

*Restoration Services Request Form*

Contact Information:

Company Name:

Complex Name:

Unit Number:

Your Name:

Contact Number:

E-mail:

Restoration Service Needed:

Estimated Level of Stain\*\*:

(Level 1-5)

(See Insert for Description of Levels)

Specialty Stain:

(W - Wine, R - Rust, I - Ink, O - Other)

**Turn Date:**

(date work needs to be completed by)

Additional Comments:

*\*\*Gruppo DiVerde, Inc., reserves the right to amend this estimate in accordance to description provided, Levels of Stain, as seen fit by Restoration Technician.*



## Level Identification

To further assist with identifying the levels, we have provided descriptions of the conditions of each level.

### Level 1:

No visible stains present on counters. Pores and fissures possibly clogged. Possible degradation of silicone caulking between splash and counter. Possible breakdown of epoxy seam.

### Level 2:

Slight grease staining beside stove. Pores and fissures clogged. Slight hard water deposits around sink or bar top. Possible small individual stain, such as soda or wine. Possible degradation of silicone caulking between splash and counter. Possible breakdown of epoxy seam.

### Level 3:

More noticeable grease staining beside stove. More noticeable hard water deposits around sink or bar top. Gritty residue remaining on counters. Few individual stains around counter or bar area. Degradation of silicone caulking between splash and counter. Slight breakdown of epoxy seam leaving small vulnerable gaps for water penetration.

### Level 4:

Very noticeable grease staining beside stove and carrying over other areas. Very noticeable hard water deposits and darkening of granite at taps. Gritty residue remaining on counters. Noticeable stains caused by wine, oil, soda, pen, etc. Degradation of silicone caulking between splash and counter. Breakdown of epoxy seam leaving noticeable gaps for water penetration.

### Level 5:

Extreme grease and/or water stains with other noticeable stains. Degraded epoxy seams and gaps between splash and counter where silicone has eroded. Counters left unattended or cleaned with dirt and debris buildup in all pores.

## Restoration Process – by Level

Level	Hrs	Days	Occ.	Photo (Before)	Protect Flir & Cabs	Clean surface debris	Acetone bath / stripper	Degreaser Application	Neutralize	Sanitize *	Dry/Dehumidify	Acetone wipe	Seal	Clean up	Photo (After)
1	1-2	0-1	Y	●	●	●				●	●	●	●	●	●
2	2-3	0-1	Y	●	●	●	●	●	●	●	●	●	●	●	●
3	2-4	0-2	Poss.	●	●	●	●	●	●○	●○	○	○	○	○	○
4	3.5-5	2-2.5	N	●	●	●	●	●	○	○	○	○	○	○	○
5	4-6	2-3	N	●	●	●	●	●	○	○	○	○	○	○	○

● – Day 1 procedures

○ – Day 2 and or Day 3 procedures

\* – Gruppo DiVerde special patent pending sanitizing process