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Dear Customer,

We appreciate having you as our customer. Now that the job is complete there are a few things you need to keep in mind for the future. These piers now belong to you and will need your upkeep for the lifetime of the home. Keep this letter with your warranty for any future homeowners. Please be aware that it is possible that for up to six weeks your home will experience minor movement as it resettles onto the new piers. This may cause some existing cracks to appear as if they are spreading or appearing for the first time. This is normal and will resolve over time. We strongly suggest you refrain from doing any cosmetic work for a minimum of 6 weeks after the lifting process has been completed.

**FOR CUSTOMERS WITH PIER AND BEAM FOUNDATIONS:** Moisture problems are typically the reason for adjustments. If you keep the house as dry as possible underneath, with good ventilation, you will minimize the need for any adjustments.

**FOR CUSTOMERS WITH SLAB FOUNDATIONS:** To keep the drilled shaft piers working, you need to maintain good drainage. The piers have been covered with either dirt or concrete. The dirt is piled up a bit high, which will irritate your termite company. However, over time these will settle quite a bit. You need to keep these piers covered with dirt at all times. If you ever experience any heavy rain or flooding around the house, add some dirt to the top of the pier. The pipes and shims should NEVER be exposed. Eventually, the grass will grow back and that is fine.

If you have gutters, make sure the downspouts promote water runoff away from the slab. Gutter downspout extensions are very good with directing water away from the slab. If you don't have gutters, you should consider installing some. They are a big help with maintaining good drainage on both slab and pier and beam foundation homes.

In the future, if you experience minor cracks or other movement, the first thing you should check is your drainage. The house was adjusted at the time the work was done and would have remained tight unless there is water penetration somewhere. Usually if you correct the drainage, the cracks will stop happening. Even if adjustments are necessary, we would need the area to dry out before we can adjust anything.

Crown molding separation is common whether or not foundation failure has ever happened on a home. The humidity outside the home causes the trim to shrink and expand. This is not a reason to call for warranty work inspection. We also do not do "pre sale inspections". If you are selling your home, you may feel that an inspection is in order to make sure our work is holding. Rest assured that our work is holding unless you are experiencing signs such as: sheetrock cracks, doors sticking, zigzag mortar cracks. The warranty is fully transferable to any future owners and we will honor that warranty for the lifetime of the home (pier and beam warranty is 10 years), as long as the warranty stipulations are met by the homeowner.

*Warranty cancellation notice information:*

We do our best working with the homeowner to resolve future issues if they arise, we are not quick to void our warranty. Although, if the homeowner doesn't cooperate with suggested improvements we will have to void the warranty. Most of the time it is in a situation where the homeowner will not make drainage improvements.

There are several reasons why we have to insist on adequate drainage in our warranty.

1. Moisture changes can create upheaval. Voids develop under houses. Over extensive wet period's moisture can seep under a house and fill these voids. If this continues this moisture will gradually penetrate deeper and deeper into the subsoil under a house. As the volume of moisture increases in the soil, the soil will swell. If we try to level a slab based on upheaval, we can risk over lifting to a point where significant damage can occur when the subsoil dries out during a drought period.
2. We can't stop the house from moving when it upheaves. Our piers are designed to prevent settlement or downward movement. If we bolted these piers to the house when the soil swells, the bolts could rip out of the slab and cause damage to the concrete. When the soil swells it lifts the house up off the piers, when it shrinks the slab settles back down on the piers. It's impossible to predict how much upheaval will occur. Most of the time it doesn't cause significant movement. This is why we don't insist on perfect drainage improvements on every job. We don't quickly void warranties when drainage issues cause a house to move. We ask the customers to improve the drainage and will still adjust piers when we are absolutely confident that drainage issues are completely resolved first. We can't risk the damage that can occur to the structure by over lifting.
3. Soil erosion can undermine around the footing causing lateral movement and increase swelling as water flows under the slab.

Another instance where we would cancel our warranty is if we find out our work has been tampered with or additional work has been done by another company. We cannot make adjustments if someone else has tampered with our work in any way. This will void the warranty immediately.

We hope you found this letter helpful but if you ever have any questions or concerns, feel free to call us anytime!