

Filing a cleaning assistance request

Version 2015-10

Any and all cleaning issues must be submitted in a similar format as the warranty repair submittal. AutoStone is here to assist you with cleaning issues related to your AutoStone Floor System.

Please note that any cleaning issue is not a warranty claim. Cleaning issue are separate and apart from the product and installation provided by AutoStone Floor Systems. We will assist you by reviewing your cleaning practices and suggest good cleaning practices. At no time will AutoStone become liable or responsible for the proper cleaning and maintenance of your floor.

AutoStone does not warrant grout, grout staining, caulking or any cleaning issues related to grout joints, regardless of the system of grout used.

Here is a list of things should be included in your cleaning concerns communication:

1. Cleaning concerns must be documented and submitted with digital photographs documenting your issues.
2. Include images of the cleaning equipment you are using.
3. Include images of any chemicals that are being used in your janitorial closet. Picture allow AutoStone to identify the cleaning chemicals and all tools being used:
 - a. Mops if applicable.
 - b. Mop buckets if applicable.
 - c. All chemicals.
4. Provide a brief description of the frequency of the work being performed and a general outline of how you see work being performed, etc.
5. Name of your cleaning company and their contact information:
 - a. Name of company.
 - b. Name of person performing work.
 - c. Company phone number.
 - d. Company contact.
 - e. Company email address.
 - f. Any additional information to assist AutoStone to investigate services they are rendering.
6. Please send all cleaning issues to: clean@autostoneusa.com

After reviewing your submitted request for cleaning assistance, AutoStone will contact you to review your processes and see what steps are next.

AutoStone may refer to you specific cleaning consultants and/or professionals who can help you restore your floor to "like-new" again.

Please note that AutoStone does not warrant or guarantee the outcome of the services rendered by 3rd party cleaning companies. AutoStone is only providing your resources that might assist you with your cleaning concerns and/or issues.