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FREQUENTLY ASKED QUESTIONS

HOW LONG HAVE YOU BEEN RESTORING AND RE GUTTERING?

We have been working in the Roofing and guttering industry since 2007.

DO YOU HOLD A BUILDER'S LICENCE?

Yes roof revival does hold a valid builders licence our builders licence number is BLD328061.

ARE YOU INSURED?

Roof revival is most definitely insured with public liability that covers us as tradesman and any damage to your property Aswell.

HOW MANY DAYS DOES A ROOF RESTORATION TAKE?

A full restoration takes about 3-4 working days. We need the proper weather conditions to achieve the best result. For high pressure cleaning roofs or installing gutters rain is normally not an issue. However, for flexi pointing caps and painting we will need there to be know no rain to be forecasted and anything over 33 degrees a job will have to be painted over two consecutive days. Please be patient in the winter months as we like to make sure all work is undertaken in right weather conditions.

HOW LONG DOES A GUTTER INSTALL TAKE?

1-2 Working days for gutter installation.

WHAT IS THE PROCESS AFTER I ACCEPT THE QUOTE?

After a quote is excepted. The deposit of 20% is required to be paid to lock in a starting date. Prior to the starting date we double inspect as a safeguard to ensure that the desired level of quality, accuracy and compliance is achieved. Once the materials are ordered and delivered to the desired location a 30% progress payment is to be made. We then will give you a rough estimation of starting date for the work to be undertaken. On the day of completion, the remaining balance will be paid with the desired method of payment.

WHAT PRODUCTS DO YOU USE?

We only use the top of the range products to ensure longevity and quality!

Our materials:

Acryloc roofing membrane: This product is a water based and long lasting. It is made in South Australia and designed for South Australia's weather conditions. It doesn't fade as quick as other roof membranes.

Stratco: Made with thick gauge Bluescope, Colorbond steel in a variety of colours and finishes. We also offer coloured downpipes.

WHAT WARRANTY DO I RECEIVE?

Workmanship Warranty of 5 years which covers all workmanship and materials. Acryloc Roofing membrane offers a 10-year warranty covering

WHAT IS REQUIRED OF ME?

Roof revival will require access to front and back of your property. Access to electrical power and water tap is needed to run our machinery. While commencing work all valuables, bikes, cars, clothes washing etc should be kept out of harms way. Surrounding neighbours should be notified of work been undertaken.

I HAVE A LEAKING ROOF DO I HAVE WARRANTY ON FIXED LEAKS

We regret to inform you that we cannot provide a warranty specifically for roof leaks. Roof leaks can be exceptionally challenging to detect and diagnose due to a variety of factors, including:

- 1. Complexity of Detection:** Roof leaks often originate from hidden or unexpected areas, making it difficult to pinpoint the exact source without comprehensive and sometimes invasive investigation.
- 2. Environmental Factors:** Roofs are exposed to various weather conditions, such as heavy rain and wind, which can unpredictably impact the roof's integrity over time.
- 3. Material Aging and Wear:** Over time, roofing materials naturally age and may develop weaknesses that are not immediately apparent during inspections. Can be very difficult and time consuming to detect.
- 4. Previous Repairs and Installations:** The condition and quality of previous repairs or installations can significantly influence the occurrence and detection of leaks, adding complexity to warranty coverage.

Despite these challenges, please be assured that our team is committed to addressing any roof leaks that may arise. We will always work to our best ability to identify and solve roof leaks promptly and effectively, ensuring the longevity and performance of your roof.

I WANT TO INSTALL SOLAR PANELS WHATS THE BEST PROCESS TO HAVE MY ROOF FIXED BEFORE SOLAR IS INSTALLED?

The best process to do this is to have your roof high pressure washed first. After this is done contact your solar company and ask them to install rails and wiring. When this is finished, we will fully restore the roof and leave you with spare coated tiles and touch up paint. The solar company final task to connect the panels to the railing.

MY ROOF HAS SOLAR PANELS ON THEM. CAN MY ROOF STILL BE RESTORED?

Yes, the majority of roof we restore now days do have solar panels. We high pressure the roof and rinse all panels. When it's time for painting we cover all panels with a plastic film and paint underneath the panels, so all visible tiles are coated with primer and colour.

DO ALL MY RIDGE-CAPS NEED TO BE REBEDDED?

Ridge caps only require rebedding if caps are lifting and mortar is loose and falling away from ridgecap and tile. If we were to rebed solid caps we end up breaking a lot of caps and tiles underneath.

HOW LONG DOES THE ROOF PAINTING PROCESS TAKE?

The painting process takes one day to apply all coats weather depending. So long as the temperature is between 13 degrees and 33 degrees Celsius, we will be able to complete the paint applications in one day.

MY ROOFTILES ARE POROUS HOW CAN WE ACHIEVE A GOOD PAINT FINISH?

If your tiles are porous this means that they are retaining water which adds significant weight to your roof and roofing timbers, leading to potential leaks and structural issues. To prevent this we apply a maxi build primer to the roof tiles when painting. This ensures that the tiles are coated very thick. All cracks and rough surfaces on the tiles are filled in turn giving the finish much more appealing and bolder.

WHY DO MY SOLAR PANNELS NEED REGULAR CLEANING?

All solar panels rely on a clean surface to be able to work to their optimum capacity. When the surface gets dirty it restricts the panels' ability to capture sunlight efficiently and will therefore not produce as much electricity. Regular cleaning is not only advised for productivity of the panel but also in most cases to adhere to warranty requirements as well.

WHY DO MY GUTTERS REQUIRE REGULAR CLEANING?

Over time all leaf matter and moss that grow or falls on the roof will end up in the gutters and then downpipes. This can subsequently cause large build ups and blockages causing water to be pushed up and over the gutter inevitably leading to leaks/drainage to occur. Long term this will lead to the further damage causing the gutters to become corroded, rust and eventually fail completely.

WHAT'S THE PURPOSE OF WHIRLY VENTS?

Whirly vents help your roof space breathe, in turn saving you money on your energy costs.