

Wilkins Enterprises, Inc
Answers to Commonly Asked Questions

Scheduling

- Call our office to make an appointment for service on average a 1 week wait time. However, during April, May, & June is peak demand and wait time could be up to 3 Weeks.
- Regardless of wait time, if you need it done by an immediate deadline, you can pay a priority up charge of up to 20% for faster service and guaranteed to meet your deadline.

Billing/Payment

- You will receive your bill after all services contracted are completed. It will come via U.S. Mail usually within 10 days. We expect payment by the due date on the bottom of your bill. If not received within 7 days after your due date, finance charges and a \$10 late fee will apply.
- To pay with credit card please call our office and someone will take your information over the phone.

Licenses & Insurance (These can be viewed on our website at wilkinsenterprises.info)

- We are State of Delaware licensed and local towns & municipalities.
- Our employees are insured under a worker's compensation policy.
- We have a comprehensive liability and auto insurance policy.

General Information

- Driveways and sidewalks are rinsed free of any chemical residue, runoff, or debris that ran onto them during the wash.
- You do not need to be present at the time of service.
- We are available Monday – Friday 8 a.m. – 6 p.m. We have limited availability on Saturdays due to our regularly contracted commercial operations. We can work to try to accommodate you outside of the above hours if necessary.

Preparation

- Outside belongings, items, vehicles, etc. should be moved at least 15 feet away from the service area.
- We will need room for at least 1 truck in your driveway.
- Please do a property inspection before powerwashing and note any pre existing property damages. Inform us of any of these concerns prior to our service.

Porches

- Screen porches must be unlocked if to be washed or they will not be washed
- Items on screen porches regardless of being washed should be brought inside your home or moved away from the screens. We do not want chemical overspray or water spray to get on your belongings, especially furniture cushions or cloth/fabric decorations.
- Screen and open porches should be cleared if to be washed. Large items in porches like tables or metal frame furniture can be moved & worked around without completely removing it if the items are very heavy.
- We will rinse your porch screening inside out with low pressure if we are washing inside of your screen porch.

Electric

- Outside electric is sometimes used, specifically for roof cleaning.
- Power problems are often caused by GFCI outlets not properly sealed or covered, but can be reset usually 2 hours after the wash. Allowing them time to dry out.

Plants & Flowers

- Outside plantings & flowers are covered and protected with a thin plastic sheeting during the spring & summer months while plants are blooming & thriving. Evergreens & shrubs are rarely ever effected by washing, therefore are not covered.
- Trim back bushes or plantings that are touching your home or structure prior to our powerwashing.

Water

- We use your outside water. Please be sure it is turned on. Your water pressure or volume does not matter. Your water replenishes our tank, which feeds our machines. Only 1 outside water spigot is necessary.
- If you pay for your water, the average powerwashing job does not consume more than \$10 worth of water. Please ask if you would like more specifics on water bills. We have the details and rates on local companies.

Screens & Windows

- Screens should be removed prior to our arrival and left outside in a wind protected area so we may access them to thoroughly rinse.
- If screens are removed all windows will be scrubbed with window cleaner, however, we cannot guarantee them to be spotless or streak free. If your are looking for perfect windows, consider hiring a window cleaning professional after your powerwashing service.
- Windows must be closed in or near the servicing area.
- Screens are washed with reduced pressure so not to cause damage.
- We offer screen assistance for removal & reinstallation for an additional charge.
- We reduce pressure around windows when washing. If your windows leak, you may have a caulking or installation problem. This is also a sign of energy inefficiencies.

Pest Control

- Pest control spraying should be done after Powerwashing or wait at least 3 weeks after your pest control application to have powerwashing work done.
- Pest control works best after powerwashing and helps keep them off your home allowing your home to maintain its fresh, clean look longer.

Other Special Powerwashing Capabilities

- Removing rust stains or rusty color stains, graffiti, oxidation or chalkiness from siding, efflorescence from brick or block, black streaking from gutters, and more.
- Stripping old stain from wood decking or siding.
- Washing farm Equipment and inside of stables or barns.
- Washing grave stones, dog kennels, barbeque grills, boats, awnings, and more.
- We can apply a wax protectant which does help preserve your siding and keeps mildew & mold off longer.