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POLICY HOUSE WASHING

Power Washing
(Structure)
We may not give exact times, as the arrival time may vary an hour or more. If you would like a quote for any of our other services, please let the sales tech know while he is there. You can check out the other services we offer, by visiting our website:

https://www.facebook.com/hydrogrime/
https://aaronshydrogrimecleaning.com/services

Please relocate sensitive objects to avoid over spray.

- Vehicles
- Potted plants
- Patio furniture
- Cushions
- Rugs
- Etc.

Additional time consuming situations involved that arise will have an added cost. Things should be out of the way from the structure(s) to be cleaned before we arrive and your responsibilities. To ensure things will not be damaged by over spray, we will move them and bill you accordingly.

Inaccessibility issues.
If the entire perimeter or partial of the complex is not accessible due to:

- locked gates or porches
- unfriendly pets
- Water supply is not accessible or turned on.
- Pet waste is not removed (we do not wish to drag $1000 worth of hoses through pet waste).

If we come out to the job site and cannot complete the work due to any of the reasons listed in this document, or because we cannot reach you for a job that is scheduled to be quoted, there will be a $50 trip charge.

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Payment is due the time proposal acceptance and after booking confirmation is received by signing the documents sent by email. We trust payment to be made before, or upon arrival, and not after. We accept cash, checks or credit cards. Credit cards can be placed in the customer's profile in an encrypted area inside their profile, and can pay all invoices the customer incurs. Email will have CC link encrypted, and linked to the customers invoice where they must enter the numbers manually. A small convenience fee will be applied of 3.2% using a credit card. The other fees will be covered by us. Please keep in mind that we require a **48 "business" hours notice for cancellations** after which time you will incur a $50 cancellation fee. After 3 cancellations we assume that services are no longer needed and the customer will be archived.

Expectations
Basic House Washing Package:

Our responsibilities
Using a low pressure system, we can and will liberally apply our house washing detergent mixture to safely clean the surface of your home or office. Professional detergents will be used, and are expensive. This is a fronted cost just for you. This is factored in the quotes. An average home to wash at 1500sqft with it maintained about every 2 years cost nearly $120 in detergents alone. Other additional costs that are fronted to have a business go unseen most times. We do not believe in saving a dollar when it comes to providing a professional service.

We do not scrub or clean anything by hand, doing so makes it a restoration project, including windows, window sills, gutters or trim. For cleaner window sills, please remove screens or if you have half screens raise them by 4" prior to our arrival.

Our Basic House Washing Package includes:

- **siding**
- **shutters**
- **doors**
- **trim**
- **soffit**
- **gutter exteriors***
- **vinyl front porch railings**
- **columns**
- **ceilings**

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The following services are **NOT** included in our Basic House Washing Package. Additional services may be added and additional fees will apply when added. Some services may require a separate date to complete:

- **Wrap-around concrete porches**
- **Concrete**
- **Brick steps/ pavers**
- **Front porches**
- **Patios**
- **Outdoor carpet**
- **Furniture**
- **Toys**
- **Swing sets**
- **Play houses**
- **Screened-in porches**
- **Deck Restoration**
- **Concrete Driveways**
- **Inside garages**
- **Window Cleaning**
- **Roof treatments**

*****WE WILL USE YOUR WATER*****
You must supply the water. We do not bring excessive amounts of water to job sites. We have a buffer tank that will hold 110 gallons of water. This allows the machine to use the proper amount of water it needs. Some water supplies on sites will not keep up with the professional machines. That is why we have a buffer tank. We will not make constant trips to fill the tank nor will we use a nearby creek to transfer water to the tank, so please make us aware if you have low water pressure, if your water is sourced from a well, or if any of your exterior faucets are not working. Our cleaning system is very efficient, and cost $1800 so you won't even notice a difference in your water bill…we promise!

A home roughly 1800 sqft to wash, rinse, keep your plants, bushes etc. from dying. Usually takes approximately 175 - 300 gallons of water. Depending on organic growth as well.

*****WE ARE NOT LIABLE FOR WATER LEAKS OR ELECTRICAL ISSUES*****

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If you think you may have leaky windows or doors, please be sure to take the necessary precautions in order to prevent water from coming into your home. This is not our responsibility. Also, if you are concerned about lights, ceiling fans, speakers or anything else wired to your home or office, cover them the best of your ability. We can help with this and may include it in the price. Sometimes things get un noticed, knowing the exact locations where your things are hidden such as cameras, speakers, etc.

Please inform about locations of electronics. To avoid damaging equipment.

***Aluminum Gutter Restoration**

Tiger Striping is used to refer to the black streaks that often appear on aluminum gutters and occur from the tar used on asphalt shingles. Organic growth, such as moss or mildew, will be removed from gutter exteriors with our house wash. However, these stripes will not come off with just our house wash and have to be cleaned by hand with a very concentrated cleaner made for aluminum. Please ask for more details and pricing for this.

Brick Cleaning

Brick is not typically affected by organic growth like siding is. Years with no maintenance and neglect will cause organics to grow and roots form into the bricks, but mostly bricks and blocks are affected differently. What we see most often with brick, that need an additional detergent which will need to be ordered. The white areas (calcite, white scum, efflorescence, etc) or black/green, slimy areas (usually seen on the foundation or steps). Please bring to our attention any of these concerns we must order special detergents for this, as this is not included in our regular house wash. We intentionally price brick homes (without these issues). Brick homes require more detergent to clean. Red Clay areas Red clay stains are common in our area & are often seen at the foundation of the house on concrete or brick surfaces. Most times incur from the gutters being full and they run over splashing the Clay Mud on the lower parts of the home. These stains require a special cleaning process to remove & are not included in our regular house wash.

Rust Stain Removal – Rust stains are sometimes permanent, but we can discuss possible outcomes if this is a concern.

Other Common Problems

- **Oxidation** also known as **chalking,** This is the deterioration of the vinyl, painted surfaces, etc. This may come from the sun over the years. Frequently seen on the north/ west parts of a structure. Or wrong detergents such as dawn, clorox, 409, or any other household cleaners that you may pick up to try. Also there is flash **oxidation** from the

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surface being hot and dry when applying detergent. Some oxidation can be removed. DAWN and CLOROX causes a chemical reaction that will not come off your vinyl.

- **Artillery Fungus**, also referred to as "shotgun" fungus, is native to our area and most commonly comes from mulch beds. It looks like tiny, dark spots & is most evident on siding or white trim (possibly even your car). This fungus can only be removed by hand (with a fingernail or something hard), but will almost always leave a permanent stain behind. Our house wash will not remove artillery fungus this is sometimes permanent.

- **Weep Holes** - Vinyl siding has small holes on the underside to allow water to "weep" or drain. Sometimes these holes will continue to drain well after we have finished cleaning, das a large volume of water is being washed over the house. If you notice any tiny drips or small streaks of dirt, we probably didn't miss a spot ;) Your weep holes likely continued to drain after we were finished and will wash away with the next rain or can be wiped away with a small towel.

Spider Webs

- Our cleaning detergents will break down spider webs & other "nests." However, we cannot guarantee that a spider will not rebuild a web when we are finished or that spider webs won't get stuck in corners & crevices, as we try to wash them down.

You will get a nice clean home when it is done with a nice fresh scent for the neighbors to admire. We like to price things accordingly to remain in business. So when we price the job and you get a quote from us it is because we know what needs to be done.
Remember this quality is remembered long after the price has been forgotten.

Best Regards,

Owner Operator
Aaron Rudy
Aaron's Hydro Grime Cleaning Service, LLC
304-487-0328