HI-CRAFT
CREATING OUTDOOR LIVING SPACE

ALFRESCOS • CARPORTS • DECKS • PATIOS • PERGOLAS • SUNROOMS

Dear Customer,

Please find enclosed your official receipt. To keep your new structure looking new and trouble free, a regular maintenance program is essential. Maintenance must be regular enough to prevent accumulation of pollutants.

Therefore, please follow these suggested steps:

- Regularly clean out valleys, gutters and downpipes to prevent a build-up of leaves etc
- Remove build-up of dirt, cobwebs and leaves etc by sweeping regularly
- Every three months wash down with water, mild detergent and a soft brush
- Repair any scratches with an approved touch up paint
- Never use abrasive or solvent type cleaners (turps, petrol or kerosene)
- All timber products to be stained or painted immediately following construction
- Any liquid or solid contaminants introduced to the structure by means including but not limited to; animals, the application of fertilizer & pesticides or any non- compatible cleaning agents must be cleaned more regularly

If you live 2kms from Salt Water, 2kms from Industrial Areas or have a Pool in your yard.

- Once a month you need to wash down your structure with water, mild detergent, and a soft brush. This is to prevent corrosion.

We recommend that with the addition of your new structure and it's rainwater runoff that you contact your plumber to organise your regular inspection and cleaning of the storm water system, this is to ensure it is in good condition and working to its full capacity

We take care to clean your site from all building waste, but small amounts of metal swarf does occur, we advise you thoroughly to clean your new structure and the area around it to minimise any potential surface rust caused by remaining swarf from the construction process

Whilst Hi-Craft will always honour its warranty on workmanship we are finding many of the call outs we are receiving are due to lack of maintenance. Therefore, a call out fee of $400 will be charged if the cause of the problem is from lack of maintenance, as outlined above.

For warranty requests, please go to hicraft.com.au/warranty/. Fill in your information and press submit, we will process the information and have someone contact you.

We appreciate the opportunity to do business with you and look forward to working with you again.

Kind Regards,
Hi-Craft Home Improvements Pty Ltd