

1 YEAR WARRANTY

Benko Masonry Concrete Warranty & Customer Information

We at Benko Masonry work very hard to ensure that for many years to come you will have long lasting, high quality concrete flatwork inside and outdoors. Whether it is your driveway, front porch, patio, garage or basement floor, we will do everything we can to satisfy you as a customer.

All of our employees are trained to the highest of industry standards. We work hard to keep up to date on the latest products and techniques as well as work with our suppliers to provide highest quality materials.

What To Expect

Cracks:

Yes, concrete does crack. We do not like it either but it is bound to happen. This is why we install crack control joints, saw cuts and expansion material where needed. Although we do everything we can to control cracking, there is NO GUARANTEE that concrete will not crack in other places. Pennsylvania is a severe cold weather region and during any given winter there are many freeze thaw cycles. Unfortunately, the slab is at risk to crack during a freeze thaw event. (Cracking related to a freeze thaw cycle does not fall under warranty.)

Surfaces:

A common misconception is that your concrete surface will last indefinitely. Unfortunately, this is not true. Exterior concrete is subject to inclement weather, heavy vehicle traffic, as well as salt and harsh chemicals used for de-icing.

Sometimes the surface of the concrete may appear to be popping or flaking. This is nothing to worry about since the integrity of the slab is not compromised. If you experience more than 20% of popping or flaking of the surface, you may have a warranty issue.

Discoloration:

A common misconception concerns color. It is virtually impossible for us to match the exact color of your choice. This is especially true if the concrete placement involves multiple loads, are placed on different days or have color added to them. Most of these color variations are minor and will fade over time.

Water Drainage:

In order to ensure positive water pitch to all drains, we must pitch concrete 3/16 of an inch per foot. Where 3/16 of an inch per foot cannot be reached, Benko Masonry does not guarantee proper drainage.

All patios, walkways, driveways will be pitched 3/16 of an inch per foot to ensure water runoff. Where 3/16 of an inch per foot cannot be reached, Benko Masonry does not guarantee proper runoff.

If a warranty issue arises, the homeowner must accept responsibility for the following task items if required in order to repair their concrete:

- Removing or replacing trees, grass, or other landscaping.
- Removing or replacing any other obstacles that affect the ability to repair the issue.

OBSERVATION	ACTION REQUIRED
Cracks	Will correct any crack which exceeds ¼ inch in width or height. Surface patching and epoxy injections that may not match the existing concrete are examples of acceptable repair methods.
Spalling/Flaking	Will correct if you experience more than the acceptable 20% Industry Standard, except for on a driveway approach. Will repair with a suitable material that may or may not match the existing concrete. Note: Damage from use of salt or other harsh chemicals will not be covered.
Discoloration	No action required.

If the concrete does not meet industry standards at the time of installation, we will repair per industry standard guidelines free of charge as it pertains to the specific area in question.

We Do Not Cover Damage Caused By:

- Natural Disasters or Extreme Weather
- Damage caused by freeze/thaw cycles on outside flatwork
- Use of Salt or Harsh Chemicals in Affected Areas
- New installations that alter the lifespan of the masonry (such as a new downspout that dumps water right on the concrete, or changing grade level to shed water against work)

Disputes

Benko Masonry specifically agrees that any controversy or claim arising out of this warranty shall be settled by arbitration.

Maintenance and Care of Concrete:

- Do NOT drive on the new concrete for 14 days.
- Do NOT allow water to drain beneath the slab. Settlement cracks may develop.
- Do NOT apply deicing chemicals (salt) for snow and ice removal. NEVER use deicers containing ammonium sulfate or ammonium nitrate (fertilizers). Such products are known to aggressively attack concrete.

- Apply a good quality sealer. You can always reach out to us or contact your local building supply store. Follow the manufacturer's instructions. Re-application is recommended every year.
- For stain removal, use a good quality cleaner designed for concrete. DO NOT USE harsh acids.
- Do not allow your pets to urinate on your concrete. Urine is extremely acidic and can cause damage. We recommend cleaning it as soon as possible.

Thank you for choosing Benko Masonry!

Benko Masonry

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