



April 27th, 2022

To Whom It May Concern,

Master Craftsman Warranty is a new home warranty company that administers warranty on new home construction. We partner with home builders in Alberta and the Okanagan Region, who require an independent team to manage their warranty needs on all new homes. In my role as Director of Warranty and Maintenance, I help guide home builders on not only warranty concerns but also best practices related to their new homes. Over the past 20 years in the industry, my experience has included single family, multifamily construction and warranty in the residential industry.

MCW's service includes, for all of our builder partners, the sharing of our knowledge on the proper maintenance procedures and best practices relating to their flat work concrete. The most common concern brought to us by homeowners over the last 10 years in relation to exterior concrete flatwork is the spalling or scaling of the surface of the concrete. This is where the top layer of cement paste flakes off in varying degrees. This results in unsightly portions of exposed concrete that, when left untreated can greatly reduce the life of the concrete.

The addition of a Silane penetrating concrete sealer to flatwork construction appears to have been a game changer for our company. Our builder partners that have implanted the use of this product have seen a significant drop in warranty claims related to surface concrete concerns. The addition of this product combined with education for the homeowners about proper maintenance procedures for the concrete surface has essentially eliminated warranty claims in this regard over the last 4-5 years.

Master Craftsman Warranty highly recommends all exterior flatwork (sidewalks/driveways/garage slabs) are treated with a sealer to prevent damage to these fragile surfaces.

The years of data have now proven the product works.

Sincerely,

A handwritten signature in black ink, appearing to read 'Chad Krieger', written in a cursive style.

Chad Krieger

Master Craftsman Warranty

Director, Warranty & Maintenance