

BALCONY WATERPROOFING

After care guidance

To help you ensure that the weather proof top coat of your balcony lasts as long as it should, we've put together some useful guidance for you.

Any problems or issues with your balcony floor where this guidance hasn't been followed could unfortunately result in the guarantee becoming invalid.

- If you notice any damage, please report it to us as soon as possible and we'll be able to instruct the manufacturer Garland UK Limited to come out and take a look
- Regularly clear your balcony of any leaves, branches or other debris – if there are any branches or trees that overhang please let us know and we'll cut them back as falling leaves can clog-up the drains and guttering
- Please don't use nails or screws to fix anything to the floor or use anything on the balcony that is likely to puncture the waterproofing. Please let us know if you think this may have happened
- Any unauthorised repairs or alterations will unfortunately invalidate the guarantee so please contact us if you need to make any changes and we can discuss with you the best way forward
- To keep your balcony clean you can use a pressure washer with cold or warm water and a detergent that does not contain alcohol or solvents or you can manually wash it using the same approach. You shouldn't exceed 725psi or a water temperature of more than 50 degrees centigrade. Rinse with cold clean water once finished.

If you need to report a problem with your balcony or would like to discuss the above further, please contact us on **0333 400 8222**.

A S T E R
G R O U P