



POLAR DRY ICE CLEANING LIMITED-TERMS AND CONDITIONS FOR OAK BEAM CLEANING

Welcome to Polar Dry Ice Cleaning Limited! We're dedicated to delivering the highest quality service to our clients. Before you utilise our services, it's essential to carefully review the following terms and conditions. By utilising our services, you agree to abide by these terms and conditions.

Oak or Hard wood Timber Blasting with Dry Ice:

Cleaning oak beams with dry ice, ranging from 800-year-old structures to brand new 'green' oak, demands a customised cleaning process. The approach we adopt depends on the age of the wood and the extent of material that needs to be removed from its surface.

It's important to note that the final appearance and colour of cleaned oak timber surfaces are uncertain until the dry ice blasting process reveals the natural organic oak surface beneath any paint or other coatings. Each timber is unique, and the outcome may vary; therefore, we cannot be held liable for any deviations from our clients' expectations.

There are also circumstances that we may find that some timbers are found not to be oak or a hard wood and maybe a pine or a soft wood timber. Dry Ice Blasting will affect such timbers in terms of finish if they are a soft wood and if found during the cleaning process, our team will consult client for direction. Typically, we do not recommend blasting of soft wood.

After dry ice blasting, the timber surfaces must be allowed to dry thoroughly to ensure the evaporation of any natural moisture within the timbers. Dry ice can induce condensation on timber surfaces due to any natural humidity.

Dry ice blasting may result in the removal of badly rotten timber (for example, sections infested with woodworm), and we bear no responsibility for the timber's condition in such cases. In some cases, if any oak beams are being cleaned and are next to already damaged or blown plaster, this could result in the plaster coming away from the walls. If this is to occur, Polar Dry Ice Cleaning Limited are not to be held liable for any repairs or making good of the areas.

We do not assume responsibility for any loose or flaking plaster around the surrounding timbers, and we do not include any allowances for repairs or decorations in our estimate.

While we strive to provide accurate estimates, we cannot anticipate unforeseen challenges, such as the removal of certain undercoat primers or fillers under the coatings that take longer than expected.

If any issues arise during the project, our team will promptly notify the client and our office for further guidance. Such challenges may lead to increased dry ice medium consumption, which we will also communicate to the client.

Dust and Dirt:

We kindly request clients, where applicable, to remove all furniture and loose items from the working areas before we commence our services.

Our work involves using high volumes of compressed air, which cannot be entirely contained. During the dry ice blasting process to remove paint or varnish from oak beams, there will be the generation of fine dust particles and debris.

To mitigate dust generation, we employ preventive measures, including localised protection and extract ventilation systems within the working areas. We will also cover the floors with protective sheeting to allow for easy removal of large dust and debris, where suitable.

Our team will perform a general cleanup and vacuuming of the immediate working area to remove the dust from the process. However, we cannot accept liability if dust settles in areas beyond our control and after we vacate site, and we are not responsible for deep cleaning services that may be deemed necessary by the client.

Sign off:

On the completion of works, the team from Polar Dry Ice Cleaning Limited will require the client to inspect the completed works and to sign off as completed. This is your acceptance of paying our invoice in full upon completion without delay. Payment of our invoice is not solely dependant on sign off.

We do however expect the client to inspect the works during the cleaning process and to raise any questions with the onsite team.

It is the sole responsibility of the client to ensure that they have read this document in full.

If you have any questions or concerns about these terms and conditions, please do not hesitate to contact us.

Thank you for choosing Polar Dry Ice Cleaning Limited.