



High Country Poured Walls, Inc.

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Limited Concrete Flatwork Warranty & Care Guide

Coverage Scope: Residential & Commercial Concrete Flatwork (Driveways, Patios, Sidewalks, Porches, Garage Floors, & Slabs)

Target Applications: High Country Poured Walls, Inc. Flatwork Installations

Coverage Term: 1-Year Workmanship & Material Warranty

1. What to Expect with Concrete Flatwork

- **Surface Finishes:**
 - *Smooth Trowel Finishes:* Interior concrete surfaces (house floors, garage slabs, covered porches) are finished smooth for low maintenance and easy cleaning. Note: Smooth finishes become very slippery when damp or wet.
 - *Broom Finishes:* Exterior walkways, patios, and driveways receive a textured broom finish. This creates a slip-resistant surface designed for safe foot and vehicle traffic when wet.
- **Color & Appearance Discoloration:** Concrete is a natural composite material. It is impossible to guarantee an exact color match between adjacent slabs, separate pour dates, or different Ready-Mix truck loads. Minor color variations are standard and will naturally fade and blend over time as the concrete cures and is exposed to sunlight.
- **Texture Variations:** Because concrete is hand-finished, slight variations in texture or sheen may occur across different sections or compared to neighboring properties. This is standard material performance.

2. Standard Performance Characteristics & Exclusions (Non-Structural)

Concrete is a rigid material placed over pliable base materials (such as sand or gravel) and subjected to severe environmental forces. The following conditions are standard characteristics of flatwork and are explicitly excluded from warranty coverage:

- **Controlled Cracking:** Control joints are formed or cut into the slab (typically 12 to 24 hours after pour) to encourage the concrete to crack along pre-determined lines. Cracks occurring within control joints are normal. Any crack measuring **1/4 inch or less** in height displacement or gap width is non-structural and is not covered under warranty.
- **Shifting & Settling:** Minor shifting or settling over time is common. Because sub-grade conditions beneath the placed sand sub-base are beyond our control, sub-grade settlement is excluded from warranty coverage.
- **Frost Heaving:** Southwest Michigan undergoes frequent freeze-thaw cycles during winter. Slabs may temporarily heave and settle back as ground frost shifts. Cracking caused directly by frost heave events is excluded.
- **Minor Surface Pop-outs:** Minimal isolated surface pops (caused by aggregate stones near the surface expanding) do not compromise structural integrity and do not constitute a defect.

3. Warranty Terms & Remedies

High Country Poured Walls, Inc. warrants for a period of **1 year** from the date of completion:

- **Cracked Concrete:** Slabs experiencing cracking with displacement or gaps **exceeding 1/4 inch** will be reviewed for potential repair or replacement.
- **Severe Popping or Flaking:** Slabs exhibiting surface scaling, popping, or flaking across **20% or more** of the total project surface area will be repaired or replaced at our sole discretion.

Warranty Terms & Remedies (continued)

- **Road Approach Exclusion:** Driveway approaches at the road edge are heavily exposed to municipal salt spray, de-icing runoff, and snowplow abrasion. Scaling or popping on road approaches is strictly excluded from coverage.
- **Service Timeline:** Approved warranty repairs and site evaluations are scheduled and performed exclusively during the summer months (June, July, and August).

4. Customer Care & Owner Responsibilities

To maintain warranty coverage and ensure the maximum lifespan of your flatwork:

1. **Vehicle Restraint:** Do not drive or park vehicles on new concrete for at least **14 days** post-pour.
2. **De-Icing Chemical Warning:** **DO NOT apply salt or chemical de-icers during the first winter.** De-icers cause severe surface scaling and will **void this warranty.** Use clean sand for winter traction.
3. **Fertilizer Warning:** Never allow fertilizers containing ammonium sulfate or ammonium nitrate to sit on the concrete, as they aggressively attack the cement binder.
4. **Drainage Management:** Ensure gutters, downspouts, and site grading prevent water from washing underneath or pooling along slab edges.
5. **Sealing:** Applying a high-quality breathable concrete sealer approximately **30 days** after installation (when ambient temperatures exceed 55°F) provides optimal surface protection against Michigan's weather.

5. Claim Procedure & Dispute Resolution

1. **Written Notice:** Warranty claims must be submitted in writing to High Country Poured Walls, Inc. prior to the 1-year warranty expiration date.
2. **Payment Condition:** Initial project installations must be paid in full prior to warranty inspection or service.
3. **Dispute Resolution:** In the event of an unresolvable dispute regarding covered defects, both parties agree to submit the matter to binding third-party arbitration. Arbitration costs shall be divided equally between High Country Poured Walls, Inc. and the property owner, replacing the right to litigation, jury trial, or class action proceedings.