



We at TLC Home Builders, Inc. (TLC) try very hard to ensure that for many years to come, you will have long lasting, high quality concrete flatwork inside and around your home. Whether it is your driveway, front porch, sidewalk, patio, garage or basement floor, we will do everything we can to satisfy you as a customer.

All of our crews and subcontractors are trained to prepare, set up and place and finish concrete 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 and concrete producers to provide you with the highest quality materials.

We offer a one-year warranty of materials and workmanship as laid out in the Homeowner Handbook, which was provided to you at closing. Information on the warranty, suggested care of your concrete and what to expect from your concrete is detailed below.

The What & How of Our Warranty

Cracked Concrete

- The industry standard for repair or replacement is greater than 3/16 of an inch displacement (either height or gap). We may warranty cracks that exceed 3/16 of an inch in height or gap.

Popped or Flaked Concrete

- We may repair or replace our work if a minimum of 20% of the total work area (industry standard) is popped or flaking, except for the driveway apron.
- Because your driveway apron may be subject to salt overspray during the winter months we *do not warrant for popped or flaking surfaces in this area.*

General Matters Related to Our Warranty

- The decision to repair or replace concrete will be determined at the sole discretion of TLC.
- Use of any salt or deicing chemicals will void warranty.
- To validate a warranty item you must contact us before your warranty expires and the initial installation must be paid in full.

Dispute Resolution

- Should a defect in the work occur which is covered by this warranty or should a disagreement occur which cannot be resolved after serious attempts between TLC and Homeowner, it is agreed that a third-party arbitrator shall be contracted to resolve said differences. Costs related to arbitration shall be equally divided between TLC and Homeowner. It is understood that the arbitrated ruling is binding and replaces the right to litigation, a jury trial and the right to participate in a class action or similar proceedings.

Suggested Customer Care of Concrete

- Do not drive on the "new" concrete for at least 14 days.
- Do not allow water to drain beneath the slab...settlement cracks may develop.
- Do not allow snow and ice to accumulate the first winter...keep the driveway shoveled off.
- Do not apply deicing chemicals (salt) for snow and ice removal the first winter.
As an alternative, sand can be used for traction. WARNING: Never use deicers containing ammonium sulfate or ammonium nitrate (i.e. fertilizers). Such products are known to aggressively attack concrete.
- Apply a good quality sealer. Contact your local concrete sealing company or building supply store to purchase a concrete sealer (Follow the manufacturer's instructions for sealer application).
- For stain removal, do not use harsh acids. Use a product specifically designed for the stain in question and for use on concrete.

What to Expect with your Concrete

Finishes: Interior concrete floor surfaces are finished smooth. Interior surfaces include the house and garage floors (sometimes porches and patios). A finished smooth surface allows for easy maintenance. *Please be*

aware that smooth finishes are very slippery when moistened. Exterior concrete service walks and driveway are broom finished. This surface finish is less slippery and designed to be walked on even when wet.

Surfaces: A common misconception is that your driveway, porch or sidewalk surface will last and hold indefinitely. Unfortunately this is not true. Exterior concrete is subject to sunlight, inclement weather, and heavy vehicle traffic. These result in normal wear on the surface of the concrete.

While concrete is a very durable product it is not always without its flaws. Sometimes the surface of the concrete may appear to be popping or flaking off. If this is minimal (a few here or there) it is quite possible that a stone or stone(s) close to the surface popped out. This is nothing to worry about since the integrity of the slab is not compromised. If you experience a lot of popping and/flaking of the surface (more than 20%) then you may have a warranty issue.

Discoloration: Another common misconception is color matching. It is not possible to match the exact color of your porch to your sidewalk or to your driveway. Sometimes even the different pours of your driveway will not match exactly since most driveways require two or more loads of concrete. This is especially true if concrete placements are made on different days. Most of these color variations are minor and most will fade over time. If you are considering replacing one or two squares of your driveway or sidewalk that have popped or are flaking then take into consideration the color difference that will result between the older sections and the newly poured section. This color variation will take many years to blend together and will be more noticeable than a few pops.

Cracks: Concrete will crack. We don't like it either but it is going to happen. Concrete is a strong and very rigid material. Concrete floors are poured over large areas (ie. floors and driveways, etc) of more pliable materials (sand or gravel). Since these are unlike materials we design the concrete to compensate for this difference by installing crack control joints in the surface of the slab. These control joints are places we want the concrete to crack.

Typically, concrete cracks very soon after it is poured, often the same day. We do everything we can to control cracking. There is no guarantee that the concrete will not develop crack(s) in other locations or later on. A crack that is 3/16 of an inch or less (height or gap) is within industry standard and not a warranty issue.

Shifting & Settling: Most driveways, service walks and some garage floors will have some shifting (separation or height difference) over time – this is not uncommon. If you notice that your driveway or garage floor has moved a little or sounds hollow, this is nothing to be concerned about either, especially if there are no cracks present. This is not a warranty issue.

If your home has a patio or service walk, then it is possible that it may settle somewhat. We cannot warranty against settling because the sub-grade (below the surface sand) is beyond our control.

Frost Heave & Cracking: Throughout any given winter there may be freeze-thaw cycles. During these events your exterior concrete is likely to heave up but will most likely settle back to its normal elevation again. Unfortunately the slab is susceptible to cracking during a frost heave event. Cracking related to frost heave is not a warranty issue.

Texture: It is possible that your neighbor's concrete may appear to have a different texture or finish than yours. This is common and is no cause for concern. Concrete is a wearing surface and it will also change color over time.

Different Sounding Concrete: You may notice that your basement floor sounds different in various areas. These different sounds are caused by the placement of plumbing pipes or additional concrete bearing points under the concrete floor. Where the pipes are located the floor will sound less dense and where the additional concrete is the floor will sound more dense. This is not a warranty issue.