



ALL CLEAR
MOLD & PATHOGEN SOLUTIONS

Mold Treatment Service Agreement

1. SCOPE OF SERVICES

The Company uses a two-step mold remediation process:

Step 1 – InstaPURE™ Treatment

A patented dry-fog vapor application that penetrates the treatment area to eliminate mold, bacteria, viruses, and other microorganisms on accessible surfaces, fabrics, and airborne particles.

Step 2 – EverPURE™ Protection

A protective antimicrobial application that coats surfaces to help prevent future microbial growth.

If included in the estimate, post-treatment air quality testing will be conducted and sent to an independent laboratory for verification.

Additional Treatment Products & Applications

Depending on the specific site conditions, contamination type, materials affected, and remediation requirements, the Company may utilize additional specialty treatment products as part of the services provided. These may include, but are not limited to:

- Site-specific antimicrobial applications
- Targeted disinfectants or sanitizers
- Odor control and deodorization products
- Mold and microbial stain removal products
- Surface cleaning and restoration agents

Product selection is determined at the Company's discretion based on the conditions encountered and the treatment objectives for the property.

The Company is committed to using professional-grade products that are considered among the safest, most environmentally responsible, and lowest-toxicity options reasonably available while still achieving effective treatment results.

All Clear Mold & Pathogen Solutions Inc.

6845 Courtenay Street, Powell River, BC V8A 1X3

www.allclearsolutions.ca | moldfree@allclearsolutions.ca | 604.966.8625

2. CUSTOMER RESPONSIBILITIES

To ensure proper treatment, the customer agrees to:

- Vacate the premises for approximately **8 hours during treatment**
- Ensure the property is **accessible at the scheduled time**
- Correct any **active water leaks, flooding, or humidity problems prior to treatment**
- Failure to resolve moisture issues may result in **ineffective treatment and void the warranty.**

3. MINIMUM SERVICE CHARGE

The minimum charge for treatment services is \$2,250 excluding inspections, testing, or estimates. The Company may adjust pricing at its discretion.

4. PAYMENT TERMS

Payment is due before treatment begins unless otherwise agreed to in writing.

Accepted payment methods:

- E-transfer
- Cash
- Major credit cards

Late payments may incur 18.5% annual interest (compounded monthly). Unpaid balances may be forwarded to a collection agency or legal action if necessary.

5. RESCHEDULING AND CANCELLATION

All Clear reserves dedicated technician and equipment time for scheduled projects. Because remediation projects are planned in advance and often require multiple technicians, short-notice cancellations, rescheduling and site-readiness issues may result in significant lost production time that cannot reasonably be reassigned to other work.

Rescheduling or Cancellation by the Client

- More than 5 business days before the scheduled service: No charge.
- 2-5 business days before the scheduled service: Rescheduling/cancellation fee of \$500.
- Less than 2 business days before the scheduled service: \$1,000 rescheduling/cancellation fee.

- Same-day cancellation, failure to provide access, or cancellation after technicians have been dispatched: \$1,500 minimum charge. costs may also be charged to the Client.

Where non-refundable project-specific expenses have already been incurred, including accommodation, ferry reservations, equipment rentals or specially ordered materials, these

Site Readiness

The Client is responsible for ensuring that the property is accessible and treatment-ready at the scheduled time, including completion of any preparation or prerequisite work identified by All Clear.

Where technicians have been dispatched and scheduled work cannot proceed, or is materially delayed, because required preparation has not been completed or because of another condition within the Client's responsibility, a minimum charge of \$1,500 will apply.

This charge reflects reserved technician capacity, travel, mobilization and lost production time. Additional costs may apply where the actual labour, travel, accommodation, ferry, equipment or other costs incurred exceed this amount.

Any return visit required because the property was not treatment-ready will constitute a new mobilization and will be charged separately.

Unforeseen Conditions

Site-readiness charges will not apply where work cannot proceed because of a significant concealed or unforeseen condition that the Client could not reasonably have identified or addressed before our arrival.

Where unforeseen conditions materially affect the planned work, All Clear may pause the project and revise the scope, schedule and/or pricing before proceeding.

Commencement of Treatment

Once treatment has commenced, all invoiced amounts for the scheduled work are due and non-refundable, subject to any applicable legal rights that cannot be excluded.

6. WARRANTY

When the entire premises is treated, services include a limited one-year warranty beginning on the treatment date.

If mold levels exceed local outdoor air levels during the warranty period, the Company will re-treat the affected area at no cost.

The warranty is void if new moisture or water intrusion occurs, including but not limited to:

- Plumbing leaks
- Appliance leaks
- Roof leaks

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- Flooding
- Groundwater intrusion
- Excess humidity or condensation

All moisture issues must be fully repaired and dried before treatment. The warranty is transferable during real estate transactions or generational transfers within the one-year period.

7. GUARANTEE AND TESTING

If air testing is included in the estimate:

- Samples will be sent to an **independent third-party laboratory**
- Results will be provided to the customer
- The Company guarantees indoor mold levels will be **within safe limits relative to outdoor air levels**

8. LIMITATION OF LIABILITY

The Company provides treatment designed to **reduce and control microbial growth** but cannot guarantee permanent elimination of mold if environmental conditions change.

The Company is **not responsible for**:

- Structural damage or pre-existing contamination
- Hidden mold behind sealed or inaccessible areas
- Mold growth caused by **future water intrusion or humidity**
- Determinations made by **third-party inspectors, testing companies, or regulatory agencies**

Liability for any claim related to services provided shall not exceed the total amount paid for the treatment.

Additional Surface & Paint Disclaimer

The customer acknowledges that antimicrobial vapor, fogging, or biodecontamination treatments may reveal or exacerbate pre-existing deficiencies in paint, coatings, drywall finishes, adhesives, caulking, or previously repaired surfaces. This may include, but is not limited to, paint bubbling, blistering, peeling, delamination, staining, or adhesion failure, particularly in areas affected by prior moisture exposure, surface contamination, inadequate surface preparation, or previous repairs.

The Company is not responsible for cosmetic or surface finish issues that arise following treatment where such conditions are determined to be related to pre-existing substrate, paint, moisture, contamination, ventilation, or adhesion deficiencies. Any required cosmetic repairs, repainting, refinishing, or restoration shall be the responsibility of the customer.

Material Compatibility Notice:

The InstaPURE™ process utilizes a peracetic acid (PAA)-based biodecontamination technology. When properly applied and aerated, PAA rapidly breaks down into water, oxygen, and acetic acid (vinegar), leaving no persistent toxic residue. The process is designed to be compatible with most common building materials, furnishings, fabrics, HVAC systems, contents, and electronic devices, making it well suited for whole-home and whole-building treatment applications.

While material compatibility is generally excellent, PAA is an oxidizing agent and may, in rare cases, cause cosmetic changes to certain sensitive materials. Uncoated or unlacquered metals such as brass, copper, bronze, silver, and other reactive metal surfaces may experience tarnishing, oxidation, or changes in appearance. Certain pre-existing conditions, including aging finishes, weakened paint adhesion, moisture-damaged coatings, previous repairs, corrosion, manufacturing defects, or delicate antique surfaces, may also increase the likelihood of cosmetic changes following treatment.

The Company takes reasonable precautions during treatment; however, due to the wide variety of materials, finishes, coatings, antiques, collectibles, artwork, and specialty surfaces that may be present within a structure, compatibility with every item cannot be guaranteed. Clients are encouraged to identify any items of exceptional value, sensitivity, or concern prior to treatment. By proceeding with service, the client acknowledges and accepts the possibility of minor cosmetic changes to susceptible materials as an inherent risk associated with any whole-space biodecontamination process. Known examples of susceptible materials include unlacquered brass fixtures, antique metal finishes, silver items, copper surfaces, and coatings with existing adhesion deficiencies.

9. TERMS UPDATE

The Company reserves the right to **update these terms as necessary to comply with applicable laws and regulations.**

Client Name:

Signature:

Date:

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