

## Interior Systems

Congratulations on buying the best basement waterproofing system on the planet. The subfloor system that has been installed in your basement is guaranteed for the lifetime of the structure, transferable upon sale as long as a notification letter is sent within 30 days of the transfer of property. Our special patented sub-floor system, the Water Trek Aqua Route<sup>®</sup>, is an exclusive patented design from Basement Technologies. There is a possibility that we may have installed a baseboard system due to a special footing configuration called a monolithic floor. In special situations we will install the baseboard system above the ground and this system is guaranteed for the lifetime of the structure as well. The Water Trek Aqua Route<sup>®</sup> system is installed underneath the floor and catches water as it comes in over the footing and before it reaches the surface of the floor. It then drains into a lower area called the Water Grabber<sup>®</sup> Bull Dog<sup>™</sup> to your already installed sump pump. If you have a system without a sump pump, we will guarantee the system exclusive of the discharge area, which means if there is a backup due to non-discharge, this malfunction obviously cannot be KC Waterproofing's responsibility. The baseboard system guarantees the floor wall joint only. The Water Trek Aqua Route<sup>®</sup> system, if a full perimeter is installed, guarantees the entire perimeter floor from leaking. In special cases you may need to install another product on the wall to catch the water to drain it down underneath the surface. The Water Grabber<sup>®</sup> sump is the best available on the market, using a Barnes 1/2 horsepower primary pump. The liner is approximately 23" deep with perforations on the side of it.

Each system has its' own warranty, so please note which one you have.

## The Warranty

Full perimeter systems cover the area on the inside of the basement floor. If there is water that pours in from a window and does not get caught from the special cove base product above the floor, there will be additional work necessary and additional cost. In finished basements, if the wall was not removed, we warranty on the inside of the wall only. Water can sometimes infiltrate behind the wall and then drop down to the sub-floor. This can only happen if an under excavation process was done. Our Account Manager has fully educated you on the realities of water proofing in a finished basement using a sub-floor system. If you have a leaking wall crack, it is necessary to let our Account Manager know prior to installation. If it starts leaking after the system is installed, there may be an additional cost to fix this area. Any leaks on the interior of the floor, if a full perimeter is installed, are covered under the warranty. We cannot be held responsible to remove carpet, walls, etc. in order to make any needed repairs. Our warranty covers repairing the system only.

## What is Covered

*BaseBoard* – Leaks where water is leaking out of the system onto the floor.

*Water Trek Aqua Route<sup>®</sup>* – Leaks from the floor at the perimeter, or from floor cracks in the center of the floor if the full perimeter is installed. We cannot be responsible for contents or moving carpet or walls to perform repairs.

*Pumps* – Pumps are covered by manufacturer's warranty only. KC Waterproofing installs the best pump possible and tests all pumps after installation.

## Condensation and Humidity

Condensation and humidity can occur during the hotter seasons of the year and in a heated basement. In the Summer and Spring it is common to receive phone calls that the concrete appears wet. This wetness is due to the humidity in the air that turns to dampness on the cool concrete. Warm air settles onto the cool concrete producing dampness called condensation. This condensation has no bearing on the sub-floor system. The system is not leaking, it is natural for the area above the drainage system to appear damp in warm air due to the cool air or cool water that is present underneath the floor. With the combination of the cool air or water under the floor and the warm air above, dampness can appear on the concrete as condensation. A sure test for condensation is to install a piece of tin foil duct tape onto the concrete. If the tin foil appears wet on both sides, after a 24 hr. period, then it is condensation. Similar to a glass of water with ice on a hot day. Wetness occurs on the side of the glass - the glass is not leaking - it is condensation.

A dehumidifier goes a long way in a basement. A basement is a subterranean environment much like a cave. It can get damp very quickly. Running a dehumidifier should be an important part of a basement waterproofing solution. We offer products called the Bon Aire<sup>™</sup> and the Air Mop<sup>®</sup> 30 which can control the humidity and condensation in your basement. Please see your representative or call our office for pricing on these excellent products. We will be glad to talk to you about condensation and humidity over the phone, however, our professional technicians water-test each system prior to leaving to ensure that the waterproofing system is working and will function without problems. We strongly advise yearly service on the pump, which is a manufacturer's warranted product and not warranted by us unless a yearly service is performed on the pump.

## The Pumps

We advise yearly maintenance on the mechanical device (pump) that we have installed in your basement. The system itself is warranted for the lifetime of the structure, transferable upon sale as long as written notification is sent within 30 days of transfer. However, the pump is a mechanical device, much like a car engine, and needs maintenance. We offer this maintenance for a fee and it should be done annually. If the pump is maintained and serviced annually by our company, you will receive a lifetime pump replacement. So in the event that your pump dies, we will replace it at no cost. Please note there is always a service charge for pump maintenance or swapping out after the first six (6) months. Service calls about non-warranted problems result in a service charge.

## Deluxe Maintenance Programs

We offer a one, three and five year Deluxe Maintenance Program. Please call our office for pricing. When you own these programs you are guaranteed to have a pump replacement for that time span. Pumps are covered under a separate manufacturer's warranty. We call you to schedule your yearly service.

## Larger Sump Pumps

Usually a 1/2 horsepower Barnes pump is strong enough for any job, however, if the volume of water that is coming under your basement is more than normal, and we need to beef up the sump pump to 3/4 horsepower, there will be an additional charge for this. We cannot initially see how much water is expected and can only guess at the volume. If you have a pre-installed sump pump that you wish us to tie into our system, we cannot warranty that pump in any form. We always advise that you consider buying our Water Grabber<sup>®</sup> Bull Dog<sup>™</sup>, sump well and pump, to ensure a solid, functional mechanical device.

## Water Grabber<sup>®</sup> Bull Dog<sup>™</sup> Discharge Lines

We always install Freeze Stop<sup>™</sup> with our Water Grabber<sup>®</sup> Bull Dog<sup>™</sup>. This is a patented product which allows the water to escape if the 4" line underneath the yard is frozen. Your sump pump will be discharged through the Freeze Stop<sup>™</sup> to a 4" line out to a Bubbler Pot<sup>™</sup> on your lawn.

We obviously cannot be responsible for the layout of your land or the volume of water that comes out, therefore, the initial position chosen by you and your Account Manager is the homeowner's responsibility to be sure that the water drains away from the home. Our Account Manager will discuss with you the importance of having the water drain away from the home. If there is additional footage needed on the exterior of the house, there will be an additional charge to complete this work.

## Partial Systems

Partial systems are systems that do not encompass the entire perimeter of the basement. We can only warranty the area(s) that have been treated. It is always best to have the full perimeter of the basement done, but sometimes a trial of an area first is considered and then done. If a partial system is installed and it leaks outside the area installed, there will be a charge to extend a partial system even if it is close to the original installed system.

## Water Coming Over the System

Water coming out of the wall and over the drainage system onto the floor is highly unusual, and is usually not covered under the warranty. If there are problems with water coming off the wall and over our cove base, some further work may have to be done. It is important to discuss with your dealer all the problems or issues before the work starts so it can be addressed during the job. There may be additional expenses to correct the problem.

## Window Wells

Window wells that fill up and cause water to leak through the window can be a problem. Clogged gutters could be overflowing into the window well. If a Water Trek Aqua Route® system is installed, it will catch the water running down the wall from the window in most cases. Water from window well flooding can be controlled, but only guaranteed if our Water Well® system is installed into our Water Trek Aqua Route® system. Most window wells do not present a problem and are therefore not fitted with dedicated drains when a water control system is installed, unless it is an observed problem that needs to be addressed.

## Alarms & Troubleshooting

The Water Grabber® Bull Dog™ comes with an alarm. Our new alarm in the Water Grabber® Bull Dog™ is a KC Waterproofing alarm that is activated by a float which indicates that the water level has risen past the primary pumps. Power failures to pumps are devastating episodes; it appears the system has failed. This is not true. The system is working, dropping water into the Water Grabber® Bull Dog™, however, the Water Grabber® Bull Dog™ is unable to pump out the water. We find that this is usually due to either a power outage or the switch at the top of the basement stairs triggers the outlet that the sump pump is plugged into. It is important that the electrical outlet for your pump not be tied to a switch of any sort. It is also important that GFI plugs not be installed for our Water Grabber® Bull Dog™ sump pumps and Barnes 1/2 horsepower primary pumps. Failure can also result if the float on the pump is hung up on the side of the liner or a stone has jumped the impeller and lodged itself in the bottom of the pump.

### Steps To Take In the Event of Pump Failure:

1. Electrical check - Plug a radio (or similar device) into the pump's outlet to see if there is power to the outlet. If there is no power, turn any light switches around the pump on and off to see if pump turns on. Check circuit breakers or outlet.
2. Float switch - Bypass the float by disconnecting the piggyback plug and plug the "back" plug directly into the outlet. See if the pump kicks on. If the pump starts, move to Step 3. If the pump does not start, skip Step 3 and move to Step 4.
3. Float hung up - Remove bolts from lid and slide top up and away. Shine light into the sump to see water level and see whether float is stuck on side liner wall. Move pump sideways away from wall to dislodge the float.
4. Stone in impeller - Raise pump by pulling up on 1-1/2" pipe and quickly releasing - setting pump onto the bottom of sump liner. This will free any stones caught in the pump's impeller.

## Battery Back-Ups

We offer a variety of battery back-ups. Please call our office for the current pricing on our options. Battery back-ups are an excellent way to avoid any mechanical or power failures. If your pump does not have power, it will fail, and you will flood. Battery back-ups are strongly recommended.

## Finishing Basements

KC Waterproofing offers a special package to finish your walls and floors. Our products are exclusively designed for a basement environment and ensure that your area will stay dry and beautiful. Please call to see our current pricing for products. Finish White™ wall panels and Hot Floor™ flooring systems are excellent items to install when finishing your basement. Please be sure that if you have your carpenter or remodeler come in after our system is installed, they must call our office to be advised on what not to do. Any puncturing into the concrete will jeopardize the warranty of your system. Tackless strips cannot be nailed into or around the system. Please be careful not to jeopardize your system warranty by having people come in and finish your basement without talking to us. Generally, no perforations or walls should be installed with nails on top of our system. We have many excellent products that are available for your use. If you have questions about any products or items, please do not hesitate to call our office. Below is a listing of our excellent products and useful additions to your basement waterproofing system.

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- Water Trek Aqua Route® I Patented Sub Floor System
  - Water Trek Aqua Route® II Patented Sub Floor System
  - Water Grabber® Sump System Extraordinaire
  - The Freeze Stop™ Patented Discharge Protection
  - The Poni® Sump Pump Back-up
  - The Platinum Quadro™ 4 Pump Water Grabber® System
  - Hot Floor™ Basement Flooring System
  - Finish White™ Basement Wall Finishing System
  - Tank Pro™ Patent Pending Hot Water Tank/Washing Machine Protector
  - Bon Aire™ Electronic Humidity Control System
  - Air Mop® Heavy Duty Industrial/Marine Dehumidifier
  - Flood Check Hoses Washing Machine Hose Protector
  - Water Well™ Window Well Protector and Drainage
  - Flood Alert Alarm System for Pumps
  - Fieldstone Wall Solution™ Exclusive Encapsulation Method of Waterproofing Fieldstone Basement Walls
  - Crawl Space Solution™ Exclusive Encapsulation Method of Waterproofing Crawl Spaces
  - Lally Wrap™ Lally Column Cushion and Finish
  - Tech-Deck™ Modular Basement Floor Covering

# Homeowner's Manual



**K.C.**  
**WATERPROOFING, INC.**  
AND RAM JACK FOUNDATION SOLUTIONS<sup>SM</sup>

AUTHORIZED DEALER OF

**Basement Technologies**  
The Basement Specialists™  
Basement Waterproofing