

Residential Service Agreement



Location Name:

Address:

Contact Info:

Name

Phone

Email

Application Date:

Description of Application and Scope

- 1) MicroShield 360 will supply all the materials and equipment including home preparation instructions.
- 2) MicroShield 360 will electrostatically apply it's MicroShield 360 Renew as well as MicroShield 360 Antimicrobial .
- 3) Isolation / Containment of the treatment area as required by applicator. Applicator may request customer to wear respirator mask.
- 5) Post treatment inspection of all areas and a touch up cleaning on all glass and stainless surfaces to ensure no water marks.
- 7) All protective equipment used by our CERTIFIED APPLICATORS is in compliance with OSHA, EPA and NIOSH standards.
- 8) Applicator may open the homes windows and/or extrenal doors to assist with drying process if deemed necessary.

Customer Responsibilities

- 1) Customer will prepare the proposed treated areas in accordance with the attached Pre-Treatment Guidelines or as agreed to with MicroShield 360.
- 2) Customer will provide the MicroShield 360 crews with unimpeded access to the areas to be treated.
- 3) If there are delays longer than 30min the applicator reserves the right to leave the property at which point the client will be charged \$50 service fee. Similarly, if the client no-shows the appointment a \$50 service fee will be applied. Lastly, if the home is visibly too dirty to apply to the client will be charged \$50 service fee and reschedule.
- 4) Following the treatment, the client will operate the air handling system and provide adequate air circulation to assist the treated surfaces to dry properly.
- 5) Normal surface cleaning must be maintained.

Guarantee of Service

- 1) MicroShield 360's product has 3rd party independent research reviews proving its efficacy on treated surfaces
- 2) MicroShield 360 will prevent mold from growing on a treated surface for 1 years time. Should that substrate be altered in any way MicroShield 360's guarantee of mold prevention is void. This includes painting, staining, sanding, replacing or any other act which could remove or cover up the coating on a substrate thereby eliminating its ability to properly function. Similarly, if a surface is not properly cleaned mold can grow on surface debris (dirt). MicroShield 360 has the ability should they so choose to to determine the cause of mold growth.

Additional Comments or Terms & Conditions

Payment Information & Signature

Customer Signature:

Date:

MicroShield 360:

Date:

Make all Checks Payable to "MicroShield 360"



Once and done.
Effective 24/7 for one year.

MS360 Marketing Disclaimer

Due to the COVID-19 pandemic the EPA, who controls and governs messaging around our registered products, has been keeping a watchful eye on all manufacturers and end users as it relates to marketing claims being made to the public. MicroShield 360 does not make a label claim pertaining to the MicroShield 360 Antimicrobial Coating and the product's effectiveness against coronavirus. The only label claim speaking to SARS CoV-2 (virus that causes COVID-19) would be located on the MicroShield 360 Renew product, which is step 1 of our application process. This step is then followed up by step 2, which is the application of MicroShield 360 coating that imparts a final biostatic activity to the surface of a wide variety of substrates. Therefore, it is extremely important that a SARS CoV-2 statement is not used when describing the coating or the "lasting effects" of the service.

As such, it is the responsibility of our end users to understand claims and make them in accordance with the EPA-accepted standards and MicroShield 360 guidelines. We recommend clients leave marketing claims to MicroShield 360 approved website/label to ensure you are in line with approved standards. Here is a brief overview of what you can state to the public:

- *"The MicroShield 360 Service imparts a 2 step process: (1) Application of MicroShield 360 Renew which kills Human Coronavirus and is on the EPA approved N List for Emerging Pathogens (2) Application of MicroShield 360 Antimicrobial Coating which imparts durable biostatic activity of a wide variety of substrates."*
- *"MicroShield 360 has treated our facilities with a permanent antimicrobial coating which imparts durable biostatic activity of a wide variety of substrates. The coating is both EPA registered, and FDA approved for direct food contact surfaces"*
- *"We have treated our facilities with the MicroShield 360 Antimicrobial Coating" you can then provide a link to our website for additional information*

By signing this document, you agree that MicroShield 360 will be indemnified from any claims you make into the marketplace which could prove as an inaccurate description of the service MicroShield 360 provides. If a false or misleading claim is made MicroShield 360 may contact you and request the statement be immediately corrected at your own expense.

Business Name _____

Representative Position _____

Date: _____

Signature: _____