WATERBASED CLEANSING AGENTS**
- 4** ✓ **TREATS & SANITIZES THE SURFACES BEING CLEANED**
- 5** ✓ **LASTS 4 TO 6 TIMES LONGER THAN PRESSURE WASHING**

FREQUENTLY ASKED QUESTIONS

REGARDING OUR SERVICES



CONTACT US SOFTWASH HAWAII:



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DRIVEWAY CLEANING

Softwash Hawaii driveway cleaning will continue to look better as time passes. The rain process helps wash away any remaining dead algae. We rinse as needed at the time of cleaning in order to allow the cleaning solution enough 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 new lasting four to six times longer than results of a regular pressure wash.

OIL & RUST STAINS

Softwash Hawaii can clean 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 us for a quote. Remember, not all oil and rust stains clean completely. Before having this service performed at your home, please ask the Softwash Hawaii technician to clean a sample area for you.

GLASS 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 fixtures, feel free to call Softwash Hawaii.

WINDOW CLEANING

Softwash Hawaii will rinse your windows during and after the treatment process. A small amount of 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 a window cleaning service after our cleaning; or ask us if we can provide you a quote for cleaning those as well.

WALKING ON ROOF

Softwash Hawaii usually will not walk on some fragile roofs. However, please understand that even if you request that we not walk on your roof it may not always be possible due to the desired level of clean that we provide. 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 Hawaii technicians are trained to use the utmost caution when walking on any roof and have the correct harnesses and protection should we need to.

DOORS AND WINDOWS

It is the customers responsibility to inform the Softwash Hawaii technician about any leaks or gaps around doors and windows. Softwash Hawaii 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. Please inform us prior to the start of your cleaning if you think there may be a leak somewhere.

PLANTS

Softwash Hawaii 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 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.

**CLEAN, TREAT
& MAINTAIN**