



Dear Valued Customer,

JDE Concrete, INC takes great pride in the concrete work we have provided for you. The relationship we establish between ourselves and our customers is one that we put great effort into. We have followed industry standards to achieve excellent and long lasting concrete flatwork on the inside and outside of your home. We have, and will continue to do everything we can to satisfy you as a customer.

The crews who have worked on your project are trained to pour and finish concrete to the highest of industry standards. We also take great pride in our established relationships with our concrete producers and cement suppliers. These relationships have allowed us to provide you with the highest quality materials.

Our services are available to you after the purchase of your home for the maintenance of your concrete.

We offer a one year warranty of materials and workmanship for no additional cost. The following pages detail our warranty, as well as what you can expect from your concrete.



FLATWORK WARRANTY

A. What You Can Expect from Your Concrete Flatwork Surfaces

Surfaces

One common misconception about the concrete that we pour for your driveway, porch or sidewalk surface, is that it will last and hold indefinitely. Unfortunately, this is not the case. Exterior concrete (particularly in Michigan) is subject to inclement weather and heavy vehicle traffic. This results in normal wear and tear on the surface of the concrete.

Although concrete is a very durable product, it is not without its flaws. Sometimes, there may be areas along the surface where there is minimal popping or flaking of concrete. This is nothing to worry about, as the integrity of the slab is not compromised. However, if there is substantial popping/flaking along the surface (more than 20%), this may fall under the JDE warranty.

Cracks

Unfortunately, concrete will crack. Concrete is a strong and very rigid material. Concrete floors are poured over large areas (ie. floors and driveways, etc) of softer material (sand or gravel). Since these materials are not alike, we design the concrete to compensate for this difference by cutting or forming control joints in the surface of the slab. These control joints are places that we have designed the concrete to crack.

Control joints are cut into the concrete slab between 12 and 24 hours after the concrete is poured. Sometimes, however, cracks occur before the joints are cut. We do everything we can to control cracking, but there is no guarantee that the concrete will not crack in other locations later on.

***JDE's warranty covers cracks that are greater than 3/8 of an inch in height or gap. A crack that is less than 3/8 of an inch (height or gap) does not fall under our warranty.*

Cracking and Frost Heave

Michigan is in a severe weather region. During any given winter, there are many freeze-thaw cycles. During these times, your exterior concrete is likely to heave up. However, over time, it will most likely settle back to its normal elevation again.

Unfortunately, the slab is at risk to crack during a frost heave event. ***Cracking that is related to frost heave does not fall under the JDE warranty.*

Shifting & Settling

It is not uncommon for most driveways, sidewalks and garage floors to have some shifting over time. Do not be concerned if you notice that your driveway or garage floor has moved a little or sounds hollow -- this is nothing to worry about -- especially if there are no cracks present. ***This does not fall under the JDE warranty.*



If your home has a patio or service walk, it is possible that it may settle. When we poured the concrete, we compacted the surface sand deep below the slab. However, this is no guarantee that the concrete will not settle.

***JDE does not warranty against settling, because the sub-grade (below the surface) is out of our control.*

Discoloration

Another common misconception is the color matching of concrete. It is not possible to match the exact color of your porch to your sidewalk or to your driveway. Sometimes, even the different pours within your driveway will not match exactly (most driveways require two or more loads of concrete, even these will vary in color). Most color variations are very minor and will fade over time.

If you are considering replacing one or two squares of your driveway or sidewalk, please take into consideration the color difference that will result between the old and new sections. This color variation will take years to blend together, and will be more noticeable than a few pops.

***Concrete discoloration does not fall under the JDE warranty.*

Finishes

Interior concrete floor surfaces (basements and garages) are finished smooth. This will allow for easy maintenance. *Please be aware that smooth finishes can be very slick when moistened.* Exterior concrete (driveways and sidewalks) are broom finished. The broom surface is designed to be walked on, even when wet.

B. The Ins and Outs of the JDE Warranty

Cracked Concrete

- The JDE Concrete warranty for cracking coincides with the industry standard. Only cracks greater than 3/8 of an inch (height or gap) may be warrantied.

Flaked or Popped Concrete

- JDE Concrete may repair a section of flaked or popped concrete IF more than 20% of the total area is affected (this is per industry standard).
- JDE Concrete DOES NOT warranty a popped or flaked driveway approach. The driveway approach area is subject to salt overspray during the winter months, which is out of our control.



General Warranty Matters

- At any time, the decision to repair or replace concrete will be determined by JDE Concrete management.
- The use of any salt or deicing chemicals will void warranty
- Warranty issues will be addressed during the months of June, July and August. If we are unable to service you during this time, we will service the following year.
- For your warranty to be validated, JDE must be contacted before your warranty expires.
- Initial installation of concrete must be paid in full, as well as an agreement signed before any warranty issue will be resolved.

C. Dispute Resolution

In the event that there is a disagreement between JDE Concrete and the Builder or Homeowner about the work covered by warranty, it is agreed that a third-party arbitrator will be contacted to resolve any difference. The cost for arbitration will be equally divided among each involved party. It is also understood that the arbitrated ruling is binding, and supersedes the right to litigation, and the right to participate in a class action or similar proceeding.

D. Care of the Concrete

- Do not drive on new concrete for at least two weeks.
- Do not allow water to drain beneath the concrete, as settlement cracks may develop.
- Keep the driveway completely shoveled off during the first winter (this reduces the risk of cracking).
- Do not apply salt the first winter (as an alternative option, sand can be used for traction).
- Apply a good concrete sealer.
- Do not use harsh acids for stain removal.

