



Building with conscience.

# StoService Assurance

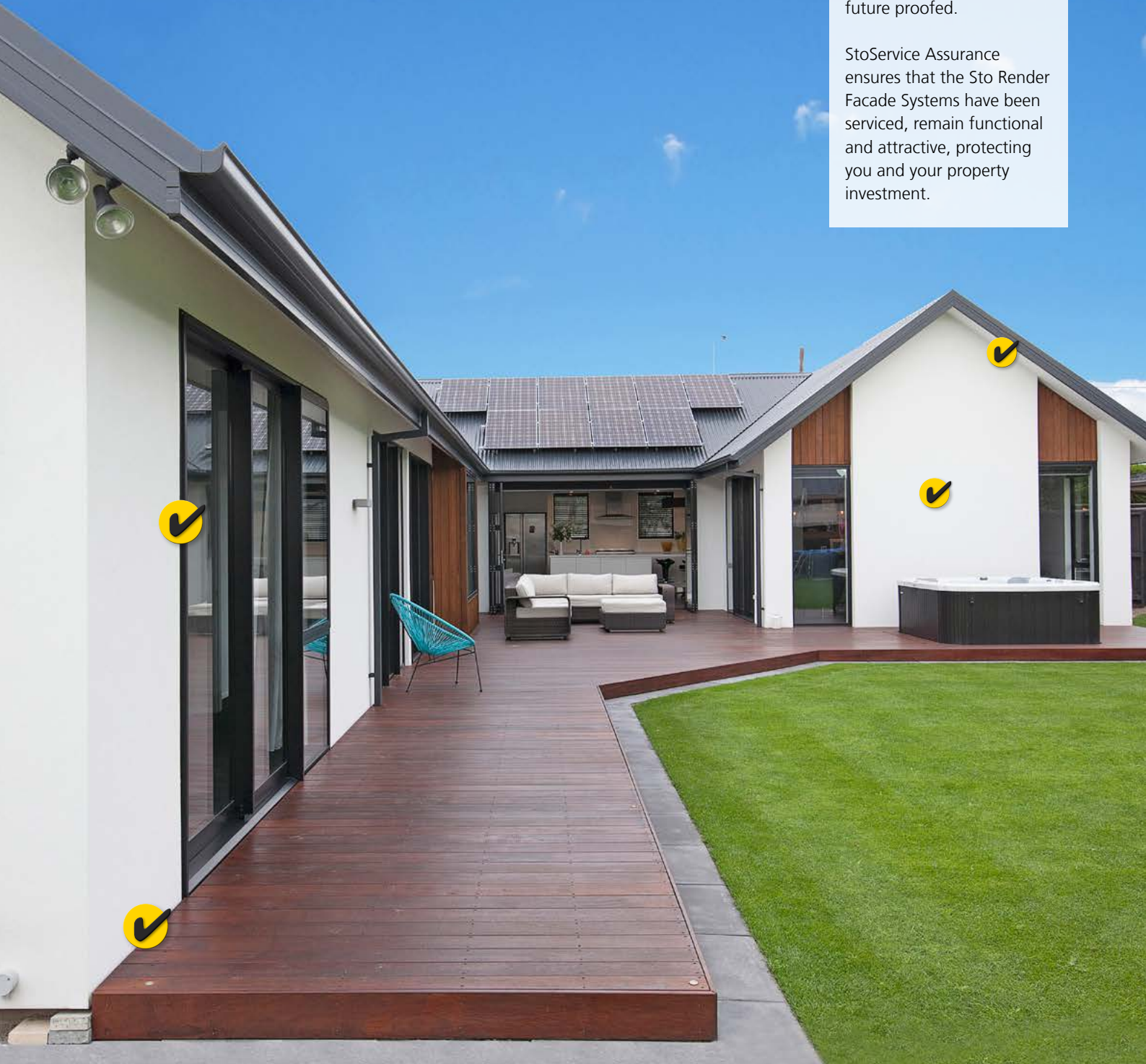
A guide to maintaining your property.

## Facade Maintenance



Sto Rendered Facades and Coating Systems come with a comprehensive StoWarranty including a StoService Assurance maintenance guide, ensuring the exterior is future proofed.

StoService Assurance ensures that the Sto Render Facade Systems have been serviced, remain functional and attractive, protecting you and your property investment.





# StoService Assurance

Property in New Zealand is exposed to some of the world's harshest conditions. Regular maintenance checks will ensure the exterior facade remains functional and attractive, long-term.

## Peace of mind

New Zealand's residential properties are exposed to some of the world's harshest conditions. The salty marine environment, severe UV levels, gale force winds, rain and ice all have an impact on the exposed exterior. Structurally, earthquakes actively shake the environment, algae and fungal spores will readily take hold of any moist, damp surfaces, and physical damage often goes unnoticed, combining to provide a situation that can aggressively attack the exterior. The owner or person undertaking the maintenance can prevent this occurrence by regularly checking for potential risks, cleaning, and administrating a StoService to ensure the property remains functional and attractive for the life of the building.

Some maintenance items occur more regularly than others, such as removing leaves or debris from gutters, decks or access ways regularly, combating fungal infestations in damp, shady conditions, and removing salt, sand, dirt, grime, bird muck, spiders and atmospheric deposits. Property owners are generally aware of the specific conditions that pertain to their own environment and the maintenance cycles required to ensure that their property is appropriately serviced.

Generally, we recommend annual cleaning of the exterior facade in the summer months so that any maintenance requirements are undertaken annually under favourable weather conditions.

## StoService Assurance

This guide is designed to help you maintain and take care of your property, not only to ensure the integrity of the exterior facade and building elements remain functional and attractive, long-term, but also to ensure the property continues to comply with the maintenance requirements in accordance with New Zealand Building Code, and manufactures requirements.

The property owner, or the person undertaking the maintenance should check and clean their property annually between December and March (working within the summer period). While every 2 ½ years registered owners will be sent a reminder that the property is due for a 3 yearly StoService.

To register your property for 2 ½ year StoService reminders, send your name, email and property address to [service@sto.co.nz](mailto:service@sto.co.nz)

We recommend the 3 yearly service is undertaken by a Sto Contractor, property maintenance company or competent person. A list of Sto Contractors or property maintenance companies, and the StoService Schedule are available at: [sto.co.nz/stoservice](http://sto.co.nz/stoservice)

**\*Competent Person: A person with the experience, equipment and access gear to carry out the StoService Schedule work. Refer to your Sto warranty for information regarding the Sto system installed on your property.**

## StoService Cycle

Servicing the property to maintain the exterior building elements. Ensuring the exterior facade remains functional and in good condition, long-term.

5. Job done. The property is clean, tidy, and serviced. The completed StoService Schedule is lodged with the StoWarranty as a record of the facade's service history.

1. The Sto Render Facade is installed to specification, and the StoWarranty with StoService documents are issued.

2. The property owner may register for 2 ½ year StoService reminders, by sending their name, email and property address to:

**[service@sto.co.nz](mailto:service@sto.co.nz)**

3. A StoService reminder is sent every 2 ½ years to the property owner. This is a reminder the property is due for the 3 yearly StoService.

4. The contractor or competent person undertaking the StoService Scedule cleans and inspects the exterior Sto facade system and other building elements. To download the StoService Schedule visit: **[sto.co.nz/stoservice](http://sto.co.nz/stoservice)**

**With the legislated emphasis on property maintenance requirements, StoService Assurance offers a simple way for property owners to demonstrate they have regularly serviced the property.**



# General Maintenance

This guide is designed to help you maintain and take care of your property, to keep it functional and attractive for years to come.

## 1 | General cleaning

The exterior of your house is exposed to fluctuating weather conditions every day – from sunshine to rain, wind, or ice. Furthermore, airborne pollutants, algae, fungi and grime can form on the surface. Over time, all of these influences can damage the exterior if left unattended.

The exterior facade of your property should be washed regularly, as necessary. Property owners may require a proprietary house cleaner, in which case we recommend you to reference the manufacturer's instructions regarding environmental conditions, plants, moss and mould remover and suitability. Cleaning treatments should always be completed in sections and the surface must be washed clean using a hose or water blaster adjusted to avoid excessive pressure damaging the substrates, fixtures, or other building elements.

## 2 | Roofs, gutters and membrane decks

Rain and surface water should always be channelled away from your house at all times. You should check annually for an accumulation of debris, leaves and other detrimental deleterious material and obstructions that can block drains, and overflows causing ponding and dampness. As required, fit leaf guards on down pipes and check regularly where there is an excess of debris. Remove debris from inside gully traps/sumps at ground level, ensuring the grates are clear. Check roofs for loose fixings, flue, chimney, pipe penetrations, flashings, corrosion, sealants and general degradation of the coating system. Clean chimney or wood burner flues annually, especially if used continually.

## 3 | Parapets, wall intersections and balustrades

Parapets and balustrades are exposed to direct weathering, UV and structural movement. Likewise, wall intersections and junctions, especially with cavity saddle flashings, are items that require checking. Given parapets are often out of sight, it is important to check these areas are free of contamination, loose fixings, sealant damage, debris building up, and are in good condition.

**Metal cap flashings:** Check the condition of flashings and fixings, re-seal joints as necessary, clean and re-coat as required.

**Cap membranes:** Check rendered membranes for cracks, exposed membrane seams, and membrane condition. Repair as necessary before cleaning.

**Liquid applied membranes:** Check for wrinkles, cracks, substrate fixings, and membrane condition before cleaning, repairing and re-coating as necessary.

**Saddle flashings:** Check the surface condition and sealants, remediate as required.

**Note:** Fall protection safety systems are required to work at heights, or on roofs.



#### 4 | External wall elements

Exterior facades are exposed to weathering, UV, temperature fluctuations and physical disturbance. It is important to check and maintain these areas.

**Exterior fascia and soffits:** Check coating, fixings, joints, and wall junctions. Re-seal sealant joints as necessary after cleaning.

**Exterior walls:** Check cladding, fixings, coatings, joinery rebates, sealants, terminations, dissimilar material junctions, penetrations, and foundations. Treat fungal growth by applying a proprietary house cleaner and wash off all residue and contaminants. Repair any physical damage, remediate any defects and re-coat any repairs as required.

**Note: Refer to the StoWarranty for colour, paint and texture used.**

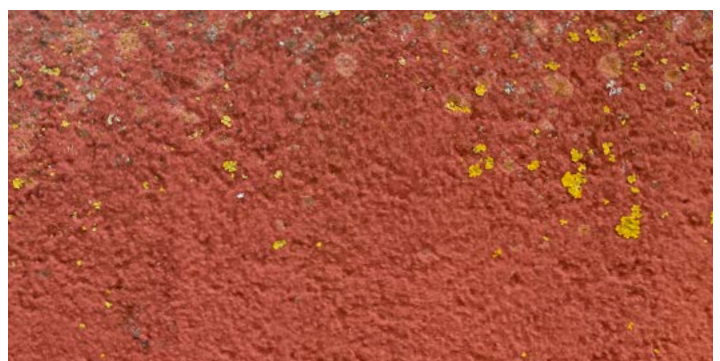
**Sealants:** Check any control joints. Most sealants in facades are used as elastomeric gap fillers around dissimilar materials, such as joinery and penetrations. In a gap-filling situation, sealant manufacturers require all sealants to be checked annually, and any defects are to be rectified by the building owner.

**Note:** Always maintain and repair all dissimilar materials in accordance with the manufacturer's instructions.

#### Proprietary house cleaner properties

The properties for removal of contaminants can vary depending on your situation and various contaminants that may be present.

- Multipurpose cleaner for buildings.
- Ready to use.
- Safe on painted surfaces.
- Removes dirt, mould, algae, lichen, oils and general atmospheric contaminants.
- pH neutral.
- Biodegradable.
- Compatible with water pressure cleaners.
- Plant friendly.



**Unnoticed issues on render facades and junctions can cause a more serious issue in the future. This can be avoided with regular wash downs and maintenance checks.**



# General Maintenance

Providing assurance that the Sto Rendered Facade or Coating System is maintained, protecting you and your property investment.

## 5 | Decks

**Liquid applied membranes:** After removing any debris, check for wrinkles, cracks, popped fixings, sump defects, and membrane condition before cleaning. Repairing and re-surfacing should be in accordance with the deck membrane manufacturer's instructions.

**Sheet membranes:** Check seams, any popped fixings, sumps, and membrane condition. Remove any debris and clean in accordance with manufacturer's instructions.

**Timber decks:** Check fixings, punch proud nails or refix fixings as required, apply deck cleaner and wash off in accordance with manufacturer's instructions and re-stain as necessary.

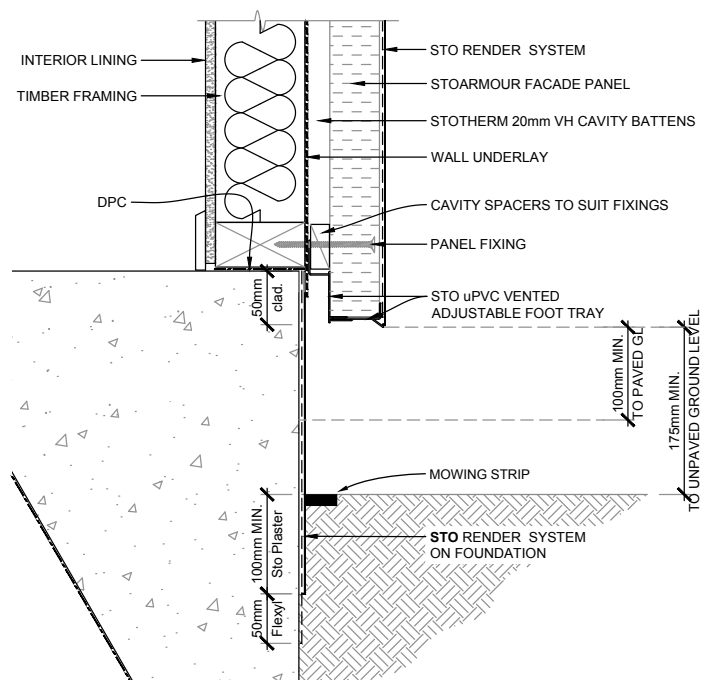
## 6 | Joinery

Regularly check the joinery is sound and operable, drainage holes and vents are clear, and the perimeter sealant junction to the facade is in a sound condition. Check and clean the internal openings every two to three years, and clean the glazing and joinery annually to complete the maintenance cycle.

## 7 | Foundations

A minimum ground clearance is required for timber framed construction to ensure no moisture gets to the bottom timber plate and framing elements. The NZBC cladding clearances are 175 mm to unpaved surfaces or 100 mm to paved surfaces from the bottom edge of the cladding.

Remove any materials stored against the facade and keep plants and foliage away from the walls to promote air circulation and avoid mould or surface damage. Gardens should be kept away from the render finish and the grounds or paths should slope away from the property to promote drainage. Paths or terraces laid against rendered foundations should incorporate a slip layer to avoid shrinkage or settling, damaging the render. Install mowing strips at the foundation to prevent damage to rendered and insulated surfaces from mowers or weed eaters.





### Accidental damage

If damage occurs because of impact from a car, trailer or other object, contact your Sto Contractor to organise remediation of the render system.

### Re-coating

Rendered walls require re-coating every 7½ - 8 years where one coat of paint or S-Protect silane sealer was originally applied or 10 - 12 years where two coats of paint were originally applied. The system warranty specifies that the exterior is to be over coated with StoColor facade paint or S-Protect silane sealer (where used originally). This ensures the integrity of the render system is maintained, long-term, with the advantage of being able to change the colour scheme as required.

**Note:** The re-coating periods can vary considerably depending on the prevailing environment, e.g. harsh coastal conditions generally require more maintenance and more frequent re coating cycles than buildings situated in inland locations.

### Handy tips

- Keep gutters clear of leaves and debris.
- Avoid placing gardens up against the facade.
- Keep barbecues off the facade to avoid staining, burns or physical damage.
- Do not stack materials against the facade.
- Regularly hose down the exterior of the property to remove contaminants.
- Treat any mould, fungal activity, dirt or grime present and wash off.
- Do not use harsh or solvent-based cleaners.
- Regularly check sealants around doors and windows and movement joints.
- When mowing, weed eating, or gardening around the foundation, take care to avoid any damage.
- Contact your Sto Contractor if the surface is damaged.



**Rendered walls require re-coating every 7½ - 8 years or 10 - 12 years depending on environmental conditions and the coating used. This ensures the integrity of the render system is maintained long-term, with an advantage of changing the colour scheme if required.**



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