

Customer Terms and Conditions, Program Summary, FAQ, and Response Protocols

Sir Clean Mold Shield

Version 2026.6

Program overview

Sir Clean Mold Shield is a property-based membership designed to help qualifying property owners respond faster to moisture and mold events, understand what is and is not covered, and access Sir Clean services under defined rules, pricing, and benefit limits.

This document combines the customer terms, the main program summary, a practical FAQ, and step-by-step response protocols in one file for easy online review.

1. Quick Customer Summary

- Sir Clean Mold Shield is a service membership and is not insurance. It does not replace homeowner, condominium, flood, or commercial insurance.
- Coverage attaches to the enrolled unit or property, not to the customer as a personal cash benefit. It is not refundable, assignable, or separately transferable for cash value or reimbursement.
- Membership fees are shown as monthly equivalent rates for clarity, but are billed one time per year, in full, at the start of the membership term.
- The first visit is a Baseline Property Moisture and Environmental Screening. It is not a formal mold assessment. Visible mold, suspect microbial growth, visible moisture intrusion, or related conditions identified during that first screening are treated as pre-existing and are not included as free plan coverage.
- Water damage restoration benefits are discount-based. Water extraction, structural drying, dehumidification, moisture mapping, monitoring, and related water damage restoration services are not included inside the mold-remediation benefit.
- Rebuild, finish, repair, paint, cabinet, flooring, drywall closure, trim, and all other Sir Clean service categories, including rebuild work if offered, are evaluated and estimated separately. They are not included in the mold-remediation benefit or water damage restoration discount program unless Sir Clean states otherwise in writing. Any discount applies only under the selected plan's all-other-services category.
- Unused annual benefits, partially unused incident amounts, discounts, credits, and evaluation allowances do not roll over, do not become cash, and do not become future service credit unless Sir Clean expressly agrees in writing.
- Covered work must be performed by Sir Clean Corp. or by a contractor specifically assigned or approved in writing by Sir Clean Corp. No refund, reimbursement, offset, or payment is owed for work performed by other companies unless Sir Clean gives prior written approval.



3. Plan Snapshot

The plan references below are general fit guidelines only. Final eligibility, pricing, and benefit treatment remain subject to Sir Clean review of the property, condition, layout, and risk profile.

Feature	Core	Preferred	Premier
General fit	Generally ideal for properties up to approximately 1,500 sqft	Generally ideal for properties up to approximately 3,600 sqft	Generally ideal for larger properties, typically over 3,600 sqft
Monthly equivalent	\$79.99	\$179.99	\$249.99
Annual billed amount	\$959.88	\$2,159.88	\$2,999.88
Included mold-remediation benefit	Up to \$1,000 per covered incident - \$0 deductible	Up to \$2,500 per covered incident - \$0 deductible	Up to \$4,000 per covered incident - \$0 deductible
Annual aggregate	Up to \$1,000 annual aggregate	Up to \$5,000 annual aggregate	Up to \$12,000 annual aggregate
Covered incidents per membership year	1	Up to 2	Up to 3
Initial and periodic evaluations	Initial Screening Evaluation	Initial Screening Evaluation plus Semi-annual Property Evaluation	Initial Screening Evaluation, Semi-annual Property Evaluation, plus 1 extra free Property Evaluation
Water damage restoration	15% OFF	22% OFF	30% OFF
Pre-existing mold remediation	15% OFF	22% OFF	30% OFF
All other Sir Clean service categories	10% OFF	15% OFF	20% OFF
Extra on-site evaluations	\$179 each	\$119 each	\$79 each
Priority line	Included	Included	VIP - Included

4. Included Services and Support Tools by Plan

Core

- Property Initial Screening Evaluation.
- 3 leak-alert sensors, no Wi-Fi.
- Included mold-remediation benefit of up to \$1,000 per covered incident, up to \$1,000 annual aggregate, with 1 covered incident per membership year.
- 15% OFF for pre-existing mold remediation services.
- 15% OFF for water damage restoration services.
- 10% OFF for all other Sir Clean service categories, including separately quoted rebuild, finish, repair, cleaning, and janitorial services when applicable.
- On-site extra evaluations at \$179 each.
- Priority Line.

Preferred

- Property Initial Screening Evaluation and Semi-annual Property Evaluation.
- 3 smart leak-alert sensors kit with Wi-Fi connection, with leak-alert devices installation included.
- Included mold-remediation benefit of up to \$2,500 per covered incident, up to \$5,000 annual aggregate, with up to 2 covered incidents per membership year.
- 22% OFF for pre-existing mold remediation services.
- 22% OFF for water damage restoration services.
- 15% OFF for all other Sir Clean service categories, including separately quoted rebuild, finish, repair, cleaning, and janitorial services when applicable.
- On-site extra evaluations at \$119 each.
- Priority Line.

Premier

- Property Initial Screening Evaluation, Semi-annual Property Evaluation, and 1 extra free Property Evaluation.
- Up to 8 smart leak-alert sensors kit with Wi-Fi connection, plus environmental monitoring sensors, with leak and environmental sensors installation included.
- Included mold-remediation benefit of up to \$4,000 per covered incident, up to \$12,000 annual aggregate, with up to 3 covered incidents per membership year.
- 30% OFF for pre-existing mold remediation services.
- 30% OFF for water damage restoration services.
- 20% OFF for all other Sir Clean service categories, including separately quoted rebuild, finish, repair, cleaning, and janitorial services when applicable.
- On-site extra evaluations at \$79 each.
- VIP Priority Line.
- Premier members may receive free phone or email review of qualifying high-humidity or high-temperature alert information, when available through the installed sensor setup and member account access.

5. Definitions and Coverage Logic

Property-based coverage

Coverage attaches to the enrolled property or unit. It does not function as a personal coupon, voucher, or separate cash asset belonging to the customer.

Baseline screening rule

The first visit is a Baseline Property Moisture and Environmental Screening. It documents visible conditions, accessible moisture concerns, humidity conditions, and other risk factors. It is not a formal mold assessment. Visible mold, suspect growth, visible moisture intrusion, or related conditions identified during that first screening are pre-existing and are not included as free plan coverage.

Hidden, dormant, or historic mold

Hidden, dormant, aged, historic, or previously concealed mold discovered during opening of materials, demolition, remediation, or related work is treated as pre-existing unless Sir Clean determines in writing that it is directly and solely attributable to the same newly reported covered event and not to any prior, long-term, recurring, or unresolved condition.

Covered incident

A covered incident means one mold condition, or one related set of conditions, arising from the same originating cause, moisture source, or related loss event. Multiple connected rooms, cavities, or components resulting from the same source may be treated as one incident.

Anti-stacking rule

One job, one visit, or one work order does not automatically create multiple covered incidents. Separate incidents exist only when Sir Clean documents separate, independent causes or events.

Sir Clean classification authority

Sir Clean may inspect, evaluate, and classify each reported condition and each opened area as covered, separate incident, pre-existing, hidden historic mold, recurrence from unresolved cause, or excluded condition. Sir Clean may rely on photographs, readings, timelines, prior notices, scope observations, and available property history.

Condition-and-timeline rule

If the extent, pattern, staining, deterioration, concealment, microbial spread, or overall condition is inconsistent with the reported timeline, Sir Clean may classify all or part of the condition as pre-existing, hidden historic mold, or unrelated to the reported incident.

No rollover and no re-credit

If only part of an included incident benefit is used, the unused portion does not roll over, does not re-accrue, does not transfer to another area or service, and does not increase the annual aggregate beyond the stated plan limit.

No double benefit on the same incident

When the included mold-remediation benefit is applied to a covered incident, the remaining mold balance for that same incident is billed under Sir Clean's applicable pricing methodology and does not also receive a separate mold-service discount, unless Sir Clean states otherwise in writing. Mold-service discounts apply when the incident benefit is not being applied, including pre-existing or excluded conditions, or after annual benefits are exhausted.

6. Pricing Methodology, Insurance Coordination, and Benefit Application

- Sir Clean applies its standard pricing methodology to all work. For larger, insurance-style, or multi-line-item scopes, Sir Clean may use Xactimate or similar estimating. For smaller direct-pay jobs, Sir Clean may use Sir Clean standard market pricing, package pricing, minimum charges, or fixed-price proposals.
- If insurance is involved, Sir Clean may apply the plan benefit only to the eligible customer-responsible mold-remediation portion of Sir Clean's scope after deductible allocation, sublimits, exclusions, insurer payment, and plan eligibility are determined.
- No discount applies to insurer-paid amounts.
- The plan does not create double recovery. It does not duplicate amounts already paid by insurance.
- For insurance-related work, the plan may help reduce the deductible-related mold portion, mold sublimit gap, denied or partially denied eligible mold scope, or other eligible customer-responsible mold-remediation balance that remains under Sir Clean's approved scope.

7. Customer Responsibilities and Timing

- The customer must act promptly after any leak, water intrusion, elevated humidity event, visible mold, musty odor, power outage, device alert, or other condition that may lead to mold growth.
- The customer is responsible for immediate action such as shutting off water when safe, contacting building management, plumber, HVAC provider, electrician, utility provider, or emergency contact as appropriate, and taking reasonable steps to reduce further damage.
- The customer must maintain reasonable property conditions, including prompt attention to known leaks, moisture intrusion, excessive humidity, drainage issues, and other conditions likely to contribute to mold growth.
- The customer must maintain reasonable indoor climate control and respond promptly to known HVAC-related moisture, condensation, drainage, or humidity issues. Sir Clean does not provide an HVAC maintenance plan through this program.
- If Sir Clean identifies a known condition likely to contribute to mold growth and the customer does not correct it within a reasonable time, future related mold conditions may be excluded from coverage except for any applicable member discount.
- The customer must preserve safe access for Sir Clean when evaluation or response is requested, subject to all safety and access limitations in these terms.

8. Outside Companies, Documentation, and No Reimbursement

- Covered work must be performed by Sir Clean or by a contractor assigned & approved in writing by Sir Clean.
- The plan is not a coupon, voucher, reimbursement program, indemnity payment, or cash allowance for work performed by any company chosen independently by the customer.
- If the customer hires another company for water damage restoration, partial pre-existing mold work, drying, demolition, or related corrective work, future related benefits may be suspended unless the customer provides documentation acceptable to Sir Clean showing that the outside work was performed by a properly licensed company, using appropriate protocols, with adequate drying and moisture-control documentation, and with post-remediation verification or other clearance documentation acceptable to Sir Clean.
- If Customer stops, suspends, limits, or otherwise prevents completion of a covered Sir Clean remediation after Sir Clean has performed part of the work, Sir Clean may invoice Customer for the work already performed under Sir Clean's standard pricing methodology. For that partial work, Sir Clean may, at its discretion, apply the applicable pre-existing mold discount rate instead of the covered mold-benefit treatment. Any unused included benefit for that incident may be reduced, forfeited, or treated as unused. Any remaining or separately quoted work may be handled as a separate direct-pay scope and may receive only the applicable pre-existing mold discount rate.

9. Water Damage Restoration, Rebuild, and All Other Services

- Water damage restoration benefits are discount-based. Water extraction, structural drying, dehumidification, moisture mapping, monitoring, and related WDR services are not included inside the mold-remediation benefit unless Sir Clean states otherwise in writing.
- Water damage restoration discounts apply only to the customer-responsible direct-pay portion of Sir Clean's WDR scope.
- Rebuild, finish, repair, paint, cabinet, flooring, drywall closure, trim, and all other Sir Clean service categories, including rebuild if provided, are evaluated and estimated separately.
- Rebuild work is not included in the mold-remediation benefit or water damage restoration benefit. Any reduction for rebuild or other Sir Clean service categories applies only through the selected plan's all-other-services discount, when the service is separately quoted and scheduled.
- Structural reconstruction, engineering, code upgrades, and personal property claims are not included unless Sir Clean expressly quotes separate work in writing.

10. Access Limitations and Inaccessible Areas

- Some areas may be inaccessible, unsafe, obstructed, too small, wet, electrically unsafe, structurally questionable, or otherwise unsuitable for standard work. This includes attics, crawl spaces, tiny basements, wall cavities, ceiling cavities, chases, blocked utility areas, and areas behind fixed built-ins or heavy stored contents.
- Sir Clean is not required to perform covered or discounted services in any area that Sir Clean determines is inaccessible, unsafe, excessively confined, obstructed, or otherwise unsuitable for standard work methods.
- If work in such an area requires special access creation, unusual demolition, specialty safety measures, confined-space precautions, third-party correction, or specialty subcontracting, that work may be excluded from standard plan treatment, separately priced, delayed until access is created, or declined entirely.

11. Sensors, Alerts, and Extra Evaluations

- Sensors and device packages are support tools only. They help identify conditions earlier, but they do not convert the program into insurance, guaranteed 24/7 monitoring, or guaranteed prevention of all leaks, humidity events, or mold conditions.
- The customer remains responsible for power, connectivity, battery status, app access, notification settings, immediate action, and communication with building management or emergency contacts.
- Sir Clean may review member-reported conditions and determine whether a visit is extra, included, or credited into an incident benefit under the selected plan rules.
- Extra on-site evaluations may be requested at the current member rate shown for the selected plan.
- Premier members may receive free phone or email review of qualifying humidity or temperature alerts when available through the installed sensor arrangement and customer account access, but the customer remains responsible for immediate action.
- Any sensors or related devices provided by Sir Clean remain Sir Clean property unless Sir Clean states otherwise in writing. Customer must use reasonable care and return them if requested at the end of coverage. Sensor replacement is not included. If a sensor is lost, damaged, broken, or malfunctions, Customer should contact the applicable warranty or support provider, or may contact Sir Clean for information to see if assistance is available. Sir Clean is not required to replace any sensor or related device unless agreed in writing.

12. Concern Visits, Formal Assessment Requests, and Additional Evaluations

- **No-charge initial phone, video, or photo consultation.** Sir Clean may, at its discretion, provide a no-charge initial consultation by phone, video, or photos as a first step for a reported concern. Any such consultation is not emergency service, is not a Property Evaluation, and is not a formal mold assessment.
- **Courtesy limited site inspection for evident conditions.** If Customer reports visible mold, an active leak, active water intrusion, new visible staining, active staining, or another clearly evident condition showing apparent damage or mold, Sir Clean may, at its sole discretion, agree to perform a no-charge limited site inspection focused only on the reported evident condition. Any such courtesy inspection is not a full Property Evaluation, is not a formal mold assessment, and does not modify any pre-existing condition rule, classification rule, coverage determination, or pricing rule under the Plan.
- **Member Concern Screening Visit.** If Customer requests Sir Clean to visit the property to evaluate a suspected mold-related or moisture-related concern that does not present clear visible evidence of active leak, active staining, visible mold, or a similar evident condition, Sir Clean may treat that visit as a Member Concern Screening Visit. Such visit may first be applied under any included Property Evaluation available under the selected plan. Once the included evaluations under the plan are used, any additional requested on-site visit may be charged at the applicable extra evaluation member rate for the selected plan, but only for services performed and billed by Sir Clean.
- **Limited nature of consultation, inspection, and screening.** A no-charge initial consultation, courtesy limited site inspection, or Member Concern Screening Visit is limited to observational and non-invasive evaluation and may include visual observations, moisture readings, humidity readings, air particle counts, thermal camera observations, odor observations, visible-condition observations, and general environmental observations, when Sir Clean determines appropriate. It is not a formal mold assessment, is not physical sampling, is not laboratory testing, is not a clearance test, does not create a remediation protocol, and does not certify that the property is entirely or 100% free from mold or other contamination.
- **Formal mold assessment and sampling requests.** If physical sampling, laboratory testing, formal mold assessment documentation, protocol preparation, medical-support documentation, odor investigation requiring assessment-level analysis, or other assessment-level services are requested by Customer, or are determined by Sir Clean to be necessary or appropriate, Sir Clean may require that such services be performed by an independent licensed mold assessor or other qualified third party, at Customer's expense. Unless Sir Clean expressly agrees otherwise in writing, such services are not included within the standard Mold Plan benefits. Customer understands and agrees that any such third-party service does not qualify for any Sir Clean discount, benefit, savings, credit, offset, reimbursement, or bonus.
- **Assessment not always necessary before remediation.** Customer understands and agrees that, in some cases, including without limitation when visible mold is already present, mold testing or formal mold assessment may be unnecessary, not recommended, or not required before remediation. Customer further understands and agrees that, in certain situations, including without limitation when required by law, by an insurer, by a third party, or by the circumstances of the condition, Sir Clean may require use of an independent licensed mold assessor before remediation. Any such independent assessor or outside provider remains outside Sir Clean billing, and no Sir Clean discount, benefit, savings, credit, offset, reimbursement, or bonus applies to that provider's charges.
- **Professional necessity of mold-related services.** Sir Clean may determine, in its professional judgment, whether remediation, containment, air scrubbers, dehumidification, odor treatment, fogging, chlorine dioxide, or other mold-related services are reasonably necessary based on observed conditions, available data, screening findings, and Plan terms. Sir Clean may decline to perform or cover services that it determines are not reasonably necessary, not supported by the observed conditions, not appropriate for the reported issue, or not legally suitable under applicable assessment-remediation restrictions.

13. Exclusions Overview

- Pre-existing visible mold, suspect microbial growth, water intrusion, or related condition identified during initial screening.
- Hidden historic mold or aged concealed damage not determined in writing by Sir Clean to be solely attributable to the same newly reported covered event.
- Recurrence arising from a previously identified but uncorrected issue, design issue, chronic humidity issue, or unresolved source.
- Long-term leaks, delayed action, negligence, intentional damage, or failure to take reasonable protective steps after discovery of a problem.
- Non-mold contaminants, cosmetic-only issues, or ordinary cleaning not part of a Sir Clean mold or WDR scope.
- Structural reconstruction, engineering, code upgrades, and personal property damage, unless separately quoted in writing.
- Unsafe or inaccessible spaces where standard service cannot be performed without specialty handling or separate pricing.
- Work performed by outside companies without Sir Clean written approval and without the required documentation described in these terms.
- Storm, flood, or surface-water events as open-ended mold-remediation benefits. Members may still remain eligible for priority response, applicable WDR discounts, and any qualifying mold-remediation benefit after source stabilization, subject to all other plan terms.
- Personal property, including without limitation arts, clothing, shoes, bags, watches, jewelry, linens, electronics, documents, decorations, and similar items, is not covered by the mold benefit. In certain cases, and only at Sir Clean's discretion, Sir Clean may offer a separately quoted discount for limited on-site remediation of certain personal items. No coverage, included benefit, credit, bonus, or discount applies to; laundry, washing, dry-cleaning, or similar garment or textile services.
- Except to the extent of any separate written warranty expressly issued by Sir Clean for qualifying completed work, Sir Clean is not responsible for mold that arises, returns, spreads, worsens, or reappears from any cause, including leaks, humidity, condensation, drainage problems, HVAC-related conditions, structural or design defects, hidden conditions, water intrusion, delayed reporting, or failure to correct contributing conditions.
- Sir Clean will not reimburse Customer for damaged, mold-affected, contaminated, stained, or discarded items under any circumstance, and no discount, credit, or bonus applies to such items. The service is limited to mold remediation and related Sir Clean services only. Customer may not require Sir Clean to replace, reimburse, restore, or pay for damaged or mold-affected items or personal property.

14. Step-by-Step Member Response Protocols

If you discover an active water leak or water intrusion

Follow these steps as soon as you become aware of the condition:

- 1. Protect people first.** If there is electrical risk, ceiling sag, or unsafe standing water, keep people away from the area and use emergency services or building management as needed.
- 2. Stop the source if safe.** Shut off the local valve or main water only if you can do so safely and without creating another hazard.
- 3. Document the condition.** Take clear photos and videos, note the time discovered, and identify where the water appears to be coming from.
- 4. Notify the proper party immediately.** Contact building management, plumber, roofing contact, appliance service, neighbor, or other responsible party, depending on the source.
- 5. Keep the area as controlled as possible.** Move small items away from the wet area, place containers or towels if reasonable, and keep foot traffic limited.
- 6. Contact Sir Clean promptly.** If you want member handling, Sir Clean response, or eligibility review, notify Sir Clean as soon as possible.
- 7. Do not wait for visible mold.** Fast drying and source correction matter. Delay can turn a manageable moisture event into a larger mold event.
- 8. Preserve access.** Do not permanently close the area or start undocumented demolition if you want plan treatment.
- 9. Keep records of outside response.** If another company or trade responds first, keep invoices, reports, moisture documentation, and proof of work for Sir Clean review.

If you notice musty odor, visible mold, or suspect microbial growth

Use this process for odor, staining, visible growth, or a new concern that may involve mold:

- 1. Do not disturb the area aggressively.** Avoid heavy wiping, scrubbing, sanding, or opening materials without a plan.
- 2. Document what you see or smell.** Take photos and note the date, time, and location.
- 3. Look for a likely cause.** Check for recent leaks, condensation, humidity spikes, AC issues, plumbing drips, or storm-related moisture.
- 4. Contact Sir Clean promptly.** Sir Clean can evaluate, classify, and advise next steps under the selected plan rules.
- 5. Avoid unapproved outside remediation.** If you want plan treatment, do not hire another company for mold remediation before checking Sir Clean's provider and documentation rules.
- 6. Do not assume one room means one incident.** Sir Clean may classify connected areas as one incident, a separate incident, or a pre-existing condition based on source and timing.
- 7. Preserve the area for evaluation.** Limit extra cleaning or demolition until the condition is reviewed, unless emergency safety demands immediate action.

Before you leave for vacation or any extended absence

A vacant or lightly occupied property faces higher moisture and mold risk, especially in South Florida.

- 1. Keep climate control running.** Do not leave the property closed and unconditioned. Maintain a reasonable indoor temperature and humidity range.
- 2. Inspect common risk points before departure.** Check the AC closet, under sinks, water heater area, laundry area, toilets, windows, and sliding doors.
- 3. Empty or control obvious moisture sources.** Remove standing water, dry showers and floors, and make sure drains are working normally.
- 4. Confirm device status if your plan includes smart sensors.** Make sure power, connectivity, batteries, and alerts are functioning.
- 5. Identify a local emergency contact.** Where practical, provide a building manager, trusted neighbor, family member, assistant, or other local contact who can access the property if needed.
- 6. Secure photos and records.** Keep current photos and any service contacts available in case an issue starts while you are away.
- 7. Know how to reach Sir Clean.** Save the correct contact information before departure.

If you receive an alert or learn of a problem while you are away

Take these steps even if you are not physically at the property:

- 1. Confirm the alert.** Review the sensor notice, building notice, camera image, or message from your local contact.
- 2. Contact the local emergency contact or building management.** Ask them to verify the condition as soon as reasonably possible.
- 3. Arrange source correction immediately.** If a plumber, HVAC provider, electrician, or building staff is needed, contact them without delay.
- 4. Notify Sir Clean.** Advise Sir Clean that a potential moisture or mold event may exist and provide whatever photos, screenshots, or details you have.
- 5. Keep a written timeline.** Note who you called, when, what they observed, and what was done.
- 6. Do not assume the situation will remain minor.** A leak, AC outage, or high humidity event can worsen quickly while the property is vacant.

If there is a power outage or loss of climate control

Power loss can quickly create humidity, heat, and secondary moisture problems.

- 1. Confirm whether the outage is inside the unit or area-wide.** Check the breaker only if safe, and confirm with building management or the utility provider.
- 2. Restore power as quickly as reasonably possible.** If the issue is internal, contact the appropriate electrician or management representative.
- 3. Protect climate control.** If AC, humidity control, or dehumidification is lost, act quickly because elevated humidity can create mold risk even without an active pipe leak.
- 4. Check sensor and alert function if your plan includes devices.** Device operation may be reduced during power or connectivity loss.
- 5. Notify Sir Clean if the outage may create moisture or mold risk.** This is especially important for vacant properties, closed properties, or known humidity-sensitive areas.
- 6. Re-check the property once power returns.** Inspect for odor, condensation, dampness, or visible staining.

If indoor humidity stays high or condensation appears

Use this protocol when humidity remains elevated or you see condensation on surfaces.

- 1. Confirm the reading or symptom.** Check your humidity monitor if available, or note condensation on vents, windows, walls, or closets.
- 2. Improve immediate air movement and cooling.** Verify that the AC is operating and that the property is not sealed up without climate control.
- 3. Look for contributing causes.** Check for blocked vents, drain issues, AC performance problems, wet materials, or recent water intrusion.
- 4. Reduce moisture load.** Dry wet surfaces, run exhaust fans where appropriate, and avoid adding more indoor moisture.
- 5. Document the pattern.** Note where the humidity issue is strongest and when it seems to worsen.
- 6. Notify Sir Clean if the condition persists.** Sir Clean can help evaluate whether the situation is creating mold risk or whether an extra evaluation is appropriate.

After a storm or heavy rain

Storm conditions can create roof, wall, window, or balcony-related moisture entry.

- 1. Inspect interior perimeter areas.** Check ceilings, exterior walls, windows, sliding doors, and known prior problem spots.
- 2. Take photos of new staining, dampness, or active drips.** Time-stamped photos are helpful.
- 3. Report the source promptly.** Contact the responsible party, such as building management, roofing contact, or other appropriate vendor.
- 4. Notify Sir Clean if mold or moisture response may be needed.** Fast evaluation is important when rain intrusion is suspected.
- 5. Do not ignore minor staining.** Small-looking storm intrusion can spread into concealed assemblies if left unresolved.

15. Frequently Asked Questions

Question	Answer
Does the program include an initial screening visit?	Each membership begins with a Baseline Property Moisture and Environmental Screening that documents accessible visible conditions and risk factors.
Does coverage follow the enrolled property rather than only the individual customer?	Coverage attaches to the enrolled unit or property, subject to the program rules and continued eligibility.
Can the program still help when insurance is involved?	The program may help with the eligible customer-responsible mold-remediation portion that remains after insurance payment, deductible allocation, sublimits, exclusions, and Sir Clean eligibility review.
Can I request extra on-site evaluations if I want another check?	Yes. Extra evaluations are available at the member rate shown for the selected plan.
Does the program offer a discount for pre-existing mold found at enrollment or later treated as pre-existing?	Yes. Each plan includes a specific discount for pre-existing mold remediation services.
Does the program include a water damage restoration discount?	Yes. Each plan includes a defined discount for Sir Clean water damage restoration services, subject to these terms.
Can I receive discounts on other Sir Clean service categories if they are separately quoted?	Yes. The plan includes a discount for all other Sir Clean service categories, such as separately quoted rebuild, finish, repair, cleaning, or janitorial work, when applicable.
Can Sir Clean review a new concern even if I do not know whether it is mold?	Yes. Sir Clean can review a reported concern and determine whether it appears to be extra, included, credited into an incident benefit, or outside the program.
Can Premier members receive phone or email review of qualifying humidity or temperature alerts?	Yes. Premier may include reasonable phone or email review of qualifying alert information when available through the device arrangement and member account access.
Can the included mold-remediation benefit reduce my out-of-pocket mold cost when the incident is eligible?	Yes. If the incident is eligible, the included benefit may reduce the customer-responsible mold-remediation portion of Sir Clean's approved scope up to the applicable plan limits.
Is Sir Clean Mold Shield insurance?	No. It is a defined service membership, not an insurance policy, and it does not replace homeowner, condominium, flood, or commercial insurance.
Is visible mold found during the first screening covered as a free plan benefit?	No. Conditions identified during the first screening are treated as pre-existing and are not included as free plan coverage.
Is hidden old mold automatically covered just because it is discovered during demolition or opening of materials?	No. Hidden, dormant, aged, or historic mold is treated as pre-existing unless Sir Clean determines in writing that it is directly and solely attributable to the same newly reported covered event.

Question	Answer
Can I hire another remediation company and ask Sir Clean to reimburse me later?	No. The program does not reimburse or cash out work performed by other companies unless Sir Clean gives prior written approval.
Does an unused incident balance become extra credit for another room or a later year?	No. Unused benefit amounts do not roll over, re-accrue, transfer, or become cash or extra service credit.
Does the water damage restoration discount mean full WDR services are included for free?	No. Water damage restoration remains discount-based unless Sir Clean states otherwise in writing.
Is rebuild work included inside the mold-remediation benefit or water damage restoration discount?	No. Rebuild, finish, repair, paint, cabinet, flooring, drywall closure, trim, and similar categories are evaluated and estimated separately. Any reduction applies only under the plan's all-other-services discount when the work is separately quoted.
Do insurer-paid amounts receive the plan discount?	No. Plan discounts do not apply to insurer-paid amounts.
Does one job automatically become multiple covered incidents because more than one room is involved?	No. Sir Clean uses source-based incident classification and anti-stacking rules. Connected areas from the same cause may be treated as one incident.
Are attics, crawl spaces, tiny basements, and enclosed cavities always serviceable under standard plan treatment?	No. Some spaces may be unsafe, inaccessible, or unsuitable for standard service and may require separate pricing, special access, or may be declined.
Will the program continue to cover recurring mold if the customer does not correct a known source or condition?	No. Future related conditions may be excluded if the customer does not correct known contributing causes within a reasonable time.
Does Sir Clean promise guaranteed 24/7 monitoring or guaranteed prevention of all leaks or mold events because sensors are present?	No. Sensors are support tools only. They do not create guaranteed monitoring or guaranteed prevention.

16. Sir Clean Remediation Warranty

Sir Clean may, in certain circumstances, offer warranty coverage on qualifying mold remediation performed by Sir Clean. Any qualifying remediation job performed by Sir Clean may be eligible for up to one year of warranty coverage, but only when all applicable warranty terms, conditions, exclusions, post-remediation verification requirements, and continuing eligibility requirements are fully satisfied. Any such warranty applies only to the specific area or areas actually remediated by Sir Clean under the completed scope of work, and not to untreated areas, separate areas, newly affected areas, or work outside the completed Sir Clean scope. Each service performed by Sir Clean may carry its own separate warranty terms, depending on the service performed and the conditions involved.

17. Closing Reminder

By reviewing these terms and completing online enrollment and payment, the customer acknowledges that Sir Clean Mold Shield is a defined service program with stated limits, exclusions, pricing rules, and response obligations. The customer also acknowledges that timely reporting, prompt source correction, reasonable property care, and compliance with these terms are essential to preserve eligibility for plan treatment.

Sir Clean-Only Benefit Rule. All discounts, benefits, credits, savings, offsets, and bonuses under the Plan apply only to eligible services actually performed and billed by Sir Clean. No Sir Clean discount, benefit, credit, savings, offset, reimbursement, or bonus applies to any invoice, bill, charge, or expense from any third party, even if Sir Clean suggested, required, approved, or referred that third party.

18. Communication and POC

Customer may contact Sir Clean through the channels below.

For faster communication, Customer should use a phone call or WhatsApp message.

Email may be used for general communication, documents, and non-urgent matters, but it may not be the fastest option for time-sensitive issues.

Phone Call; 833.872.5326

WhatsApp Chat; 833.872.5326

Fax; 833.872.5326

Email; moldshield@sirclean.com