



2021 PRODUCT CARE AND WARRANTY INFORMATION

Hardscape

Katahdin Stone Works LLC. would like to thank you for choosing us as your preferred hardscape installer. Your hardscape is accompanied by a 5-year limited warranty on all labor.

Products:

Katahdin Stone Works LLC. primarily works with the following manufacturers of precast concrete material: Belgard, Unilock, Versa-Lok, and Techo Bloc. These manufacturers of hardscape products (ie. concrete pavers and wall block) carry their own warranties which may vary from one to another. These lifetime warranties apply to the precast block or paver specifically. The specifics of the product warranty can be confirmed with the selected block product manufacturer.

Hardscape Installation Best Practice

Before the start of the project, 811 (Dig Safe) will be called to mark utilities the client is not to tamper with any flagging or paint used. **It is the client's responsibility to mark sprinkler systems, electric dog fences, low voltage lighting lines.** Any damage received to these items will be brought to the customers' attention before further action is taken.

All Hardscapes installed by Katahdin Stone Works LLC. will meet or exceed industry standards.

Estimated excavation areas will be determined by project type, materials used, and type of use.

All excavated areas will be lined with non-woven geotextile fabric to prevent soil infiltration into clean backfill for drainage protection, erosion control, and stability.

The use of Alliance Gator-Base is commonly used in place of the traditional crushed stone base. Areas where minimal access is available, where minimal disturbance of surrounding areas is preferred and large areas where excavation is extensive are some examples.

Backfilled areas will be compacted appropriately per the project's scope and requirements.

Any retaining wall exceeding three feet in height will be reinforced using geogrid.

All paver installations will use appropriate jointing materials depending on the project.

All paver installations will have edge restraints/concrete edging set on the sub-base level per the project requirements.

Any surface requiring the use of adhesives (E.g. Stair treads, Wall caps) will need 24 hours dry time. Use or disturbance before curing will void the warranty if Katahdin Stone Works LLC. does not receive an immediate notification of disturbance to return to fix the project within a reasonable amount of time. Customers are subject to charges for labor and material.

Customer Requirements

Customers are responsible for notifying and/or marking any underground sprinkler systems, electric fences, or low voltage lighting.

Customers are responsible for applying for any permits that may be required before the start of the project.

Customers are responsible for providing parking and a reasonable workspace throughout the project. For work within Cities, parking reservations may be required before the start of the project.

Other Work

Electrical Work is to be done by a certified electrician only and is always added to the Contract.

Gas fitting and connections are to be done by a certified gas fitter.

Katahdin Stone Works, LLC. is not responsible for the installation of step railings or guardrails, and will not be held responsible for any code violations or incidents occurring due to steps or landings being in violation. It is the responsibility of the customer to obtain the information and to meet the standards regarding local codes regarding railings.

Exclusions:

This warranty is strictly limited to contract work performed by Katahdin Stone Works LLC.

From the date of installation, Katahdin Stone Works guarantees your hardscape installation from the settlement of pavers and walls, and from the separation of wall units for 5 years under normal wear for which the installation was designed. For example, if vehicles or equipment are driven over a walkway causing settling of pavers, and the walkway was designed and installed for pedestrian use only, Katahdin Stone Works LLC. will not be held accountable for damage from these actions.

Extreme circumstances, including but not limited to fire, vehicular accidents, excessive rains (.5 inch within 2 hour period, or over 2 inches within 12 hours), or excessive freezing, causing damage to work installed Katahdin Stone Works LLC. or surrounding areas are not covered under this or any other Katahdin Stone Works warranty.

This warranty does not apply to efflorescence. Efflorescence is a naturally occurring process in all concrete products that sometimes appears in the form of a white powdery film on the pavement surface. It does not, in any way, compromise the functionality or the structural integrity of the product. Although efflorescence cannot be prevented, it will wash off over time or can be cleaned with an efflorescence cleaner Katahdin Stone Works LLC. accepts no responsibility or liability for this condition

This warranty does not cover paver overlays on concrete. The stability of existing concrete and its sub-base is beyond the means of inspection of Katahdin Stone Works LLC. and therefore unpredictable

Katahdin Stone Works LLC. is not responsible for damage done by a third party, this includes but is not limited to sub-contractors, deliveries of aggregates or materials, and deliveries of equipment.

Katahdin Stone Works LLC. will use best practices when it comes to the placement of deliveries of aggregates and materials. Driveways will be used as a last resort for storage. All reasonable means of protection of property will always be taken. Katahdin Stone Works LLC. is not responsible for damage done to driveways by itself or a third party.

To enforce the rights under this warranty, the owner should promptly notify Katahdin Stone Works of the specific item or items of concern. Katahdin Stone Works shall respond to such warranty requests within a reasonable amount of time. Any emergency requests will be given immediate attention. If Katahdin Stone Works LLC. finds in its reasonable judgment that the item or items requiring attention are covered by this warranty, it will promptly proceed to repair

and/or replace the defective materials or workmanship, at its sole cost and expense, except to the extent it finds that such repairs have been made necessary by the negligence or intentional misconduct of the owner, or any party or parties associated with the owner.

This warranty shall be void and will not apply to any materials which were originally installed by Katahdin Stone Works LLC., then subsequently repaired, adjusted, or modified by an individual or entity other than Katahdin Stone Works or its authorized representative.

Replacements and/or repairs furnished under this warranty shall not carry a new warranty but shall carry only the unexpired portion of the original warranty provided.

No person is authorized to make any warranties other than those described above or to extend the duration of any warranties beyond the time described above.

Damage to existing irrigation lines during construction is considered to be an additional cost.

Drainage: Should the Client's property be the lowest elevation in relation to surrounding property or buildings, the Contractor, Inc. reserves the right to retain a Soil Engineer to evaluate and propose drainage solutions. All costs for engineering services, as well as the actual drainage work, will be at the Client's expense. Unless the Client has a detailed Topographical survey completed, the above clause may come into effect.

Site Unknowns: Including, but not limited to, sub-surface conditions/obstacles that create unforeseen labor, equipment, material, or disposal charges

Concrete, if not accessible for inspection before excavation, is estimated at 4 inches deep with no rebar or wire mesh. If the concrete is thicker or is reinforced, additional labor charges may be applied.

Damaged Utilities: Should damage occur to utilities during construction, the Contractor is only liable for the cost of the repair. the Contractor is not liable in any way for the inconvenience to the Client caused by damage to the utilities.

Damage to neighbors buried utilities, on the Client's property, is the responsibility of the Client.

Building/Window/Vehicle Washing: Buildings, windows, or vehicles of the Client, including neighbors, are not intended to be kept clean due to dust during Construction or Work performed by the Contractor. Any necessary cleaning due to Construction or Work by the Contractor will be the responsibility of the Client.

Change Orders

Changes in plans after the final contract has been signed by the client will result in a change order, provided by Katahdin Stone Works. The change order will be discussed and agreed upon by both parties before any actions are taken.

Any unforeseen obstructions or circumstances (E.G. unmarked sprinkler lines, rebar, mesh or excessive pours in concrete unstable soil, etc.) that obstruct or alter the project needs or timing will result in a change order. Options for moving forward will be discussed and agreed upon with the customer before actions are taken.

Polymeric Sand, Cleaning and Sealing

The purpose of using high-grade polymeric sand is to reduce washout between pavers, reduce weed infiltration, reduce ant colonization, and maintain even joints over longer periods as compared to traditional jointing methods.

Cleaning and sealing of pavers are one of the most overlooked and most effective methods for maintaining color, protection from fading, reducing staining, as well as protecting against mold and algae growth.

Cleaning and sealing are recommended to be done 60 days post-installation on new projects. And every 3-5 years thereafter to maintain the seal.

Katahdin Stone Works LLC. has no warranty on cleaning and sealing done on paver projects installed by anyone other than themselves. The work will be done to the best of Katahdin Stone Works LLC.s ability but unknown factors such as quality of the paver, base material, drainage, Installation techniques as well as the magnitude and set duration of stains are unknown.

Plant Material

Best Planting Practice:

Plants will be set in a hole as deep as the plant's root ball and twice as wide. The crown of the plant (where the roots and trunk meet) will be at or slightly above the soil surface.

If roots are circling tightly in the pot, they will be loosened out by hand or cut in a few places if necessary.

Any burlap tied around the crown will be cut and removed.

Native soil will be used to backfill the hole. If the soil is poor, it will be mixed with amendments with the native soil. Amendments for clay soil include gypsum, manure, compost, and peat moss. For sandy soil, use peat moss and organic matter.

The soil around the plant will be lightly tamped to remove any void spaces.

Plants will be staked if necessary. Remove any stakes after a minimum of 6 months.

Plant Maintenance:

Your new plantings will need an inch of water per week for the first year. *Failure to do so will void the warranty.* In the heat of summer, you may have to water daily. Don't forget to keep watering during the fall. Soaker hoses and a timer system may be used to save time and money; however, you must ensure that sufficient water penetrates the root ball of each plant. Water should pool up at the base of the plant when the soil has been adequately saturated. Water not only under the drip line of the plant, but also several feet out from this. Otherwise, dry soil will wick away moisture from roots.

If planting occurs in the Spring, water 3 times minimum per week, for the first 3 weeks, whether it rains or not, then after the first 3 weeks, water twice per week whether it rains or not. If the planting occurs in the Fall, and the plant still has leaves, following the aforementioned watering guidelines until the leaves fall off. If the plant has lost its leaves, soak thoroughly one time after

planting. Begin watering again in the spring when the new foliage appears, following the aforementioned watering guidelines. Monitor the plants after the first 3 weeks and apply additional water as necessary. It is best to water early in the morning to prevent evaporation or rot if watered too late in the day.

Sod and Seed

Tips for New Sod Care

WATERING

Watering New Sod: Begin watering newly laid sod within 60-90 minutes of installation. Apply at least 1" of water so that the soil beneath the turf is wet. Ideally 3"-4" of soil beneath the surface should be moist. Turf is a living plant that requires ground contact and moisture to survive. If the weather is particularly hot and dry, you may need to start irrigating the completed areas before the entire site is laid.

Continue watering new sod twice per day for 15-20 minutes in the morning and afternoon—thorough, deep watering is best until the soil is **saturated but not puddling**. You should be able to walk on the lawn without sinking. Morning is ideal with lower wind speeds and less water is lost to evaporation. Watering in the evening is discouraged—water remaining on the grass can promote disease and fungus.

Within a few weeks, when the sod has started rooting into the soil, you will not have to water it as much. After the sod is well established (several weeks after installation) irrigating deeply and infrequently encourages roots to grow deep, making the turf more tolerant of drought.

WATERING TIPS

Proper watering techniques are important.

Make sure that water gets to all areas of the lawn, regardless of the type of irrigation system you use. Many sprinklers miss corners and edges which are particularly vulnerable to drying out. Areas near buildings also dry out faster because of reflected heat.

Avoid hand watering because it cannot provide uniformity.

In-ground systems require professional installation, routine adjustments, and proper maintenance.

Although tempting to "set it and forget it", be sure to adjust for seasonal water requirements as well as changes in the weather. Check alignment of sprinkler heads to make sure they're applying water to the lawn instead of sidewalks, street, or house siding.

Water early in the morning, 6-8 am. Wind speeds are lower and less water is lost to evaporation. Watering in the evening is discouraged—water remaining on the grass can promote disease and fungus.

Infrequent, deep watering is better than shallow watering. Roots grow only as deep as the most frequently available water supply.

MOWING

Your new sod can be mowed when it looks like it needs mowing (approximately 1 week after installation). When possible, use a walk-behind power mower, with the cutting height set high (3 inches). Do not use a riding mower as it is too heavy and its powered wheels can tear up the new sod. After the sod has fully rooted (approximately 3 weeks), regular mowing can commence. For best results, never cut more than 1/3 of the grass blade per mowing and maintain sharp mower blades. Cutting frequency will need to be increased during the faster growing seasons of spring and fall. Grass clippings may be left on the lawn to return nutrients to the root zone.

Seed / Instructions & Warranty Information

Water new sod twice per day, in the morning and afternoon—thorough, deep watering is best until the soil is saturated but not puddling. Morning is ideal with lower wind speeds and less water is lost to evaporation. Watering in the evening is discouraged—water remaining on the grass can promote disease and fungus.

Apply at least 1" of water so that the soil beneath the turf is wet. Ideally 3"-4" of soil beneath the surface should be moist.

Once Grass has reached a height of 5 inches it is ready to be cut for the first time. The mowing height should be 3.5 inches.

Never cut more than 1/3 of the grass blade with any one cutting.

As with all lawns, a fertilization program will encourage establishing and maintaining a thicker and healthier lawn. As part of creating a healthy lawn, it is also suggested to apply routine weed control applications to minimize unwanted and competing plants.

FERTILIZING

To ensure that your turf remains healthy, feed your lawn 3-4 times during the growing season. A slow-release or controlled-release form of Nitrogen should be used whenever possible, but especially on the spring and fall applications.

A good guideline is to fertilize on these holidays...

Memorial Day: Suggested Fertilizer – 30-0-9 (N-P-K)

Labor Day: Suggested Fertilizer – 24-0-11 (N-P-K)

Halloween: Suggested Fertilizer – 24-0-11 (N-P-K)

A fourth application in the Spring (April Fool's Day) may be made if late fall fertilization was not done.

Always follow the manufacturer's recommendations, and completely "water-in" fertilizer after each application.

Limited Plant and Sod Warranty:

Your landscape is accompanied by a 1-year limited warranty on trees and shrubs installed by Katahdin Stone Works LLC., and a 6-week warranty on all seed and sod installations.

Newly installed landscape plants will suffer transplant shock, particularly during the hot summer months. It is imperative that plants receive proper care to minimize stress. Upon installation or purchase, it is then the responsibility of the owner to supply the plant with enough water and fertilizer (as needed) during their growing season (May to October) to keep them healthy.

Trees and shrubs are warranted for one year from the date of installation, and will be replaced **once** within the warranty period, should they die.

Should there be an issue, Katahdin Stone Works LLC. Should be notified immediately.

Katahdin Stone Works LLC. will make warranty replacements during the optimum planting seasons: spring and fall. *Typically, replacements will take place between May 1st through June 30th and September 1st through November 15th.*

Katahdin Stone Works LLC. assumes no liability for replacement of plants killed or damaged by pets, pests, insect infestation, abnormal weather conditions, or other conditions beyond our control, nor will we replace plants experiencing “seasonal die-back”, when pruning and proper care will restore them to health.

Katahdin Stone Works LLC. cannot warranty against weed growth in mulch or topsoil beds, due to the germination of dormant seeds prevalent in the soil.

This warranty shall be void and will not apply to any plants which were originally installed by Katahdin Stone Works LLC., then subsequently repaired, adjusted, moved, or modified by an individual or entity other than Katahdin Stone Works LLC.

There is no warranty on wholesale priced plants nor plants sold on sale or at discounted rates, or plants purchased by the homeowner. In addition, annuals, perennials, bulbs, ground covers, and transplanted plant material are NOT covered under this Katahdin Stone Works, LLC. Warranty.

This warranty does not include transportation, labor, or other consequential and incidental costs or damages.

This warranty does not include overage of the following: damage or loss of trees, plants, soil, or ground covers caused by fires, floods, lightning, freezing, or excessive rains (over 2 inches in 24 hours, wind, or storms over 30 miles per hour, or winter kill caused by extreme cold and severe winter conditions not typical of planting area, natural disasters or acts of vandalism.

This warranty does not cover damage caused by animals or insects.

Scheduling and Payment

All customers will be given an approximate once a contract has been signed and returned with the deposit.

Customers will be contacted within a month of their estimated date for a more accurate starting date, and again 2-3 days before the date for confirmation.

Dates are not guaranteed, and all scheduling is subject to change, clients will be given as much notice as possible.

Any jobs being performed after November have the potential to be stopped due to weather and resumed in the spring.

A 20% deposit is due with the signed contract. Once the contract is signed, the client has 7 days to cancel for a full refund of the deposit. *If the client chooses to cancel the project after the 7th day, no refund will be given.*

The subsequent payment of 50% is due at the start of the project.

The remaining 30% is due upon completion of the project.

Should the Client fail to make payments as they become due (net 30 days) under the terms of the Contract, or in the event of any claim, interest at 5% per 30 days charge will be applied to the due amount.

Any payment that does not process due to a bad check or non-sufficient funds (NSF) will be subjected to an additional fee of \$45.

The act of non-payment creates a lien in favor of Katahdin Stone Works LLC. in any and all materials and property of the Client in the possession of Katahdin Stone Works LLC. as well as in the Work in progress as at the date of termination. Katahdin Stone Works LLC. shall be at liberty to retain possession of the same pending payment in full.

All change orders will require full payment of the change before the construction of that element will continue.

Katahdin Stone Works LLC. Accepts all major credit cards, cash, checks, and direct transfers through QuickBooks.

An additional 3.25% charge will be applied to all credit card transactions.