

The 10 questions you should know the answers to.

What's the difference? Isn't all power washing the same?

If I heard this once I heard it a thousand times and the answer is really a very firm “no”.

There are four components that must occur in the right amounts and at the right time to properly clean any surface. Laundry, cars, dishes, houses really anything that needs to be cleaned needs these four things.

We call this CHAT.

Chemical (detergent)

Heat

Agitation (pressure)

Time

If you don't have one of these components you have to increase the other three in order to get a clean surface. Below are some examples of what happens if you don't have one or more of the CHAT components.

Example One No Hot Water:

The contractor does not use hot water so he has to increase the chemical, pressure and time in order to make up for the loss of heat.

This can result in damage surface from too much pressure, damaged plants from too much chemical and extra cost to the homeowner due to excessive water use for the extra time the unit is pumping water.



This photo is plant damage from chemicals.

Example Two No Hot Water and No Pressure:

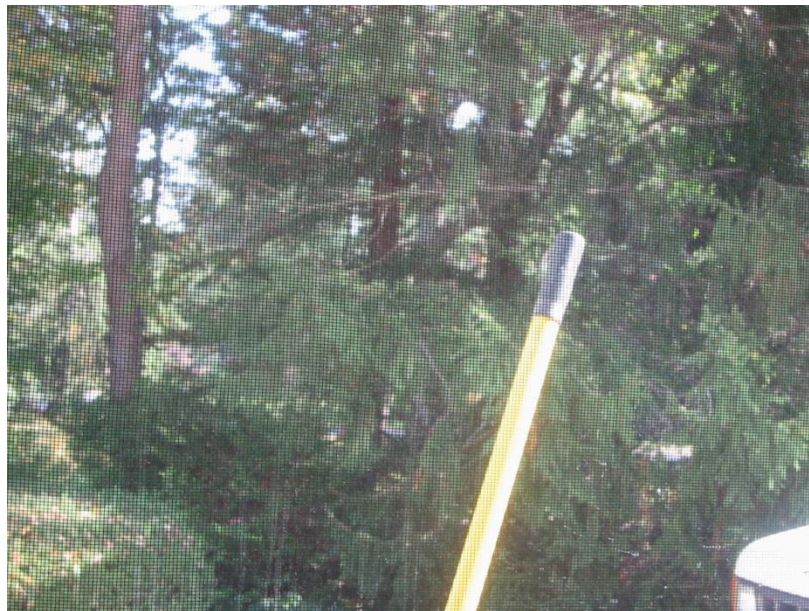
This is generally called Soft Washing. Soft Washing sounds nice but what exactly is it?

Soft washing is the use of a low pressure pump using cold water and strong bleach to “hose” siding from the ground to heights of 40 feet. The bleach is generally made from diluted liquid pool chlorine (sodium hypochlorite).

Soft Washing eliminates heat and agitation, so both chemical and time have to be increased to make up for the loss. The chemical is very strong and can cause plant, glass and surface damage.

In some cases Soft Washing requires the contractor to “buffer” your landscaping. “Buffering” means they will be fertilizing and over watering your landscaping to make sure it can’t take in any of the toxic chemical run off from the Soft Wash.

The other problem with Soft Washing is the operator is on the ground shooting the chemical up 30 + feet at the siding. Siding is made to have water running down it, not up it. This can force water to get in under the siding and cause mold and water damage under the siding.



Streaks from strong chemical caused permanent glass damage.

Example Three No Chemical and No Hot Water:

The contractor does not have chemical or heat and uses a rented or homeowner type cold water power washer.

This method can really cause serious damage to your home!

Due to the loss heat and chemical the pressure must be very high and the time must be significantly increased to clean the surface.

I have seen ripped screens, damaged glass, damaged siding, damaged roof shingles, and fogged windows due to seal leaks and lots of other damage from this method.

What is the best way to clean my house?

Over the course of 25 years we have created and perfected a system that utilizes all of the CHAT components. We call it A+ Smart Wash™.

A+ Smart Wash™ is the use of professional hot water power washers that have safe detergents injected into the water stream. This is then applied to the surface using extension wands that can reach to 35 feet and deliver the water stream at a pressure we can adjust to each type of surface we are cleaning.



Here are the benefits of A+ Smart Wash™:

- We use less detergent because it is being heated and the heat accelerates the detergent. So no chance of any damage to plants, glass or the surface
- We use less pressure because we have heat and detergent so there is no chance of damage from too much pressure.
- We take less time, which means less water use, because we have heat and detergents.
- The hot water and detergent are applied at a right angle to the siding using our custom extension wands so there is no chance of water getting behind the siding.

We have been using and perfecting A+ Smart Wash™ for the last 25 years and have safely cleaned 10's of millions of square feet of siding with no damage and beautiful results.

A+ Smart Wash™ is also much more than the CHAT method.

A+ Smart Wash™ utilizes a 54 point check list that our technicians follow as they clean your home. This insures that every home we clean is done in exactly the same manner and follows our strict quality control and customer satisfaction protocols.

I have a composite deck. What's the best way to clean it?

Composite materials like Trex, Timberteck and Azek are made of plastic and wood fibers.

Over the years I have seen over 100 composite decks completely ruined from either a contractor or homeowner using the wrong equipment or detergents.

This is right off Trex website "Trex Company does not recommend the use of a pressure washer. The use of a pressure washer with a greater than 1,500 PSI and/or applied closer than 12" from the deck surface could damage the decking surface and result in a loss of warranty coverage."

Composites are really soft and very susceptible to scarring from over pressure. If the contractor is not using all four components of the CHAT method your deck can be damaged beyond repair.

Our A+ Smart Wash™ safely and quickly removes mold, mildew, dirt, grime and black streaks off the rails with no chance of damage to your deck or plants around it.

I had my concrete cleaned and it's all streaked, what happened?

The streaks on concrete and pavers are generally referred to as "zebra stripes" and are caused by improper technique and either not enough or too much pressure. Usually but not all the time it can also be caused by not using hot water.

The use of a surface cleaning machine greatly reduces or eliminates streaking. The machine has a rotating spray bar under a cover that cleans up to 36 inches wide in one pass. If the contractor doesn't have this equipment the chances of streaking are greatly increased.

I had rust removed from my concrete and now the concrete is falling apart, what happened?

This is a very common result of using the wrong chemical on concrete or too strong of a mixture.

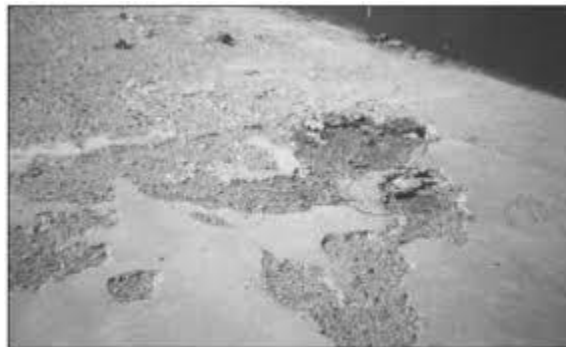
Rust caused by iron can leave some pretty nasty looking stains on walks and patios. To remove them the contractor has to use an acid that reacts with the rust and dissolves it.

Some contractors use cheaper acid that reacts with the concrete, not the rust, and removes a layer of concrete that the rust is on. They get the rust off by removing the concrete the rust is on rather than simply removing the rust and leaving the concrete intact.

The acid never stops working and continues to eat into the concrete every time it gets wet.

The correct acid is called Oxalic acid and must be applied by an experienced contractor. If the acid is applied incorrectly your grass and plants can be damaged and the applicator may be injured.

Safety goggles, boots, protective gear and a respirator must be worn to prevent injury.



Acid damage

Roof Cleaning

What's the black and green stuff on my roof?

The black streaks are algae; the green is moss and lichens. The algae, moss and lichens are feeding on the limestone in the roof shingle and dislodge granule's from the shingle in the process



What is the best way to clean my roof?

There are four main methods used to clean roofs and a couple of hybrid methods using combinations of the main four.

1. **Pressure washing** the algae moss and lichens off the shingles with high pressure water. This method may get the roof cleaned but it will damage the roof by removing granules from the shingles causing serious damage.
2. **Roof Shampoo™** This method relies on the application of a diluted caustic cleaner to the roof shingles then power washing it off with a surface cleaner. They call their power washer attachment a "sprinkler disk" but it is not a sprinkler by any means. You can watch their video here https://www.youtube.com/watch?v=KgKSyek_4f4 You can hear the power washer and watch the pressure coming from their "sprinkler disk" and judge yourself.



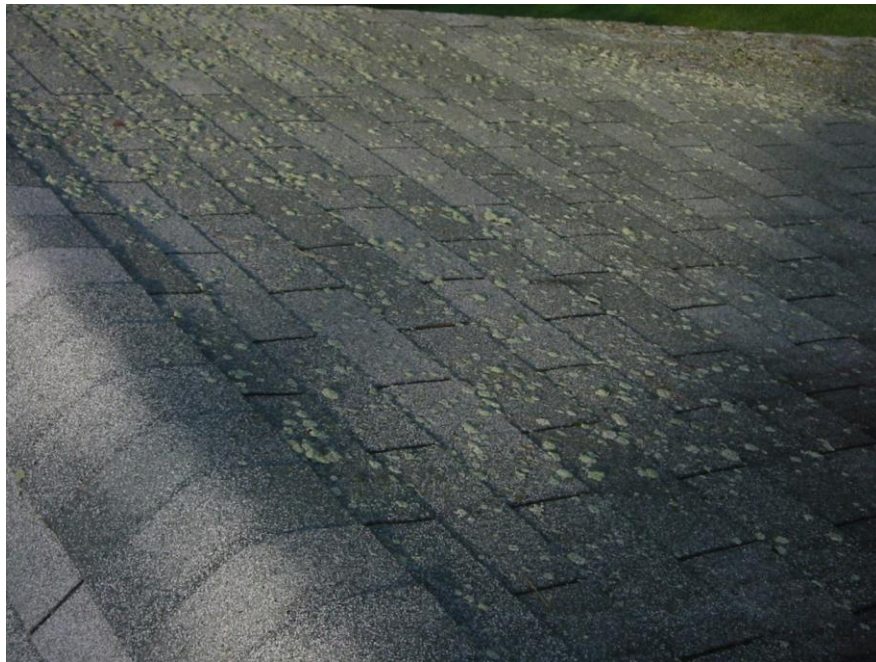
Also take into consideration all the hoses, ropes, machine wheels running up and down the roof and think about the amount of granules being removed with this process. Roof Shampoo's™ mantra is "bleach is not good for the roof or environment and is not safe to clean roofs".

This totally flies in the face of all the evidence. Roofing manufactures recommend cleaning roofs with diluted bleach and stress not to power wash it. There are over 20,000 roof cleaning contractors worldwide safely using bleach to clean roofs every day. It seems the only one not using bleach is Roof Shampoo™.

*By way of disclosure we were an American Roof Brite dealer in the early 2000's. They were the company that Roof Shampoo™ evolved into. When we used the method that Roof Shampoo™ uses we realized that roofs were getting damaged and losing granules from their methods and developed our Pressure Free Roof Cleaning™ method as a safe alternative. We have been using the A+ Smart Wash™ Pressure Free Roof Cleaning™ method since 2006 with perfect results and no roof damage.

- 3. Non pressure No rinse (Soft Wash)** This method uses diluted 15% sodium hypochlorite (pool chlorine). In some areas where Tri Sodium Phosphate (TSP) has not been banned for environmental reasons TSP will be added to the mix with Borax. The solution is sprayed onto the roof using an electric pump at low pressure. This kills all the algae, moss and lichens. However there is no rinse to the shingles and the sales pitch goes like this. "We guarantee all of the stuff we did not feel like rinsing off your roof today will be gone once it rains a few times. If it's not gone in 90 days we will come back and rinse it off aka "do the job right the second time." I just don't get this. Who wants to pay now and have to wait 3 months to find out if you got what you paid for?

Other negative aspects to this method are that the chlorine dries on the roof and in the gutters leaving salt and other by products. These by products can be corrosive to your gutters and when it does rain the salt will be in the "first flush" off the roof and can kill any plants or grass in the discharge area.



This photo is what non- pressure roof cleaning looks like after the chlorine application and when the job is "done". All you have to do is wait up to 90 days for rain to rinse this mess off your roof!

4. **Pressure Free Roof Cleaning™** As part of our A+ Smart Wash™ system we created Pressure Free Roof Cleaning™. This method uses diluted bleach and our proprietary detergents applied through a high volume low pressure electric spraying system. This kills all the algae, moss and lichens and we then perform a thorough rinse of the shingles removing all debris and detergent for beautiful same day results. We then apply our proprietary algae preventer Shingle Shield™ to your shingles to keep algae moss and lichens off your roof for years



The benefits to you from Pressure Free Roof Cleaning™ are:

- Same day results
- No shingle damage
- No left over chlorine to worry about
- And the biggest one is **YOU NEVER HAVE TO CLEAN YOUR ROOF AGAIN!**

Out of all the methods out there we believe, and our testing confirms ,that the A+ Smart Wash Pressure Free Roof Cleaning™ method is the safest and least damaging method with same day beautiful results!

How can some companies offer a 5 year warranty on roof cleaning?

You just have to read the small print and decide if this is your best option. Here's what it really says.

"The roof cleaning also comes with a 5 YEAR Spot Free Warranty that guarantees 1 free treatment within 36 months, then xxxxxxxxxxxxxxxxxxxx will cover 50 percent of the original cost for any treatment needed for years 4 and 5.

So basically there is no prevention. You just wait and see if the cleaning last 3 years so you can get a free touch up treatment or pay half price during years 4 and 5.

This means every 3-5 years you have to have a contractor drag hoses all over your roof and spray chlorine on it.

Repeated cleaning is not good for your roof!

When we apply Shingle Shield™ to your roof **you never have to clean your roof again.** We simply reapply Shingle Shield every two years and there is no more need for the entire cleaning process to be repeated.

Not having to clean your roof every couple of years will make it last longer. Shingle Shield™ keeps all the algae, moss and lichens off your roof so it looks great and there is never any more damage to it and no risk of any granules being removed during repeated cleanings.