



# TRYON CREEK CONCRETE

## **Concrete warranty and customer information**

We at **Tryon Creek Concrete (TCC)** try very hard to ensure that for many years to come, you will have a long lasting, high quality concrete flatwork inside and around your home. Whether it is your driveway, front porch, sidewalk, patio, garage or basement floor, we will do everything we can to satisfy you as a customer.

All of our employees are trained to prepare, set up and place and finish concrete to the highest of industry standards. We work hard to keep up to date on the latest products and techniques as well as work with our suppliers and concrete producers to provide you with the highest quality materials.

We offer several types of finishes. The most common that you see are exposed aggregate (with either 3/8" rock or 3/4" rock or a combo) and broom finishes. We also have a wide variety of stamped finish patterns in several different colors. Our signature finish is an acid etched/sand finish. This can be done with plain concrete or with some color added to it. Either way it is a nice option to consider.

If you would like more information or desire to view more photographs of previous projects, feel free to visit our website at **[www.tryoncreek.com](http://www.tryoncreek.com)**

**Thank you for the opportunity to work with you, please have a great day!**

Tryon Creek Concrete

11400 SW North Dakota Street, Tigard, OR 97223

TEL 503 624 2174 FAX 503 624 9880

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## What to Expect

- **Cracks**

Yes- concrete does crack. We do not like it either but in most cases, it is bound to happen. This is why we install crack control joints where the concrete is most likely to crack. If the concrete cracks in these control joints, this is exactly what we had hoped for.

Typically, concrete cracks very soon after it is poured, often the same day. We do everything we can to control cracking, but there is **NO GUARANTEE** that concrete will not crack in other places.

Cracks that are 3/16" of one inch or less (in height or gap) are considered normal and are within industry standards.

- **Discoloration**

Another common misconception is color. It is not possible for us to match exact color of your porch to your sidewalk or to your driveway. Sometimes even your driveway may not match exactly since most driveways need two or more loads of concrete. This is especially true if concrete placements are made on different days or if you have color added to your concrete. We can get creative by using a slightly different colored border or margin to separate concrete sections so this is less noticeable. Most of these color variations are minor and most will fade over time, but it can occur.

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- **Surfaces**

A common misconception is that your driveway, porch or sidewalk surface will last and hold indefinitely. Unfortunately this is not true. Exterior concrete is subject to inclement weather, sunlight exposure and heavy vehicle traffic. These result in normal wear on the surface of the concrete.

While concrete is a very durable product it is not always without its flaws. Sometimes the surface of the concrete may appear to be popping or flaking off. If this is minimal (a few here or there) it is quite possible that a stone or stone(s) close to the surface popped out. This is nothing to worry about since the integrity of the slab is not compromised. If you experience a lot of popping and/flaking of the surface (more than 20%) then you may have a warranty issue.

- **Texture**

It is possible that your patio and driveway, or your neighbor's concrete with the same finish applied may appear to have a different texture or finish than yours. This is common and is no cause for concern. Concrete is a wearing surface and it will also change color over time.

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## The What & How of Our Warranty

### Cracked Concrete

The industry standard for repair or replacement is greater than a 3/16 of an inch displacement (either height or gap). We may warranty cracks that exceed 3/16 of an inch in height or gap.

### Popped or Flaked Concrete

- We will repair or replace a section or sections of your flatwork if it can be defined within our warranty.
- Part of the decision to execute warranty repair or replacement will be determined if the minimum 20%, Industry Standard, of total area is affected.
- We may repair or replace our work if a minimum of 20% of the total work area is popped or flaking, except for the driveway approach.

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## Customer Care of Concrete

- Do not drive on the “new” concrete for at least 14 days.
- Do not allow water to drain beneath the slab.....settlement cracks may develop.
- Do not apply deicing chemicals (salt) for snow and ice removal the first winter. As an alternative, sand can be used for traction.
- **WARNING:** Never use deicers containing ammonium sulfate or ammonium nitrate (i.e. fertilizers). Such products are known to aggressively attack concrete.
- Apply a good quality sealer. Contact your contractor, local Ready Mix producer or building supply store to purchase a concrete sealer.
- Follow the manufacturer’s instructions for sealer application.
- Re-application of the sealer is generally recommended every year.
- For stain removal, do not use harsh acids. Use a product specifically designed for the stain in question and for use on concrete.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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