

## CUSTOMER INFORMATION

This document explains what you need to do before our team arrives, what to expect during the works, and the aftercare requirements once the work has been completed.

**Please read this document in conjunction with our Terms & Conditions.**

### PRE-WORK CHECKLIST

Please ensure the following are completed **before the agreed start date**:

#### Deposit

- 40% deposit invoice paid prior to the agreed work start date

#### Property & Access

- Access arrangements confirmed (customer present / key safe)
- Electricity and water will be available throughout the works
- Any alarms, pets, or access restrictions addressed in advance
- Ensure access routes are clear and unobstructed

#### Fixtures, Units & Repairs

- Please move all **furniture, belongings, and wall fixings** at least 2.5 metres away from treatment areas
- Radiators removed where required
- Wall obstructions or kitchen/bathroom units removed where required
- Any third-party repairs completed (e.g. roofing, drainage, render, etc.)

**⚠ Failure to complete the above may result in delays or charges in line with our Terms & Conditions.**

### DURING THE WORKS - WHAT TO EXPECT

- Our team will attend on the agreed date(s). If you have any questions during the works, please speak to the team leader while they are on site
- Floors, immovable furnishings, and nearby areas will be protected where reasonably practicable
- Due to the nature of the works, **noise from tools and manual labour and a significant amount of dust should be expected.**
- Our team will be wearing appropriate PPE; **for Health & Safety reasons, customers should avoid the treatment area while works are ongoing where possible**
- Generated waste will be removed from the property
- Our team will clean as work progresses; however, **fine dust may settle after completion and further cleaning may be required after completion**

#### Plastering (if required)

- The plasterer will attend on the agreed date(s)
- Access must be provided for the plastering visit, or access instructions supplied in advance

## FINAL PAYMENT

- Once the treatment is complete, an invoice will be sent via email for the final amount. Prompt payment of this invoice is appreciated.
- After the team and plasterer have completed the work, any additional questions should be directed to our office, **0141 737 8655 or 07898 010682**

## POST COMPLETION

Once the works have been completed, it is essential that the treated areas are allowed to dry naturally and are cared for correctly.

**Full aftercare instructions are provided in our "Aftercare Information Sheet". This document must be followed to ensure the effectiveness of the treatment and to maintain the validity of the guarantee.**

Drying times will vary depending on factors such as wall thickness, existing moisture levels, and ventilation within the property. In some cases, drying may take several months.

## GUARANTEE INFORMATION

Our own guarantee is included in the price. However, please note that Biokil Crown guarantees are not included and will incur an additional cost if you choose to proceed with them. The team at Matheson Damp Services Ltd will advise you on which guarantees are applicable to your quotation. Guarantees will be sent via email unless the customer requests for it to be posted by mail.

- A 20 year guarantee for Rising Damp by Matheson Damp Services Limited.
- A 20 year guarantee for Timber Treatment by Matheson Damp Services Limited.
- A 10 year guarantee for Penetrating Damp by Matheson Damp Services Limited.
- A 10 year guarantee for Tanking by Matheson Damp Services Limited.

### **A 30-Year Protection Scheme Guarantee Certificate by Biokil Crown**

This type of Guarantee is our standard and most common and more importantly, it "protects" the property owner and the Approved Contractor. It is available for a Damp Proof Course, CDM (in conjunction with a DPC), Cementitious Tanking ABOVE GROUND and Remedial Timber Treatment (Woodworm, Dry Rot and Wet Rot). The charge for this Guarantee is 7.5% of the nett Contract Value plus VAT with a minimum charge of £50.00 for contract values under £666.66

### **10-Year Combined Contractors and Product Warranty Certificate**

This type of Guarantee is our only offering to include workmanship for BELOW GROUND CDM and Cementitious Tanking material contracts. The products are covered by Biokil Crown for the duration of the period, 10 years, and the workmanship is covered by the Approved Contractor only. The charge for this Guarantee 5% of the nett Contract Value plus VAT but has a charge of £100.00 for contract values under £2000.00.

### **10-Year Product Warranty Certificate**

This type of Warranty ONLY covers products supplied by Biokil Crown and does NOT cover workmanship. The charge for this Guarantee is 2.5% of the nett Contract Value plus VAT with a minimum charge of £50.00 for contract values under £2000.00.



## Aftercare Information

Please follow the below steps to ensure treatment preservation

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### Drying Out Period

After the work has been completed, the treated walls will still contain moisture which needs time to dry out naturally.

- Drying time will vary depending on wall thickness, materials and ventilation
- As a general guide, drying can take around one month per 25mm of wall thickness
- During this time, walls may feel cold or slightly damp - this is completely normal and does not mean the treatment has failed

### Ventilation and Heating

Good airflow and consistent heating are essential to help the drying process.

We recommend:

- Keeping rooms well ventilated
- Opening trickle vents where available
- Allowing space between furniture and treated walls
- Maintaining steady background heating

Poor ventilation or inconsistent heating may lead to moisture build-up or condensation within the property, which may slow drying and lead to mould forming.

### Using Dehumidifiers or Heaters

We do not recommend trying to speed up the drying process using dehumidifiers or strong heat.

This can:

- Cause plaster to dry too quickly and crack
- Draw salts to the surface
- Affect the final finish of the wall

Allowing the wall to dry naturally will give the best long-term results.

### Redecoration

It's important to wait before redecorating:

- Painting should be left for at least 4-6 weeks
- Only use breathable, water-based emulsion paint at first
- Avoid vinyl paints or waterproof coatings during the drying period
- Wallpapering should not be carried out for at least 12 months

Decorating too early or using unsuitable materials can trap moisture and affect the finish.

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### Salts & Marks on Walls

It's common for previously damp walls to contain salts.

- These can sometimes appear on the surface during drying
- They may look like white deposits or staining
- They can usually be brushed away once dry

This is a normal part of the drying process and not a sign that the treatment hasn't worked.

### Looking After Treated Areas

To protect the work carried out:

- Avoid drilling, fixing or puncturing treated areas
- Take care when installing shelves, radiators or fittings

Damaging the treated surface can affect how the system performs.

### Ongoing Property Maintenance

For the treatment to remain effective, the property must be kept in good condition.

This includes maintaining:

- Gutters and downpipes
- Roof coverings and flashings
- External walls, pointing and render
- Plumbing and drainage systems

Unresolved external issues can allow moisture back into the property over time.

### Guarantee

Your guarantee is based on the treatment working under the correct conditions.

To ensure it remains valid:

- Follow the aftercare guidance
- Allow walls to dry naturally
- Maintain the property properly
- Avoid interfering with treated areas

If you are unsure about anything, it's always best to check with us first.

### Need Help?

If you have any questions or concerns during the drying period, please get in touch - we're happy to help.

0141 737 8655 or 07898 010682