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General Information and Warranty **For Cast Concrete**

Thank you for choosing to work with Schmitt + Company: Fabrication. Concrete is a unique and versatile medium. Since most customers don't deal with concrete everyday, we hope this letter will help explain some of concrete's unique properties and the process, care and maintenance associated with them as well as warranty information. A thorough understanding of the material and your expectations of it is an important part of your ultimate satisfaction with it. Word of mouth is our primary source of work and it only comes from happy customers.

Concrete:

Cracking

Cracking is by far the most common question we are asked about. There are two types of Cracking that can occur in concrete:

“Map Cracking” and “Hairline cracks”

Modern mix designs go a long way to minimizing and eliminating the potential for cracking that occurs from the forces created by the concrete itself during curing (primarily Shrinking and Curling). “Map” and “Hairline” cracking is universally considered inherent to the material and has the potential to occur even under the most ideal conditions.

Structural cracking

Cracking due to things like Careless or rough handling or settling of the house over time all have the potential to cause “structural cracking”. Our concrete exceeds ASTM standards for structural concrete and is built, reinforced and installed with these forces in mind, but that does not mean it cannot happen. We are always happy to come help assess the situation and determine a solution, but we cannot be responsible for the cost incurred by damage as a result of forces beyond our control.

Staining and Sealers

After much testing and tweaking We have switched from a wax and penetrating finish system to Innovative Concrete Technologies First Seal system (ICT). Without using too many fancy words, it is a two part system that reacts with and alters the chemistry of the concrete surface itself, giving it a crystalline structure similar to quartz. Part 1 is responsible for providing deep scratch resistance and preventing liquids from absorbing. Combined with a polymer the Part 2 cross links with first, forming the barrier that provides acid resistance. In addition it is UV

Stable, and only continues to react and grow stronger with age. ICT is a non-toxic food safe product, and contains no VOC's. This does not mean it will not stain. Below is a list of a few common household items known to have the potential to cause discoloration, or "whitening" of the surface when left for a prolonged period:

Lemon and lime juice
Tabasco sauce
Mustards (especially French's yellow mustard)
Some Undiluted Vinegars.

Harsh industrial chemicals to avoid
Bleach's and cleaners with bleach (see "maintenance and cleaning")
Solvents ie: xylene, acetone, lacquer thinner

Exterior Pieces

Harsh sunlight, continued moisture, dirt, dust, repeated scrubbing and cleaning of exterior countertops and elements combine to create a harsh environment for any material. We have specially developed a sealing procedure for exterior and high moisture pieces to help thrive in this environment. That said we recommend an annual spring maintenance for fully exposed pieces IE: no overhang, with high UV and water exposure, and Bi-annual maintenance for exterior areas under overhangs, especially if areas see little use during winter months. We are happy to set up annual E-mail reminders in the spring months to check them out and let us know if you would like it done. The process is quick (no more than an hour or two), creates no mess and will have the pieces looking like new and ready for the summer months. Pricing varies by project size but is kept very reasonable.

Maintenance and cleaning:

Regular thorough cleaning with a mild detergent and a damp dishcloth is all that is needed. A great simple solution is white vinegar diluted in water. A ratio of 1 part vinegar to 3-4 parts distilled water makes a very effective all purpose cleaner. Abrasive sponges are not recommended unless absolutely necessary, even then, use lots of water to loosen whatever it is you need to get off and go lightly. Continued wet abrasion can dull the surface over time. Heavy duty cleaners are not needed and may react with the finish. Anything containing "Clorox" or "bleach" – especially "disinfecting wipes" can haze the surface with prolonged use. Concrete is naturally anti bacterial making it an especially effective counter surface. Our specialized finish process does not require or involve wax. ALWAYS test a product on a small discrete corner and do not use if there are any doubts.

Clean and Set:

Available from SC Fabrication, is pure form of vinegar (acetic acid) and a couple other proprietary ingredients that help keep the sealer reacting with the concrete, as well being an excellent cleaner. Dilute 1 part Clean and Set to 2-3 parts water (distilled is always ideal). Refills and spray bottles available at SC Fabrications shop.

Warranty

Installation:

1 year, for workmanship on all pieces installed by SC Fabrication, a DBA of Schmitt & Company. Contact your Contractor for warranty information regarding pieces installed by anyone else.

Sealer

5 year for materials and workmanship sealed with Innovative Concrete Technologies "Counter Hard", and "First Seal". Excludes damage resulting from staining and or improper handling.

Concrete:

5 year warranty against materials and workmanship. Excluding replacement due to map or hairline cracking, "dinging" or "chipping" and all other "Structural cracking" resulting from forces beyond our control.

We always strive to improve our product and stay on top of a constantly evolving industry. You can be rest assured your concrete tops employ well tested and cutting edge mix designs in conjunction with reactive finishing systems that combine to make extremely dense and stain resistant concrete. Thanks again for choosing SC Fabrication, please do not hesitate to call with any questions or concerns

Regards, Schmitt + Company and the Fabrication team