



Important Questions to Ask your Roof Cleaner

The roof cleaning procedure is not for the faint of heart or the under-equipped. Here are some important items that you ought to consider when hiring a roof cleaning company...

-Are they fully insured (both general liability and worker's comp) to work on 1st & 2nd story roofs?

Some companies offer worker's compensation but do not alert their underwriters that they are working at heights over 10' off the ground. This could propose a big problem in the event of an accident or fall. Our insurance carriers are aware of our roof cleaning practices, therefore you as a customer are fully protected in the event a rare accident occurs.

-Are they trained to walk on several types of tiles, including steeper pitches?

We have been called in to finish projects that other power wash contractors were not able to finish because they felt the roof was unsafe to walk on or they were cracking so many tiles that they loaded up and left the premises during the cleaning. Our technicians are trained on how to walk on your roof tiles and can even safely wash roofs with steeper pitches.

-Do they provide a free roof inspection with before/after photos?

Our "Crew Leader" will provide an analysis of the roof prior to starting the wash so that you can see the current condition of the roof prior to our team walking on your roof. After the cleaning concludes, we will provide more photos so that you can rest assured that your roof was left in a better condition than when we started.

-Do they wear OSHA compliant fall protection gear?

Our motto is SAFETY FIRST! We only have one life to live and it's just not worth risking on a cleaning project. To each his own, but we ask that you contemplate the potential repercussions of hiring a company who doesn't utilize proper fall protection equipment.

-Do they repair/replace any tiles they crack free of charge?

Minimum charges for professional roof repair, even for a single tile, can cost upwards of \$400 for many roofing contractors in CA. If your roof cleaning company even takes one misstep and leaves you with the hassle of fixing the broken tile it can drastically alter the real/actual price of the cleaning service.

-Do they include any/all gutter and downspout cleaning during the roof wash?

Your home may or may not have gutters. But if you have gutters, they should absolutely be cleaned after the roof wash to ensure proper functionality.

-Do they include an algacide treatment after the wash to kill the remaining algae spores?

Although the roof may be clean to the "naked-eye", many tiles are porous enough to keep the algae spores hidden deep within the pores of the roof tiles. If these organic spores are not treated and killed at the root, they may regrow at an exponentially faster rate than they originally did. That's why some roofs may take 15-20 years to have algae grow to an unsightly amount, only to have it grow back after a power wash in 2-3 years. This is because the roots of



the spores were never actually killed and they were mature enough to grow back quickly and stronger than originally.

-Do they wash down the walls of your house and professionally clean the outside windows and screens?

The roof cleaning process is always a messy process. There is no way around it. That's why it's important to find out if the house washing is included in the roof cleaning quote or if it will cost a few more hundred dollars. The exterior windows will not be adequately cleaned with just a "power rinse" from the power washer. It will leave spots on the glass which may be unsightly. Most of our customers find that our professional detailing of the outside windows is the perfect finish to a roof cleaning project.

-Do they clean your neighbor's yard for any of the overspray that gets on their side of the fence?

Most homes in tract communities have neighbors on the sides of the house within 10'-15'. Their homes will likely be sprayed during the cleaning so it's not only important to clean up their property to keep the peace, but also alert and coordinate the roof cleaning with them so they are not bombarded the day of the cleaning or have any water sensitive items outside their home which could be damaged.

Do they rinse your surrounding hardscape clean after the roof cleaning?

Most all of the hardscape will have the roof residue on it and rinsing the hardscape is a necessary part of the project. We include a basic rinse to clean our tracks. For a small additional fee we can even remove oil stains, green algae and dirt, hard-water stains, and even rust stains on hardscapes the same day of the cleaning. Most of the equipment is already out and set up so the value is tough to beat!

-Do they filter the wash water run off to prevent stains in the sidewalk's gutters? Can they Reclaim the water?

Roof runoff usually is non-hazardous as it consists of mainly dirt and algae. However, many concrete tiles will lose a little bit of color during the wash and if it isn't at least filtered then there may be a stain left in your community curb/gutters for as long as the water runs down the curb (sometimes several hundred feet to the closest storm drain). Our company, at a minimum, filters out the sediment and hydrocarbons from the cleaning. We will even provide a "Pollution Prevention Voucher" which states our reclaim methods so that you are protected from any local fines from municipalities or the EPA. If needed, we can completely reclaim all of the wash water and pump it out to a local sanitary drain or even onto local landscape fields. This requires expensive vacuums which are designed for the power wash industry.

-Do they provide a written estimate detailing the scope of work to be performed?

Talk doesn't amount to much, it's about putting it on paper so that people are held accountable. We are happy to provide a detailed written estimate showing what is included in your project. Be aware of the "foot-in-the-door" pricing techniques that rely on "upsells" to achieve profitability. Roof washing is a highly unregulated industry, and some of the local power wash contractors think it's wise to exclude some necessary items from the provided estimate in hopes of "upselling" them when a face-to-face situation occurs.



-Are they capable of sealing the roof for added protection against mold/algae regrowth?

For an additional cost we can even seal the roof tiles to extend the time between algae regrowth periods. Our sealers are available in both a low-gloss and matte finish.

If I could only tell you how many times we were called in on an unfinished roof cleaning to finish a job that was not completed correctly. I know our prices may appear expensive, but it's actually a bargain when you consider the benefits of choosing a professional service such as ours. We understand that your time is valuable, that's why its our goal to complete the job correctly the first time and leave you with no surprises or headaches to deal with later.

Feel free to call us anytime to talk further, but continue to shop with caution as not all roof cleaning or power washing services are created equal...