

StoService Assurance New Zealand

StoService Schedule - Residential

The StoService Schedule is a record of the 3 yearly service carried out by or the selected Sto Contractor, Property Maintenance Contractor, or Competent Person to check, clean and repair as necessary the exterior facade and building elements to ensure they are functional and in good condition. On completion, the completed StoService Schedule needs to be retained with the Owners Warranty as a record of the facade’s service history.



1. CONTRACT DETAILS

Date of service:

Original project completion date:

StoWarranty No:

Property address:

Property owner name:

Property owner email:

Owner phone:

Serviced by:

Phone & email:

Note:

- The property should be washed down annually and maintained as per the Sto Maintenance Guide by the owner or their agent.
- The owner is responsible for the more comprehensive 3 yearly StoService Schedule and it is recommended that they engage a Sto Contractor, Property Maintenance Contractor or Competent Person to undertake and record the service.
- A competent person is a person with the experience, equipment and access gear to carry out the cleaning and any minor repairs required.
- Maintenance of the Sto Systems is the responsibility of the property owner. When an owner elects to forgo maintenance as detailed in the StoService Schedule, the warranty is potentially invalidated.
- Example: Where a fault is caused due to a defect or physical damage and where repair work has not been addressed.

StoService Assurance New Zealand

StoService Schedule - Residential

2. STOSERVICE DETAILS

The completed StoService Schedule of the exterior Sto Systems and associated building elements is to be retained and filed with the owners Sto Warranty.

Tick the boxes on completion to record the task as work progresses.

Where follow-up work is required enter an 'X' and elaborate in the 'Service Work Required' section at the end of this schedule with notes and photos, notify the owner before attending to or organising the remedial work.

Maintenance Operator:

- Sto Contractor
- Property Maintenance Contractor
- Competent Person
- The Maintenance Operator must be competent, courteous, and experienced in cleaning and servicing rendered property facades and the associated building elements.
- The Maintenance Operator is to confirm their Insurance and Health & Safety documentation is in place and that the necessary maintenance equipment and protective gear is accessible such as: first aid kit, protective clothing, hard hats, eye and ear protection, high visibility vests, safety footwear, hand protection, sunscreen, etc. and that all the gear is in satisfactory condition.
- The Maintenance Operator understands their obligations and ensure they have the relevant protective gear, safety equipment, access platforms and cleaning equipment for the work entailed.
- Check that the required safety barriers, scaffolding, and access platforms / equipment are in place to undertake the service work.

StoService Assurance New Zealand

StoService Schedule - Residential

3. STOSERVICE SCHEDULE

General

- The work involves cleaning all the exterior walls with a proprietary house cleaner and clean water to remove all residue before the inspection. The cleaning must address all sheltered areas, any contaminants, and all localised grime (use an alternative cleaner on any remaining patches of grime or fungal growth to ensure the surfaces are clean).

It is recommended that the service and any remedial work required is programed between October and May when the weather is warmer and more settled.

Recommended Proprietary Cleaner Properties

Multipurpose cleaner for buildings: biodegradable, pH neutral, safe on painted surfaces, non-corrosive, designed to remove dirt, soiling, bird droppings, mold, algae, lichen, oily contaminates and general atmospheric pollutants, plant friendly and compatible with water pressure cleaners.

Note: Some contaminates such as grease will require alternative cleaners.

- When using a water blaster It is important to avoid damaging the surface – use a 25 – 40 degrees fan angle and hold the tip a minimum of 150 - 250 mm from the surface exercising care to avoid water ingress or damage to dissimilar materials, sealants, joinery, service boxes or adjacent surfaces.
- While undertaking the maintenance work report any problems that require attention such as blocked gutters, roof problems, loose membranes, bird nests, accumulation of leaves / vegetation, or debris on the roof or ground. Record in the Work Required Section at end of this schedule and notify the owner before attending to or organising the remedial work as required.
- As necessary, provide protection and abide by any Local Authority requirements governing the work, such as containment.

Roofs, Gutters, Downpipes

- Roofs are outside the scope of this schedule, if cleaning is required the contractor must comply with the working at height regulations.
- Where roofs and gutters that can be accessed safely from the ground or decks, check all gutters, rainwater heads, gutter outlets, downpipes, and sumps are clean and clear of debris, and are watertight, sound, and secure.
- Gutters, fascias, soffits: Apply proprietary house cleaner and wash down in conjunction with the rendered walls as outlined below. Check items are secure and sound.

StoService Assurance New Zealand

StoService Schedule - Residential

- Inspect cleaned surfaces for any faults and repair or itemize defects, physical damage, stress cracks, sealant joints, fixtures popping, and any other defects as requiring attention. Record in the Service Work Required Section at end of this schedule with photos if required.

Exterior Walls

- Sto Rendered Walls and Coated Surfaces:** Check each elevation is sound with particular attention paid to physical damage, narrow widths, termination points, control joints, joinery rebates, profile detailing, ledges, capping's, sealants, and foundation details.
- Check ground to cladding clearance. The NZBC cladding clearances are 175mm for unpaved and 100mm for paved surfaces from the bottom edge of the cladding.
- Check dissimilar material and associated flashings, junctions and sealant are sound and secure.
- Apply proprietary house cleaner in accordance with the manufacturer's instructions working in sections to avoid the cleaning agent drying on the surface as required.
- Flush clean with copious amounts of fresh water to remove all residual contaminants.
- Check surface and as necessary apply additional or alternative cleaner to remove any remaining marks or contaminants before re rinsing.
- Inspect cleaned surfaces for any defects and repair or itemize any work required. Record in the Service Work Required Section at end of this schedule with photos if required.

Joinery, Penetrations, Sealants

- Check all the joinery and the surrounding rendered rebates and adjacent surfaces are sound, the joinery drainage vents and head flashings are clear, and that the external sealant joints are in good condition. Where doors open out, ensure any hooks / security stops are secure and functioning and there's no damage from sliding / bi-fold doors and door handles hitting rendered jambs or adjacent rendered walls.
- Penetrations: Check existing pipes, lights, security fittings and any fixtures are secure, sound, and watertight.

StoService Assurance New Zealand

StoService Schedule - Residential

Sealants: There are normally two common types of sealant joints.
Common Defects: Loose sealant, loss of adhesion at edges, cracked, degraded.

- Control joint sealants in the cladding system at dissimilar material j seismic/movement joints. Check and repair where any sealants are defective.
- Sealants used as weathertight gap filler around the joinery, fitting & fixtures, soffits, penetrations. Check and repair if any sealants are defective.
- Inspect cleaned surfaces for any faults and repair or itemize any work required. Record in the Service Work Required Section at end of this schedule with photos if required.

Parapets & Flashings

- Parapet, balustrades, saddle flashings, caps: Check flashings, walls caps and the metal or render system junctions are sound and secure, and that all associated rendered surfaces, junctions and sealants are in good condition.
- Inspect cleaned surfaces for any faults and repair or itemize any work required. Record in the Service Work Section at end of this schedule with photos if required.

Wall Coatings

Check Sto Warranty for type of coating used and colour reference.

- Exterior rendered coatings:** Check all coatings are in good condition and any damage, repairs or maintenance work is completed.

Coating Systems are normally re coated every 7 ½ years where only one coat of paint or silane sealer was applied, or 10 to 12 years where two coats of paint were applied, or sooner depending on the environmental conditions.

- One coat** **7½ - 8 year re coat completed**
- Two coats** **10 - 12 year re coat completed**

Send any coating or colour change to service@sto.co.nz

Note: The re coating period for rendered surfaces can vary considerably depending on the prevailing environment (harsh coastal conditions generally require more maintenance and more frequent re coating cycles than buildings situated in sheltered locations).

StoService Assurance New Zealand

StoService Schedule - Residential

Other Building Elements

Optional Work

It is envisaged that StoService Scheduled 3-yearly maintenance work (3 yearly cycles) will be undertaken in conjunction with the annual maintenance work programmed in between.

The following **optional work** has been identified so that all the adjacent surfaces or building elements are cleaned and checked simultaneously.

- Optional:** Timber Decks should be cleared of any debris and cleaned using a proprietary deck cleaner manufactured for timber surfaces. When using a water blaster care is required to avoid the surface becoming lined or patchy. Check that the render system / flashing at the deck transition is sound and watertight.
- Optional:** Tiled, TPO, or Butynol or LAM (fiberglass coated) membraned deck surfaces are to be treated using a suitable proprietary deck cleaner recommended by the manufacturer to remove all moss, mould and any contaminants ensuring the stipulated reaction times are observed before commencing the cleaning process.
- Optional:** Clean the deck, gutters, sumps, and rainwater heads to remove all residue, taking care not to damage the deck surface or any dissimilar or adjacent surfaces. Allow to dry and check there is no obvious visual damage to any exposed membranes (**Note:** This is a visual / cleaning inspection only and no liability is presumed for any roofing or deck membranes that need to be serviced under their own warranty conditions).
- Optional:** Check stained timber decks and recoat as necessary normally every 3 to 4 years
- Optional:** Check other stained timber surfaces such as pergolas, gates, fences, etc and recoat as necessary normally every 5 – 7 years.
- Optional:** Any painted timber joinery is to be maintained in good working order and is normally re-painted in 7-year cycles.
- Optional:** Clean exterior paths, patios, terraces etc.
- Optional:** After cleaning the exterior wall surfaces, clean all exterior joinery and glass surfaces. Note Joinery is normally washed in conjunction with the walls but sometimes needs additional work to remove water spots.

StoService Assurance New Zealand

StoService Schedule - Residential

On Completion

- Remove any rubbish accumulated during the cleaning process to leave all the pedestrian access ways, decks, patios, and terraces clean and clear.
- Check all adjacent surfaces, have been left clean with any residue and contaminants removed during the washing process.
- All items needing repairs or replacement have been itemised and attended to.
- Items needing repairs or replacement that haven't been attended to have been listed and reported to be repaired.
- On completion, this document is to be left with the Property Owner as a record of the facade's service history.

4. LIST OF SERVICE WORK REQUIRED – Attach additional pages if required

1.

2.

3.

4.

StoService Assurance New Zealand

StoService Schedule - Residential

5.

6.

5. COMPLETED BY:

Date:

Signature for and on behalf of maintenance company:

Printed name:

Maintenance Company or Competent Person – Contact Details