



# OWNER'S MANUAL

GET TO KNOW YOUR SYSTEM



1-877-DRY-TIME

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## IMPORTANT INFORMATION

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### PLEASE READ THE FOLLOWING INFORMATION:

- 1** Please allow new concrete to cure (dry) completely before returning your carpet or any other object to the repaired areas. This normally takes 4-6 weeks, depending on conditions and time of year. Curing time may vary.
- 2** You may experience some minor hairline cracking and dampness with your new concrete. This is normal and does not affect the functionality of your new system.
- 3** When installing carpet over the new concrete, nailing tack strips is not recommended. This may cause your concrete to crack or shatter. Use Contractor Grade Liquid Nails.
- 4** It is the responsibility of the Homeowner to keep sump pump discharge lines and downspouts (if applicable) free of roof materials and leaves. If these lines should become clogged with external material, The Basement Doctor® can repair them at an additional charge.

#### **If we applied Basement Doctor® Coating to your walls:**

- 5**
  - This should not be painted over unless the paint contains an anti-microbial for it is the make-up of the coating that prohibits mold growth.
  - This product may not cover all previous colors on your wall.
  - It is OK to panel or drywall over the Basement Doctor® Coating.

**Note:** Epoxy-based coatings may develop a yellow hue after a period of time. This will not diminish its effectiveness or void the warranty.

## YOUR SYSTEM

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- Your Waterproofing System is a below the floor system that drains water from the walls, the joint between the floor and the walls, and under the floor and channels it around to a sump pump or other drain.
- Primary Sump Pump
- Battery back-up pumping system.
- Dehumidifier
- The Power Brace® Wall Bracing System.
- The Force® Wall Bracing System. (Contact your installer for adjustment specifications)
- Helical Piering Systems
- Mold Cleaning Services

It is important to note what your system is warranted to do. Please read the rest of this booklet for complete information.

# WARRANTY INFORMATION

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Your basement warranty does not cover and specifically disclaims incidental or consequential damages as a result of a leak or flood. This means the warranty does not cover carpeting, boxes, finished walls, furniture, equipment or any other contents of your basement. This is why it is so important to pay attention to the issues that may affect your basement and have the job done correctly.

Please read the warranty issued with your system. It is important to note what things are covered by the warranty, and what things cannot be covered.

The Basement Doctor® offers warranties for products and services performed. Please see your contract agreement for warranty specifications.

## WHAT IS NOT COVERED BY THE WARRANTY

The Basement Doctor® is a professional waterproofing and foundation repair contractor that has been in business since 1987. However, even with our extensive knowledge and superior products, there are some ways water can get onto a basement floor that nobody has control over. Sometimes a job is completed, and it fixes the problem it was designed to repair, but then exposes a smaller, remaining problem that has to be addressed afterward. All problems can be fixed. However, this problem wasn't specifically addressed in the original contract, and you can expect an extra charge to fix it. Some examples follow.

## CONDENSATION

In the warmer time of the year, warm humid air condenses on cold concrete surfaces and makes them wet. In extreme situations, condensation can cause puddles. It is common for condensation to form on the concrete over a drainage system in the first 4 months from installation and not form on the rest of the basement floor. This is because the new concrete is denser and cooler than the older concrete. Condensation very commonly fools the homeowner and sometimes

the contractor. It seems that water is oozing up from the basement floor. Before you call the waterproofing contractor back, you should run a dehumidifier. Hook a drainage hose to the back of it, and let it drain into the sump pump or floor drain. This way you don't have to empty it and the dehumidifier won't shut off because the pan is full of water. Service visits about non-warranted problems result in a service charge. Each summer, waterproofing contractors receive hundreds of calls from new and previous customers that turn out to be nothing more than condensation.

### **PARTIAL SYSTEMS**

On occasion, a waterproofing system may be installed that does not go around the entire perimeter of the basement. This usually occurs because the homeowner had never seen water in the areas not serviced or that the homeowner did not want to invest in treating the entire perimeter of the basement. In other instances, the contractor may have suggested a partial system for some reason. Whatever the case, the contractor cannot guarantee something they did not specifically treat. If water comes into the basement from an untreated area, even if it is only a few inches from where the system ends, additional work will be required to fix the problem at an additional expense.

### **EXTERIOR WORK**

Any effort to solve a basement water problem on the outside of the house, whether it be extending downspouts, regrading, or installing exterior drains, cannot be guaranteed to solve the basement water problem. These efforts will help a problem, but unless they are used together with an interior drainage system, they cannot be guaranteed.

### **WINDOW WELLS**

Window wells that fill up and cause water to leak through the window can be a problem. If the gutters are clogged, they could be overflowing right into the window well. If a water control system is installed, it will catch the water that runs down the wall from the window in some cases, but not all. If the water is running down the wall too fast, some may splash over the wall drainage opening in the system. Water from window well flooding can be fixed, but can only be guaranteed if a drain such as our window well drainage solution is installed to take the water from the

## WARRANTY INFORMATION

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flooded well to the drainage system inside. Because most window wells are not a problem, they are usually not fitted with such dedicated drains when a water control system is being installed unless someone sees there is a specific window well problem beforehand. Window enclosures are also available to provide an attractive solution that keeps rain out and prevents weeds from growing inside.

## SUMP PUMPS

Our sump pumps are the finest pumps available. Each pump comes with a manufacturer's warranty that will vary in length from 3 years to as much as 10 years. Most manufacturer's warranties will cover the cost of the pump itself but do not cover the labor required to remove and reinstall the new pump. The Basement Doctor has extended warranties that cover both labor and material, depending on your selections and the level of protection you desire or require. Refer to your contract for the specifics of your warranty.



# ANNUAL MAINTENANCE

If it is determined that a larger pump is needed, which is also very unusual, then a larger one can be substituted for the original, and there will be an extra charge for the upgrade.

Our dual sump pump and battery backup combos will reduce the chances of flooding from pump failure to a very small percentage, however, it is not guaranteed to keep your basement dry.

Of course, when an existing sump pump is used, there can be no warranty on the pump. Systems that drain to daylight cannot be warranted fully because the drain to the exterior could become frozen or otherwise blocked.

We recommend you have your Annual Maintenance Service visit each year. See “Maintenance of Your System” page 7 for more details. For best results, it is a good idea to have your Basement Doctor Annual Maintenance Service Technician make a maintenance visit each year to thoroughly check your system. Your expert will check your entire basement waterproofing system, especially the sump pump and liner.

**You can expect the following services to be performed during your annual maintenance visit:**

## SUMP PUMP & WATERPROOFING SYSTEMS

- Inspect and clean the sump pump
- Remove debris and clean the sump pump liner
- Inspect and test/check the discharge line & check valve for proper operation
- Test all alarm systems and replace batteries as needed
- Run water through the waterproofing system to test and flush sediment
- Perform a thorough interior and exterior inspection to find any new potential issues
- Iron ochre is not covered by your warranty.

## ANNUAL MAINTENANCE

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Your basement warranty does not cover incidental or consequential damages as a result of a leak or flood. This means the warranty does not cover carpeting, boxes, finished walls, furniture, equipment or any other important contents in your basement. This is why it is so important to pay attention to issues that may affect your waterproofing system, or products in your basement and to take action to prevent serious problems such as flooding before they start.

## DEHUMIDIFIER/AIR PURIFICATION SYSTEM

- A full inspection of the unit for any potential defects will occur
- The unit will be cleaned and, if required (older units) oil will be added.
- The humidistat will be checked to make sure it is accurate.
- The blower motor will be inspected.
- The filter will be cleaned and/or replaced as needed. Some units have washable filters while others have filters that need to be replaced.
- Some units have both.

It is recommended that the filters of the dehumidifier be cleaned/replaced as recommended to help prevent service issues with your unit. The excessive buildup of debris and dust in the filter will cause the unit to work harder than it is designed to which can lead to ruptures in the tubes carrying the Freon in your machine, causing them to leak and become less effective at dehumidifying the air. The service to correct this issue is not covered under the manufacturer's warranty and would be performed at an additional cost.

## FORCE BEAM® SYSTEM

Force Beams® are designed to adjust your wall to a more plumb condition over an extended period of time.

The Basement Doctor® will return one time during the first year to adjust the Force Beams® at no charge to you. However, it is your responsibility to contact us to schedule the visit. Our phone number is 877-DRY-TIME (877-379-8463). Your technician will inspect the beams to ensure they

are at a constant 25lbs. of pressure. They will check both the interior and exterior of the foundation to make sure the drain and discharge lines are clear of debris.

We will gladly return to perform an additional adjustment for a service fee. It is recommended that an adjustment is made during dry seasons—normally late summer to early fall (July—October).

### TO TIGHTEN:

- Use a 3/8" drive torque wrench with a 1/2" drive adapter or a 1/2" drive torque wrench
- Use a 1 1/4" standard socket (These items may be purchased at most automotive supply stores.)

Do not apply more than 25-foot pounds of torque. Excessive torque may cause structural damage to your home's foundation and/or wood framing system. (The Basement Doctor assumes no liability for damage) if additional cracking of your walls or floor joists occur, stop immediately!

To prevent over adjusting the wall, place a level against the beam to check if the beam is vertically level. If the beam is vertically level **DO NOT TIGHTEN.**

When finishing be sure to leave access to the bracket and beam for adjustments.

**THE BASEMENT DOCTOR® DOES NOT GUARANTEE MOVEMENT OF YOUR WALL WITH THIS PRODUCT.**

## POWER BRACE® SYSTEM

Power Braces® are designed to adjust your wall to a more plumb condition over an extended period of time.

The Basement Doctor® will return one time during the first year to adjust the Power Braces® at no charge to you. However, it is your responsibility to contact us to schedule the visit. Our phone number is 877-DRY-TIME (877-379-8463).

## ANNUAL MAINTENANCE

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We will gladly return to perform an additional adjustment for a service fee. It is recommended that an adjustment be made during dry seasons—normally late summer to early fall (July—October)

**Note:** When finishing, be sure to leave access to the bracket and beam for future adjustments for both the Force Beams and the PowerBraces. If finishing is in the way of the brackets, the homeowner will be responsible for making the bracket accessible. This is not covered under the warranty and The Basement Doctor will not remove or replace the ceiling if removal is required. The Basement Doctor does not guarantee the movement of the wall with the product.

**Note:** The Basement Doctor assumes no liability for damage if additional cracking of your walls or floor joists occur. Stop tightening immediately if this occurs! To prevent over adjusting the beams, place a level against the beam to see if the beam is vertically level. If the beam is level, **DO NOT TIGHTEN!**

### TO TIGHTEN:

- Use a 3/8" drive torque wrench with a 1/2" drive adapter or a 1/2" drive torque wrench
- Use a 1 1/2" standard socket
- Use a 1 1/2" open-end wrench or similar to hold locking nut while tightening (These items may be purchased at most automotive supply stores.)

**Note:** The Basement Doctor does not guarantee the movement of the wall with either of these 2 products.

Do not apply more than 40-foot pounds of torque. Excessive torque may cause structural damage to your home's foundation and/or wood framing system. (The Basement Doctor assumes no liability for damage) if additional cracking of your walls or floor joists occur, stop immediately!

To prevent over adjusting the wall place a level against the beam to check if the beam is vertically level. If the beam is vertically level **DO NOT TIGHTEN.**

When finishing be sure to leave access to the bracket and beam for adjustments.

**THE BASEMENT DOCTOR® DOES NOT GUARANTEE MOVEMENT OF YOUR WALL WITH EITHER OF THESE 2 PRODUCTS.**

# TROUBLESHOOTING

## ELECTRICAL WORK

Dual Sump Pump Heavy Duty Systems require two outlets on two different circuits so if one circuit trips, you still have one operational pump.

Combination sump pump systems (S2 systems) require 2 outlets and Triple Pump systems (S3 systems) require 3 outlets. All outlets should be installed on separate circuits so that if one of the circuits trips, you still have operational sump pumps.

## BATTERY OPERATED EMERGENCY PUMP

Available to automatically turn on in the event the primary pump fails. It operates off of a battery so it will run even if the power goes out. The battery back-up has a charging system to keep the battery fully charged and ready. It is installed in the same sump pump hole and uses the same discharge line to get the water out. Contact our office for pricing and more information.

If you have a back-up pumping system, it is important to understand that the system buys you time to restore the primary pump by operating off the battery power. The amount of time you have will vary by how fast the water is coming in and other factors. In general, a fresh battery will operate long enough to pump at the rates listed in the table on the next page. In most cases, this will be enough to protect you in a typical power outage. However, if you ignore the alarm and do not take measures to restore the primary AC powered pump, eventually the battery will be depleted, and a flood could happen. This is why, when the back-up's alarm sounds to let you know it is operating and therefore the primary pump is not working, you should take measures to restore the primary pump as soon as possible.

If your sump runs...			
	Continuously	1x every 5 minutes	1x every 10 minutes
Deep Cycle Battery	Hours of protection		
40 A-Hr	3.1 Hours	58 Hours	117 Hours
75 A-Hr	5.8 Hours	110 Hours	221 Hours

BATTERY FOR THE BATTERY BACK-UP SYSTEM

When batteries get old, they lose their capacity to store energy. While the back-up battery is the best one available and matched to the application, we recommend changing the battery every 3 years to decrease risk.

Our back-up systems are among the finest systems in the industry, but in no way can “guarantee” you protection in all situations. If you want added levels of protection, consider an automatic generator system to power your primary pump.

WHAT TO DO IF THE WATER MONITORING ALARM SOUNDS OFF

This means that water has risen above the level where the pump should normally turn on because the pump is not functioning for some reason. Some systems may be installed with a separate alarm box that operates off of a 9-volt battery. Other systems have an alarm built into the battery back-up system to alert you that the battery back-up systems is running which would indicate that the primary pump is not functioning or that the primary pump cannot keep up with the volume of water rushing into the basin.

Remember to change the 9-volt alkaline battery in our monitory alarm each year, if you have a system that includes this separate alarm box.

What to do if the water monitoring alarm sounds off

- |   |
|---|
| 1. Ensure the sump pump is plugged in                         |
| 2. If you have a GFI outlet - Check the breaker on the outlet |
| 3. Check the circuit breaker box for tripped circuits         |
| 4. Check the sump pump float to make sure it's free to move   |

We found that 50% of pump failures are from power interruption to the pump. Check for a positive indication that there is power at the receptacle where the pump is plugged in. If water is within 6" of the top, then the pump isn't functioning. Call our office for service. In emergency situations, you can remove the sump lid and bail, get a temporary sump pump with a hose or move valuables out of the way, etc. Remember to change the 9-volt alkaline battery in our monitory alarm each year, if you have a system that includes this separate alarm box.

These alarms, when installed, have a 90-day warranty from the manufacturer. The alarm is only an audible alarm to alert you to a pump problem. You may not be able to hear it in all parts of your home, and of course, if you are not home, you will not know if it is sounding. The water monitoring alarm will not protect you from flooding when the pump fails. We recommend our battery back-up pump system.

SUMP PUMP DISCHARGE LINES

Water from a basement has to be pumped out somewhere. Running this water into a city sewer or septic system is not allowed. A pipe is run to the exterior and the water is pumped out onto the surface of the ground. The contractor picks a discharge location he feels will be adequate. Most sump pumps do not run a lot and flooding of the yard is not a problem. In some cases, however, the pump runs a lot. Since there is no way of determining how much water will be pumped out and if it will be a problem or not, the contractor cannot be responsible for the water once it is pumped from the house. If you would like the discharge line moved or extended, it usually can be done without too much trouble. There will be a service charge to accomplish this. (The discharge line is a concern in

## TROUBLESHOOTING

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snowy winters and not warranted unless our freeze protection system is installed.)

### **WATER SQUIRTING OUT OF WALL**

Water squirting out of the wall, over the drainage system, and onto the floor is highly unusual and not covered under the warranty. The simple solution is to put a plastic panel over the wall to prevent the water from squirting thereby directing it down into the system below. Most homes do not experience any problems after the installation, but warranties do not cover damage to property from leaks in the system. Therefore, it is important to gather as much information about any potential problem and work with The Basement Doctor® to get it fixed.



## **DRY BASEMENT TIPS**

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Even with a waterproofing system, you want to limit the amount of rainwater that collects around the foundation. Keep gutters clean so they don't overflow next to the foundation. Quality gutter screening eliminates cleaning. Keep the downspouts from the gutters extended away from the house and keep the soil pitched away from the house. Keep any exterior drains you may have in stairwells or driveways clear of leaves and ice.

### **IF YOU ARE GOING TO FINISH YOUR BASEMENT**

If a plastic vapor barrier is applied to the walls, be sure to tuck it into the perimeter waterproofing system's flange above the floor. A battery back-up pumping system is very important if you finish your basement and a water & mold resistant flooring system is recommended.

#### **OTHER PRODUCTS AVAILABLE:**

- Battery back-up pumping systems
- Crawl space encapsulation system
- Plastic wall paneling system
- Downspout extensions
- Air dehumidifier & purifier combo
- Water heater flood protection
- Sump pump discharge line freeze protection system
- Dual Sump Pump heavy-duty pumping system
- Window well enclosures
- Basement Doctor® Epoxy- Antimicrobial coating
- Carbon fiber reinforcement
- Foundation repair options

### MORE TIPS

- 1** Spray foam insulation may qualify homeowners for a tax credit.\* **\*Ask your tax advisor for details.**
- 2** Check with your insurance company to see if these common plumbing leaks are covered.
- 3** After a flood, water should be removed within 24 hours.
- 4** Remember, the sump pump is the heart of the system and if the heart doesn't work, nothing else will. Annual service is highly recommended. Find the problem before it finds you.
- 5** Keep your discharge line to the street clear of debris and snow.
- 6** Non-organic materials will not support mold growth.



# REFER A FRIEND PROGRAM

Do you know a homeowner who could benefit from The Basement Doctor's award-winning products and services?

**Refer a friend, family member or neighbor, and get rewarded!**

## HOW IT WORKS

- 1** Mail us your referral sheet in the enclosed pre-paid envelope.
- 2** The homeowner you refer becomes our customer.
- 3** **Choose your reward!**  
Gift card, Free Service or Discount
- 4** **Refer more friends!**  
There is no limit to the number of gift cards you can receive.



\*Upon completion and payment of your referral's purchase with our company, a gift card, AMS or Discount voucher will be mailed to the address provided on this form. Limit 1 Annual Maintenance Service or 5% Discount per year. There are no limits to the number of gift cards you can receive. Vouchers must be used within one year of the issue date. Discount may be combined with other offers.

### SPECIAL OFFER

REFER 3 HOMEOWNERS, AND ON  
YOUR 4TH REFERRAL, RECEIVE A  
\$200 VISA GIFT CARD!



SUBMIT YOUR  
REFERRAL ONLINE  
[mybasementdoctor.com/refer-a-friend](https://mybasementdoctor.com/refer-a-friend)

**AWARD WINNING  
PRODUCTS & SERVICES**

**BASEMENT WATERPROOFING  
FOUNDATION & STRUCTURAL REPAIR  
CRAWL SPACE ENCAPSULATION  
MOLD TREATMENT  
SUMP PUMP CHECKUPS  
ENERGY SAVING SERVICES  
ELECTRICAL SERVICES**



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