

Concrete 1 year warranty and customer information

We at Patriot Builders try very hard to ensure that for many years to come, you will have a long lasting, high quality concrete 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.

We 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.

What to Expect Cracks

Yes- concrete does crack. We do not like it either but in most cases, it is bound to happen. This is why we install crack control joints where the concrete is most likely to crack. If the concrete cracks in these control joints, this is exactly what we had hoped for.

Typically, concrete cracks very soon after it is poured,

often the same day. We do everything we can to control cracking, but there is NO GUARANTEE that concrete will not crack in other places. Cracks that are 3/16” of one inch or less (in height or gap) are considered normal and are within industry standards.

Discoloration

Another common misconception is color. It is not possible for us to match exact color of your porch to your sidewalk or to your driveway. Sometimes even your driveway may not match exactly since most driveways need two or more loads of concrete. This is especially true if concrete placements are made on different days or if you have color added to your concrete. We can get creative by using a slightly different colored border or margin to separate concrete sections so this is less noticeable. Most of these color variations are minor and most will fade over time, but it can occur.

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 inclement weather, sunlight exposure 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.

Texture

It is possible that your patio and driveway, or your neighbor's concrete with the same finish applied 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.

Covered by 1 Year Warranty

1. 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 height or gap. *This item is void if concrete was poured on top of a substructure not originally installed by Patriot Builders.

2. Popped or Flaked Concrete- We will repair or replace a section or sections of your flatwork if it can be defined within our warranty. Part of the decision to execute warranty repair or replacement will be determined if the minimum 20% industry standard of total area is affected. We may repair or replace our work if a minimum of 20% of the total work area is popped or flaking, except for the driveway approach.

NOT COVERED by WARRANTY:

1. Damages by salt use or during freeze / thaw cycles during cold months. We take precautions to allow the concrete to resist freeze and thaw cycles. Any and all damages caused by the use of salts and freeze / thaw will not be covered under this warranty.
2. Damages caused by snow removal utilities and street maintenance street utilities.
3. Damages caused by general wear and tear from traffic either from walking traffic or vehicle traffic.
4. Cracks. We can not guarantee concrete to be crack free. We take precautions to allow the concrete to crack in controlled areas. Sometimes, cracks appear in areas where they are not wanted. We also add internal reinforcement to add additional strength, if the concrete does crack, the crack should stay minimal.
5. Damages caused by the acts of nature.
6. Warn coloring on walking surfaces. We explain the issues about some coloring on

traffic surfaces wearing off over time.

7. Settling. Settling is normal for any soil. We do our best to prevent settling but the soil settling under the base material is out of our control.

8. Damages caused by human or animal acts after installation. We do not cover any damages caused by any actions from humans, animals, vehicles and anything related.

9. Sealer effectiveness. If a sealer has failed for any reason including the time used, this is not covered.

10. Damages caused by fluids such as but not limited to: gas, diesel, oils, paints, stains, antifreeze/coolant, iron stains, or any other liquid.

11. Damages caused by acidic substances such as but not limited to: lemon juices, all acids, hairsprays.

12. Any damages caused by a bad concrete mix. We are not responsible for bad mixes produced at the concrete plant.

13. Any damages or issues caused by other contractors.

***This warranty is void if patio is poured on top of an existing concrete slab, substructure or any other entities. If we do not know what is underneath, we cannot guarantee the structural integrity of the new concrete.