



WARRANTY

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At **Cornerstone Concrete**, our goals are to provide you with a durable, functional and beautiful concrete installation that will give you years of dependable service and add value to your property, and to have delighted customers who will call us again and again and who will refer us to friends and neighbors. Often a project like this is one of the biggest investments that you will make on your property. If you are dissatisfied with the final outcome of the project, we want to hear from you and do what we can to address your concerns. Our business succeeds with delighted customers. In order to ensure that you are satisfied with the outcome, we want you to be aware of some issues that come up from time to time with concrete installations. Awareness of these common concrete issues will allow all parties to have reasonable expectations for the appearance and functionality of the concrete installation.

Color Difference. On projects that require multiple loads of concrete, it is possible that there will be a slight variance of color between loads. We will use the same mix and the same finishing practices throughout the project, but environmental conditions like temperature, moisture and wind can cause color variability between loads. Much of the variability will diminish over time, but some color differences between loads is to be expected.

ASR (Alkali-silica Reactions). Under certain conditions, silica particles in the aggregates found in this market and alkalis present in all cement will cause shallow (3/8") and smaller delamination of the surface of finished concrete. We are careful to avoid these conditions as often as possible, but ASR reactions are still possible at times. ASR reactions typically occur within days of the pour, but do not indicate the beginning of more widespread surface delamination. They do not detract from the durability or life span of the pavement.

***Pop outs.(rock pops)** Concrete aggregate contains a small percentage of its material that expand when frozen and will often "pop out". These pop outs will leave small depressions in the surface of the concrete. MnDOT guidelines allow between 20 and 30 pop outs per square yard of surface in general purpose concrete and 5-10 pop outs per square yard on bridge decks. Cornerstone Concrete's standards are much higher; specifications are laid out in the warranty coverage details.

***Scaling and Mortar Flaking.** Certain conditions may cause small areas of the surface paste to delaminate from the rest of the concrete slab. If there are sections in the installation where the surface area of the delamination exceeds the allowable surface area of the MnDOT surface defect guidelines (approximately 20% of the surface area), these sections will be warranted. Details within the coverage details.

***Cracking.** All concrete cracks. About half of the water used in the production of concrete is used for the chemical reaction that makes concrete hard. The other half of the water will evaporate out of the slab over time. As this water leaves, the concrete shrinks and cracks. Control joints are cut into concrete to force the cracks to the bottom of the control joint. These cracks do not affect the structural integrity of the installation, do not affect the durability of the concrete and do not shorten the lifespan. We install control joints in the concrete in places where our experience and industry practices indicate they should be installed. We do provide a crack warranty with our bids.

Drainage. Concrete is manufactured with an air void system that allows water in the concrete to expand during freezing conditions without harming the concrete. However, if concrete is exposed to repeated freeze/thaw cycles and is also saturated with water, the air void system can become overwhelmed, and damage to the concrete is likely. To avoid this situation, pavements should be installed in sites that are

properly drained, and snow and ice should be removed from pavements promptly. Failure to provide adequate drainage is a significant cause for premature concrete failures.

Curing and Sealing. All exterior concrete should be cured. Curing is maintaining temperatures above 50 degrees and moist conditions in the concrete for the duration of the hydration, or hardening, of the concrete. While hydration will continue indefinitely as long as the conditions are right, the crucial period for curing is in the first seven (7) days. 28 days after the placement of the concrete, but before the first exposure to freezing conditions, exterior concrete should be sealed with a high quality concrete sealer. Exterior concrete should be re-sealed every 3 years depending on the quality and type of sealer and the traffic on the surface.

WARRANTY COVERAGE DETAILS

2 YEAR CORNERSTONE PROMISE

Cracks: Coverage applies to a crack that is 1/16 of an inch or wider. The measuring tool will be a dime; if the dime can slide into the crack to a depth of ½ its diameter, we will replace the section(s) by cutting the nearest control joints to remove the section(s) which the crack has affected. Likewise; if there becomes a height difference of more than ½" with the ground frost free, NOT during the winter months, Cornerstone will replace the sections affected. Through the replacement process we are not responsible for any damaged edges. Exact color matching on replacement concrete is not to be expected.

1 YEAR CORNERSTONE PROMISE

Pop Outs: Every job of Cornerstone Concrete will never have a section greater than 7' x 7'; therefore, in addressing warranty issues, a section is defined as the concrete within the square of the cut expansion joints. Keep in mind the MnDOT standard in the above pop out description. Cornerstone's warranty takes it to another level.

Details: If there are 6-10 rock pops, measuring 3/8" or greater within one section, the rock pops will be repaired by manually cleaning out the defective areas and filling them with a commercial grade concrete surface patch material. If there are more than 10, 3/8" or greater rock pops within one section, we will cut out the affected section(s) and replace it/them. We will use a 3/8" steel dowel for the measuring tool. Exact color matching on replacement concrete is not to be expected.

Scaling and Mortar Flaking: Any section with 10% or greater surface area that has scaling or flaking damage is warranted to be replaced. Through the replacement process we are not responsible for any damaged edges. Exact color matching on replacement concrete is not to be expected.

Items NOT covered by Cornerstone's Warranty:

Color Difference: Cornerstone does not guarantee color matching of new concrete with existing concrete or between different pours of concrete. Most driveways require two or more loads of concrete, and these may vary in color. This is especially true if concrete placements are made on different days. Most of these color variations are minor and most will fade over time.

Frost Heaving: MN/ WI are in a severe weather region. Throughout any given winter there are many freeze-thaw cycles. During these events your exterior concrete is likely to heave up but will most likely settle back to its normal elevation again. The most common areas of noticeable heaving are where the driveway meets the garage slab or sidewalk.

Physical Damage: Marks from ice chipper, shovels, snow plows, construction equipment, heavy commercial trucks, etc. This also includes areas where cars are parked and dripping road salt continually in one area.

Chemicals: Any concrete surface damage caused by deicing products and/or fertilizers that contain ammonium sulfate, magnesium nitrate, ammonium nitrate and any salt products. **DO NOT ALLOW THESE PRODUCTS TO COME IN CONTACT WITH YOUR INVESTMENT!** For proper care and maintenance of concrete during the winter season, please refer to the maintenance packet.

Driveway Approach: Definition of driveway approach; the first 7' of concrete adjacent to the public thoroughfare. Because your driveway approach is subject to salt overspray from city plows during the winter months **we do not warranty pop out, scaling or flaking in the driveway approach area.**

Related Matters to Cornerstone's Warranty

- The decision to repair or replace concrete will be determined at the sole discretion of Cornerstone Concrete.
- Warranty issues will be addressed during the months of July, August and September. If we are unable to service you during these months then we will service you the following year (even if your warranty expires during the delay).
- To validate a warranty item you must contact us before your warranty expires. Every driveway will have a stamp in the surface to indicate the year in which it was poured, but your dated final invoice will be the official date for the start of your warranty coverage.
- The initial installation must be paid for in full and a Dispute Resolution Agreement must be signed before warranty issues will be resolved.

By signing below you indicate that you have read and understand the warranty packet.

Customer signature: _____ Date: _____

Cornerstone representative: _____ Date: _____