

JOB SUMMARY



From | **Southern Outdoor Restoration**
3217 Northside Drive
Raleigh, NC 27615
(919) 366-7474

Job No. | 45685035
Date | 1/21/2026
Type | Cleaning
PO No. |

Job For | **Wake Stone Corporation**
Hinton Oaks (511, 520, 525, 530,
540, 550)
511 Hinton Oaks Boulevard
Knightdale, NC 27545

Job description

THIS IS A QUOTE FOR A ONE-TIME SERVICE - **TPO Soft Wash and Debris Clean up to be performed in 2026.**

Project Overview:

This is a full TPO roof cleaning and includes debris removal and hydrant meter access, both priced as part of the complete soft wash service. The goal of this project is to chemically treat the organic growth on the roof membrane. Organic buildup holds moisture and is the primary factor that accelerates membrane deterioration and seam breakdown over time. By treating it, we help protect the roof's lifespan and restore its reflectivity. We are not addressing light debris staining or rust staining, as these are cosmetic only and do not affect the structural integrity of the roof. Our low-pressure soft wash method is specifically designed for TPO and will **not** void the manufacturer's warranty.

Services



January 2026 - TPO Soft Wash and Debris Clean Up - Scope:

This service includes a full debris removal and soft wash cleaning of the TPO roof to restore reflectivity, improve drainage, and remove organic build-up, dirt, and surface contaminants.

Debris Removal Scope:

- Removal of loose debris such as leaves, sticks, branches, trash, and rooftop sediment
- Clearing of all roof drains and scuppers ensure proper water flow
- Bagging and disposal of all debris off-site

TPO Soft Wash Scope:

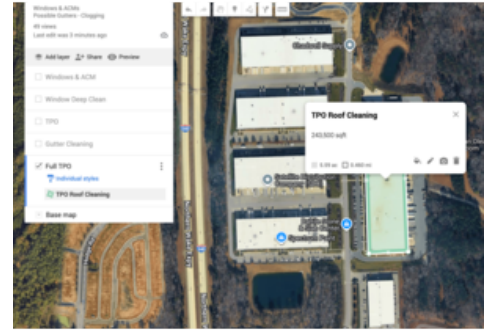
- All flat surfaces and vertical wall sections
- Access roof via ladder; technicians will use full-body harnesses and SRLs when working within 12 ft of the roof edge due to parapet height being under 42"
- Bring 50-60 gallons of mildewcide/SH concentrate in sealed 5-gallon containers
- Keep a shop-vac available on the truck for any standing water or debris issues that arise
- Apply mildewcide to the roof membrane using an X-Jet (no proportioner); allow dwell time without letting the solution dry completely
- Agitate as needed with a soft-bristled brush to loosen organic growth
- Flush thoroughly to roof drains (not over the edge of the building)
- Hand-clean all flashing around the building to prevent overspray
- Work conservatively around mechanical equipment and inside enclosure wall areas

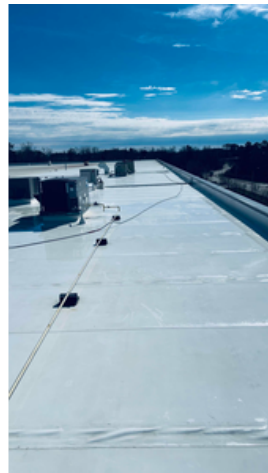
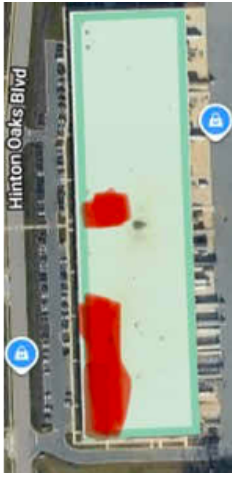
Additional Notes

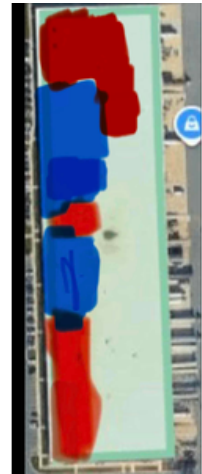
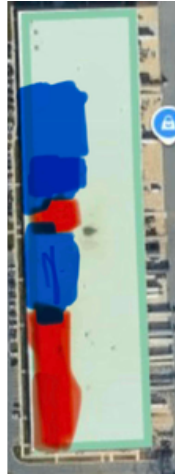
- Technicians will be harnessed and follow rooftop safety protocols
- Before-and-after photos will be provided
- Any areas of membrane damage or ponding water will be documented and reported

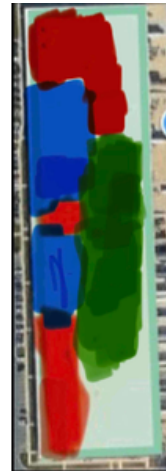
*Water will be accessed via a hydrant meter

Files and Photos









Disclaimers and Warranties

Disclaimer on Pressure Washing services:

- Unless otherwise specified, our wash process will not remove rust stains, efflorescence, calcium/lime build up, graffiti, vinyl oxidation, artillery fungus, tar/asphalt stains on gutter faces and other surfaces, F.O.G. (fats, oils, greases) stains, and other inorganic stains
- Cracked, faded/oxidized, peeling, or interior-only paint, loose masonry, and/or rotten wood may be exposed during the wash process but is not caused by the work we complete. This includes paint being pushed off galvanized steel by white rust and dry rotted plastic such as light fixture coverings and dryer vent covers. We will not be liable for repairs associated with the diagnosis of these issues.
- We are not responsible for damage to personal property (potted plants, mats, cloth cushions, decorations, electronics) not removed by tenants/residents in advance of our work.
- Water and/or cleaning solution may wash out the factory-installed lubricant inside of key holes. A 3-in-1 penetrating lubricant oil will work to ensure immediate functionality of the lock. If notified of this issue, our company will rectify the problem.
- We will provide water for this project through the fire hydrant meter network if there is a Hydrant Meter Rental and Fee item on the quote; if not, we will be accessing water via exterior spigots. If the fire hydrants in the community are private (not owned by the municipality), we will operate them under the assumption that they are in good working order and have been routinely inspected and maintained by a professional. Should the hydrant open and not be able to be shut off, we simply exposed the issue (did not cause it) and cannot be held liable for the necessary repairs.

We complete our work under the following assumptions:

- Windows, doors, electronic locks/doorbell, and security cameras are securely sealed and closed. Should water and/or cleaning solution enter the building, it is due to compromised seals or weatherstripping. Our low pressure wash process will not blow out seals but the volume of water used in the process may expose air gaps in the building envelope. We are not responsible for the damage of items caused by this issue.
- Double pane windows have intact thermal seals. If moisture remains between the two panes of glass, our wash process did not cause the compromised seal(s) but rather exposed a pre-existing condition.
- Electrical outlets and fixtures are wired to code, grounded properly, and GFCI protected. Outdoor outlets must have intact gaskets to seal off the wiring or have intact caulking. Should water get inside the outlet, the water can create a short. If there is a short, the circuit breaker may keep tripping and the outlet needs several days to dry out before working properly again. A short may trip a GFCI on the inside of the home that needs to be reset for the circuit to function again. A short with a faulty GFCI may ruin the outlet and the outlet will need to be replaced with a new GFCI outlet. We are not responsible for the repairs associated with the aforementioned circumstances.
- Paint does not contain any organic dyes that will react to the sodium hypochlorite in our mildewcide solution. SOR cannot be held responsible for damages, labor, or material costs for rectifying any issues in the above situations. Specifically, exterior paints with a Magenta dye from Sherwin Williams are chemically unstable and may turn green in the presence of our cleaning solution. Sherwin Williams is aware of this issue and a warranty claim will need to be processed.

Service FAQs

How will the windows look when you are done pressure washing the building?

We will thoroughly flush all exterior facades including the exterior glass and frames with fresh water. Due to the mineral content in municipal water sources, the glass will often not dry completely spot free. We do provide window cleaning as a service offering and can complete that work after the building pressure washing to ensure a spot free finish on all services.

Is it safe to pressure wash EIFS?

Yes, EIFS is always painted, and painted surfaces are always cleaned with specialized detergents and water volume not water pressure. EIFS facades should not be cleaned with high pressure water.

How soon after concrete is poured can it be pressure washed?

Freshly poured concrete can be cleaned with mild detergents and low pressure within weeks of the initial pour. High Pressure cleaning of concrete can only be done after the concrete fully cures. The weather conditions on the day the concrete was poured, the amount of hardener used, and access to UV exposure all play a factor here. The brushed on top layer of concrete is always the softest part of the slab and is subject to getting inadvertently etched when cleaned with too much pressure.

How far do my vehicles have to be away for you to complete your work?

Our preference is 10 feet or more. With 10 feet of clearance, we can safely and effectively pressure wash sidewalks and curbing.

How does cleaning the concrete make it safer?

The build up of organic growth and FOG (fats, oils, greases) stains can be slippery. The presence of those contaminants lower the COF (coefficient of friction) on a horizontal surface, making slip/fall accidents more likely to occur. The removal of that organic growth through our cleaning process increases the COF of the surface, resulting in prettier, safer concrete.
