



## Keep your basement dry and your home healthy with a...

### Customer Care Preventative Maintenance Plan

Regular maintenance helps extend the life of your existing waterproofing systems. We recommend and offer a Customer Care Plan that is designed to maintain your systems year after year. At minimum, experts recommend having your waterproofing systems professionally maintained once a year, if not twice depending on the complexity of your system's needs.

At Basement Masters Waterproofing we pride ourselves on the thoroughness and professionalism of our specialists. Each of our service technicians is experienced and fully trained to provide your system with a complete, comprehensive **waterproofing system maintenance** assessment.

During their maintenance visit, your Customer Care Technician will conduct all of the following steps:

1. **Test sump pump operation:** Your Customer Care Technician will check the float switch, intake valve, and impeller to start and then test your sump pump and battery backup system with a variety of drills to ensure your sump pump is primed and ready! On a full charge, our Battery Backup System should be able to pump more than 1500 gallons. As a new feature of the plan, your Customer Care Technician will also install a new anti-freeze protector to your sump pump.
2. **Clean sump pump basin of debris and sediment:** Over time and years of operation, a sump pump liner will accumulate mud and debris from the water as it pumps. To avoid clogging, drainage systems are installed in a bed of gravel and away from the bottom of the basin. Experts recommend regular cleaning of the liner at least on an annual basis depending on your waterproofing needs.
3. **Test Basement Humidity & Moisture Levels:** Humidity and moisture in the air, not just puddles of water on the floor, can compromise the air quality of your entire home – think mold spores and mildew, for example. Your Customer Care Technician will test the humidity and moisture to see if your home is at risk. If it is, then we will discuss your options with you.
4. **Service Your Dehumidifier:** Our dehumidifiers are top of the line dehumidifiers for both residential and commercial spaces. They are particularly popular in basements and crawl spaces and are known for standing the test of rough conditions and time. Your Customer Care Technician will replace the air filter, oil and inspect the parts inside the dehumidifier, check the discharge line to ensure that water is freely moving through the discharge line and check for

the potential for freezing.

5. **Maintain Your Crawl Space Liner:** Many of our clients have excavated and sealed their crawlspaces. If this is an investment you have made in your home, your Customer Care Technician will inspect the crawl space lining and seems liner and any other components installed in your crawl space.
6. **Inspect/Clear Drains, Extensions, and Downspouts:** Exterior and Interior waterproofing systems discharge of the water that wants to get into your home, away from your home. Your Customer Care Technician will inspect, clear debris from, and check patency of drains, extensions, and downspouts. However, this does not include gutters. If applicable, your Technician will also inspect and clear debris from window wells, window well drains, and stairwell drains.
7. **Full Interior and Exterior Inspection:** During the maintenance visit, your Customer Care Technician will conduct a complete interior and exterior inspection and resolve any new waterproofing issues while onsite!