

Concrete Warranty - Terms and Conditions

Thank you for choosing Burnaby Blacktop Ltd. for your concrete installation. We are committed to delivering high-quality, long-lasting concrete surfaces for your home or business. Our team uses up-to-date techniques and quality materials and works closely with concrete producers and suppliers to meet or exceed industry standards.

We offer a range of concrete finishes including exposed aggregate, broom, polished, and a variety of stamped patterns and colors to suit your personal style. If you would like more information about this, please feel free to visit our website at www.burnabyblacktop.ca.

How to Care for Your Concrete Surface:

Proper maintenance will help maximize the life and durability of your concrete. Please follow these care guidelines:

- Allow 7–14 days of drying time before driving on your concrete.
- Seal your concrete surface with a good quality sealer. We offer this service to ensure durability for many years.
- Do not allow water from draining under the slab to avoid settlement cracks.
- Do not use de-icing salts or chemicals during the first winter. Sand is recommended to avoid damage.
- Never use products containing ammonium nitrate or ammonium sulphate (e.g., some fertilizers). These aggressively damage concrete and will cause popping/flaking which is not covered by warranty.
- If sealing the surface yourself, follow all application instructions carefully. (Warranty is voided if Burnaby Blacktop does not perform the sealing.)
- Do not use harsh chemical cleaners. Use products specifically formulated for concrete surfaces.

Understanding Your Concrete Surface and What to Expect:

Here are some common characteristics of concrete that are not considered defects:

1. **Cracks:** As your General Contractor, we will always do our best to mitigate cracking, but there is no guarantee that your concrete surface will not crack. Control joints are installed to help reduce cracking, but cracks may still appear. Cracks 3/16" or less are within industry standard.
2. **Discoloration:** Color variation can occur due to factors like multiple pours (same day or different day), mix consistency, or weather. This includes variation from added colors or multiple truckloads; We cannot match your existing concrete. We suggest a slightly different shade for the borders/margins to separate sections to make it less noticeable, however, most of these colours are minor and will fade over time.
3. **Surface Texture:** Surface popping or flaking can occur if stones near the surface rise during drying. If this happens, this is nothing to be worried about as this does not impact slab integrity. A general misconception is that your concrete will last and hold indefinitely. This is not true. Exterior concrete is subject to sunlight exposure, inclement weather and heavy vehicle traffic.
4. **Texture Variation:** Even with the same finish, your concrete surface may differ from neighboring ones. This is normal and not a cause for concern.

What to Expect:

Burnaby Blacktop does not guarantee/Warranty any concrete work.

Although we do not offer any warranty on concrete work, if you have an issue within the first seven (7) days after installation, please contact us. If there is workmanship or material issues, we will review and may remediate the problem, up to and including removal and reinstatement.

For more information or any general questions about our warranty coverage, please contact our head office at (778) 855-0513 or info@burnabyblacktop.ca.

Kind regards,

The Burnaby Blacktop Ltd. Team.