

# ROOF & EXTERIOR CLEANING

The *Safe* Alternative to Pressure Washing



FULL BUILDING CLEANING

ROOF CLEANING

STONEMASONRY  
BRICK & RENDER

FRAMES

MOSS & LICHEN

WINDOWS

DRIVEWAYS & PATHS



01302 965 205

email@BlueWhaleSWS.co.uk

BlueWhaleSWS.co.uk



The Gentle Giants of Exterior Cleaning

PART OF  
**LEX**  
HYGIENE  
A FAMILY COMPANY  
YOU CAN TRUST



# WE CLEAN IT ALL!

FULL BUILDING CLEANING

ROOF CLEANING

STONWORK  
BRICK & RENDER

FRAMES

MOSS & LICHEN

WINDOWS

DRIVEWAYS & PATHS

## CLEANING THAT WON'T COST THE EARTH

We have taken a GREEN approach to all our cleaning methods. These are...



 **Good Stewards™**



**BIODEGRADABLE**



**WATER-BASED**



**LOW VOC EMISSION**



**NON-HAZARDOUS**



**FOSSIL FUEL-FREE**

All of our cleaners break down into carbon and water within 20 days of their introduction into the environment.

All of our cleaners are water based and contain no solvents or phosphates.

Our soft wash cleaning process and chemicals conform to use low volatile organic compounds - harsh chemicals.

All of our cleaners ship non-hazardous and require no special handling or storage precautions.

Our company strives to follow the theology of using as little fossil fuel based energy as possible.



# ENVIRONMENTALLY RESPONSIBLE



## ROOF CLEANING

Flat, Barrel, Red, Grey, Slate Tile, Epdm Membrane, Metal

## BUILDING WASHING

Render, Stone, Brick, Cladding, Cedar Wood

## GUTTER CLEANING

Exterior Cleaning, Interior Clean Out

## WINDOW CLEANING

Outside Including Frames

## DRIVEWAY CLEANING

Block, Imprinted Concrete

## PATIO CLEANING

Sandstone, Limestone, Indian Sandstone, Granite, Block, Travertine, Pools, Decking, Furniture, Fencing



## WHY TRUST BLUE WHALE FOR YOUR EXTERIOR CLEANING?

### A Decade of Trust:

With over 10 years of experience, we've earned trust from hundreds of satisfied customers who describe us as professional, efficient, and friendly.

### Soft Wash Expertise:

Five years ago, we invested in Soft Wash systems, offering precise solutions tailored to your property. Soft Wash is gentle, eco-friendly, and world-class, with support in over 250 countries.

### Five-Star Accreditation:

We are the first company in the UK to achieve the Soft Wash system 'five-star company' accreditation, after rigorous training and certification in using sodium hypochlorite.

### Customised Cleaning:

Our state-of-the-art equipment allows us to tailor our solutions for every surface on your property, ensuring a custom clean every time. Our equipment is quiet, eco-friendly, and uses 60% less water than traditional pressure washers.

### Safe and Sustainable:

We use water-based, biodegradable chemicals that emulsify dirt and grime while sanitizing surfaces. Our treatment lasts longer and conserves water.

### Information and Videos:

Visit [BlueWhaleSWS.co.uk](https://www.BlueWhaleSWS.co.uk) informative videos and answers to your frequently asked questions about our exterior cleaning services.

Choose Blue Whale for safe, sustainable, and customized exterior cleaning with outstanding customer service.



# SOFT WASHING

## The *Safe* Alternative to Pressure Washing

**We use water based biodegradable chemicals that emulsify dirt and grime as well as sanitise the surface they are bonded to.**

**The treatment lasts four to six times longer than pressure washing and uses one third of the water.**

## State Of The Art Equipment

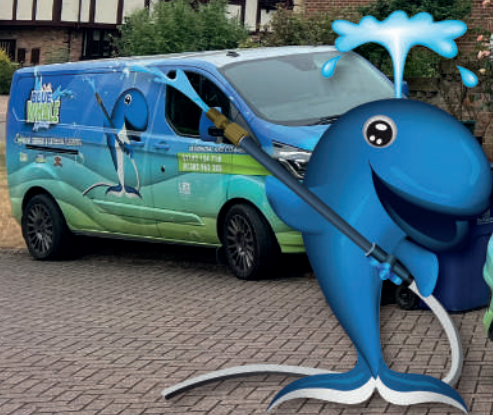
Our equipment is industry-leading, offering precise customisation for any surface on your property. This ensures a tailored clean every time, recognizing that no two clients or surfaces are alike. Additionally, our equipment stands out for its remarkable quietness. Powered by four deep-cycle marine batteries, it operates at a noise level no louder than a hushed conversation between two people. Moreover, it's eco-friendly, consuming 60% less water than traditional pressure washers, contributing to water conservation



### WHAT IS PLANT WASH?



- Neutralizers bleach
- Buffers leaves
- Re-establishes soil bacteria
- Feeds & fortifies plants
- 100% biodegradable
- Low VOC
- Non-Hazardous
- Water-based





# 5 STEP PROCESS

WE'LL KEEP YOUR PROPERTY, PLANTS AND GARDEN  
*Safe* AND HYDRATED WITH PLANT WASH.

## Consistency is Our Aim

1

### **Prepare:**

Our top priority is protecting your property. We identify and safeguard delicate surfaces and items, including plants.

2

### **Hydrate:**

We apply our plant wash to hydrate and protect all plants and the area we're cleaning, maintaining a natural pH level through thorough dilution.

3

### **Service:**

Starting from the top and working left to right, we carefully sanitize every contaminated exterior surface.

4

### **Rejuvenate:**

After the service, we further hydrate plants to ensure thorough dilution of our solution into the landscape, and apply our proprietary plant-care solution.

5

### **Clean Up:**

We tidy up by rolling up hoses, collecting equipment, and pla



# ROOF CLEANING

**SAFE FOR ALL ROOF TYPES, SOFT WASHING GIVES  
OUTSTANDING, LONG LASTING RESULTS**

## **THE TRUTH BEHIND ROOF STAINS, WHAT THEY ARE, WHY THEY ARE THERE, AND HOW THEY GOT THERE.**

Initially the focus of ridding the roof surface of ugly black streaks was a basic cleaning function. However, these black streaks are truly an infestation of organic materials that are better addressed with algacide such as you would address a fungal infestation in the garden. To approach roof staining in this way was different than any other previously taken, and led to a revolution in the roof cleaning industry.



### **DID YOU KNOW?...**

A stained roof can result in homeowner's insurance cancellation?  
Protect your investment and reclaim your roofs beauty.



## **THE TRUE CULPRIT**

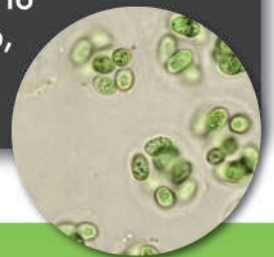
Gloeocapsa Magma is the true culprit that causes black streaks on roofs and surfaces. Other forms of the microorganisms can be found in union with the bacteria, including mold, fungi, mildew, lichen and moss. Many of the organisms that grow on a roof, copulate in the warm, moist environment created by the roof.

That same Cyanobacteria Gloeocapsa Magma found on roofs will grow on wood, concrete, cladding, aluminum and other surfaces also. The Good news is that though soft washing, these stains and microorganisms can be safely removed.

In regards to other possible culprits inhabiting the roof, many nitrogen fixing blue-green algae will grow in areas with little to no nutrients. That is why here at Blue Whale we believe that treatment of a roof or surface is more beneficial to rid the source of the staining rather than blasting away at the surface.

## **MORE THAN CLEANING**

Soft washing is more than roof cleaning. The products developed for SoftWash systems not only clean stains but also sanitise, penetrate, and eliminate the root of the issue. The main Culprits of most roof staining that causes prevalent black streaks is a bacteria called Gloeocapsa Magma. Soft Washing has the ability to Kill the pest from the root up, achieving a truly clean surface



Ask Us About Our  
**5 YEAR SPOT-FREE ROOF WARRANTY**

### **Warranty Vs Guarantee**

When a company offers a guarantee, they are promising that what your buying is what your getting. Every company should be offering a guarantee! That we offer in addition to a 100% satisfaction guarantees a 5 year- spot-free Roof warranty. We stand by our services long after we leave so you're not only happy today, but you'll be happy tomorrow as well. We stake our reputation on it.



# IS IT SAFE TO HAVE MY FIBRE CEMENT ROOF TILES CLEANED?



Many new builds now use fiber cement roof tiles. These offer a light weight, economical alternative to traditional natural roofing tiles. To prevent lasting damage occurring and costly repair costs they need to be protected.

Fiber cement slates normally have surface coating, which can break down over time through natural weathering making the tiles more susceptible to damage from organic matter.

When mosses, lichens or other types of organic matter have established themselves on fiber cement roof tiles, it is likely they will have already eaten away through the top coloured layer (the part you can see ). Underneath the top colour is a white fiber cement, and when the moss is removed you will be able to see the white colour.

## Moss Growth Evident

You can see clumps of moss which has colonised on the roof tiles. What you cannot see is the white fiber cement underneath. When the moss is removed, the white fiber will be seen, and the roof will need re colouring. The can be an expensive job.

The roof cleaning does not cause the damage. The damage was already there and the roof cleaning simply revealed the damage. The damage was already there and the roof cleaning simply revealed the damage. The best time to treat a fiber cement roof tile is when it is new or has no organic matter evident. Prevention is always cheaper than the cure.

Even though no pressure was used on this roof, you can see the white patches caused by the organic matter secreting acids through its waste over many years. The roof is perfectly clean and ready for re-colouring. If after cleaning there is exposed damage, rest assured that this will usually only be to the surface coating and the slates should still be weatherproof. The cleaned slats may look a lot worse after being cleaned than they actually are but can be recolored.



# WHY SOFT WASHING?

- Soft washing uses 60 PSI or less
- No physical damage to the surface
- Roof manufacturer recommended
- Approved to treat all types of roofs
- Can reach 40-80 feet from the ground
- 100% biodegradable cleaning
- Completely removes all bacteria
- Sanitises the surfaces
- Lasts 4 to 6 times longer



# WHY NOT PRESSURE WASHING?



- Uses high, damaging, pressure (3,000 PSI)
- Can cause permanent damage to the surface
- Pressure washing should NEVER be used on roofs
- Can potentially void roof warranty
- Pressure applied inches from the surface
- Blasts only the surface of the stain
- Root of bacteria is left to grow back faster
- Does not sanitise the surface, thus resulting in more frequent cleanings



# AMAZING RESULTS

The *Safe* Alternative to Pressure Washing



**MORE  
BENEFITS OF  
SOFT WASHING!**

- IMPROVE CURB APPEAL
- IMPROVE ROOFS LONGEVITY
- DECREASE UTILITY COSTS
- REDUCE FUTURE MAINTENANCE COSTS
- IT'S MANUFACTURER RECOMMENDED
- HEALTH BENEFITS



# QUESTIONNAIRE

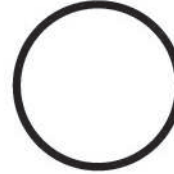
## For Service Providers

**OTHERS**



### DO YOU HAVE INSURANCE AND IF SO, HOW MUCH COVERAGE DO YOU HAVE?

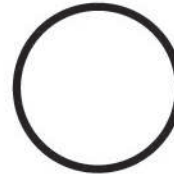
Ideally a service provider with coverage up to 10 million pounds is standard to protect your property, and their own. no coverage means you are assuming all of the risk.



**£10 MILLION**

### DO YOU OFFER A WARRANTY FOR YOUR SERVICE AND IF SO? FOR HOW LONG?

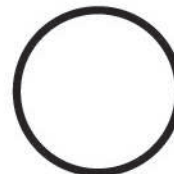
Warranties will keep the service provider accountable for the quality of their cleaning, and are better than guarantees. 5-year roof warranties are ideal.



**5 YEARS**

### ARE YOU CERTIFIED AND IF SO, HOW OFTEN DO YOU TAKE CLASSES TO REMAIN CERTIFIED?

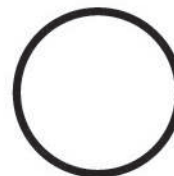
Technology and regulations often change and its important to stay up to date to remain compliant.



**ANNUALLY**

### ARE ALL TECHNICIANS BACKGROUND CHECKED, AND CAN YOU PROVIDE VERIFICATION?

Providers should always ensure that employees who enter a customer's property do not have a prior record of a predatory nature (narcotics, Drug abuse).



**DBS CHECKED**

### DO YOU HAVE ANY RESIDENTIAL OR COMMERCIAL REFERENCES I CAN CHECK?

Reviews are available on-line for established companies, but there's nothing wrong with asking for a really good reference to ask how their experience was.



**WE HAVE LOADS**



# COMMERCIAL CLEANING

**Tired of searching for a reliable company to handle ALL of your exterior cleaning needs?**

We have the equipment, experience and pricing to fit your budget!

Let us help you give your clients and prospects a great impression of your business property.

Ask us about our hassle-free maintenance program for that year-round clean!

Industrial flat roof cleaning.

Why should you clean a membrane roof?



Ask us about our hassle-free

**MAINTENANCE PROGRAM**

for that year-round clean!



**Roof Safety:**

Blue Whale prioritises safety when it comes to roofs. We never walk on pitched or flat roofs without edge protection and fall arrest equipment. Property owners should be aware of their liability if they permit a roof cleaning contractor to walk on their roof without proper safety measures. Bluewhale uses safe access methods and provides written risk assessments and method statements for your peace of mind.

**Doors & Windows:**

It's the customer's responsibility to inform our technicians of any leaks or gaps around doors and windows. Bluewhale does not assume liability for damage caused by cleaning solution leaks into the home. Our cleaning process is gentle on double glazing seals, but we can't take responsibility for internal condensation between the glass.

**Exceptional Service:**

Our commitment is to be the leading soft washing company in the region, offering competitive prices, professional service, and an outstanding experience.

**Safety First:**

The safety of our technicians is our top priority. They undergo comprehensive training at approved centers across the UK to ensure safe exterior cleaning services. We emphasise that homeowners should understand the risks when hiring outside contractors, especially those without experience or training.

**Exceptional Service Experience:**

We train our employees to go above and beyond to ensure your complete satisfaction with our work.

**Family-Owned:**

Blue Whale is a family-owned business, not a franchise.

PART OF  
**LEX**  
**HYGIENE**  
A FAMILY COMPANY  
YOU CAN TRUST



# BlueWhaleSWS.co.uk

## The Gentle Giants of Exterior Cleaning



# INDUSTRIAL FLAT ROOF CLEANING

## Why should you clean a Membrane Roof?

Slips and trips are common on flat roofs for air conditioning engineers you are liable for their safety whilst they are working on your property.

Uncleaned EPDM membrane roofs become very hot and can end up cracking during hotter weather, causing leaks inside your building when it rains.

Many EPDM manufacturers warranties



When left covered in mold, algae & other organic matter, the roof becomes very slippery when it's raining. This causes slip hazards for maintenance crews going up on the flat roof leaving you liable for their safety. Cleaning & sanitising flat roofs using the safe soft wash method will give you brilliant long lasting results which will reduce slips from happening.

You will save electricity costs when you have your flat roof cleaned, because your air conditioning will not have to work so hard to keep your offices cool.





## **EDPM membrane roof cleaning**

Flat roofs are usually light grey or white which reflects heat thus, keeping the building cooler inside. When molds, lichens, mildew and cyanobacterias are left to infest the EPDM membrane it does not take them too long to cover the roof in a dark colour, often greenish black in appearance.

This type of infestation should not be cleaned with equipment such as pressure washers, one of the reasons being that air conditioning units and other vents on the roofs will become contaminated with these molds and mildews which can cause legionnaires disease entering the building.

## **How do you clean a rubber membrane roof?**

Once all large clumps of organic matter have been removed, it is essential that all types of organic matter are killed off. This ensures any regrowth is actually NEW GROWTH. Flat rubber membrane roofs become infested with organic matter because of our wet climate. When it rains, water pools and photosynthesis takes place allowing micro-organisms to grow

Left to grow the surface becomes very slippery when wet! The safest method to clean a rubber membrane roof is to use the soft wash method. This process uses sodium hypochlorite carefully mixed at low concentration with water and anti-microbial additives. This is sprayed on and gently agitated and finally rinsed off. The rubber membrane will be left clean and looking like new. Repeat one to two years for best results.



# WHAT CAN I EXPECT

**The soft washing process is very different from traditional pressure washing, and so we have collected the commonly asked service questions.**

## Plants

Our cleaning solution is strong enough to clean your roof, kill all existing algae, and keep algae from coming back for up to 5 years. Some plants directly under the drip line of the roof will defoliate slightly, while some may defoliate completely. This condition, though unsightly, is typically temporary. 90% of the affected plants recover within 90 days. A similar condition occurs when cleaning driveways and pathways. The grass on either side of the concrete can turn brown as far out as six inches. The discoloration usually diminishes after edging or mowing one or two times.

To minimise the risk of landscape damage, we encourage you to water your landscaping thoroughly before and after service to ensure proper hydration. During the service, we will also take precautions to protect your landscaping. In our experience, these steps have been highly effective in reducing the stress effects on your landscaping from our cleaning solutions. We strive to achieve little to no plant damage, but sometimes it is unavoidable due to variables outside of our control such as post service watering, preexisting health of landscaping, species of plant etc. Due to these variables that are out of our control, we are unable to make guarantees or accept any responsibility for the replacement of landscaping.

## Painted surfaces

Our Soft washing process utilizes a light spray stream to apply our chemicals lighter than the stream of your garden hose. However, while having your roof or home cleaned, you could experience some paint flaking. This is a result of poor surface preparation before painting (fungus is not completely removed and the paint is applied over it) when the algae grows again, it separates the new layer of paint from the old, causing flaking. Another rare condition we observe is a change of paint pigment on the painted surface. The faulty paint usually (brown or blue in colour) will sometimes turn green. Due to this potential problem, our crew will do a small colourfastness test on your paint before cleaning. 90% of the time this test will alert us to a problem and we will then seek your approval before beginning the job. At times, even this does not uncover the problem. It is important to remember that this is a rare condition and a problem with the paint itself. We do not assume liability for this condition. However, at your request, the authorised professional will be there to help and advise.

## Driveway cleaning

Our soft wash driveway cleaning will not look as good as a pressure washing until the residue of the dead algae is rinsed away by several hard rains. We do not rinse at the time of cleaning in order to allow the cleaning solution sufficient time to soak into the pores of the driveway. This permits us to kill 100 % of the algae on your drive. After the rain, your drive will look as good as one pressure washed, lasting four to six times longer.



## Oil & Rust Stains

Bluewhale can Clean and / or lighten rust and oil stains in most cases. However, this service is not included in our standard cleaning packages. If you would more information about this service, please call us for a quote. remember, not all oil and rust stains clean completely, even with pressure washing. Before having this service done at your home, please ask the technician to clean a sample area for your approval.

## Brass fixtures

From time to time we come in contact with tarnished brass home fixtures. When our chemical comes in contact with this tarnished brass, it will turn the brass green in some areas. Our chemicals will no react adversely if the brass has been properly maintained. If you experience discolouration or would like some recommendations on how to care for your brass, feel free to call us for assistance

## Window cleaning

Blue whale technicians will rinse your windows during and after the treatment process. Still, some sediment may settle on your windows. Also, if you have hard water, your windows may fry with spots. If you are concerned about spotted windows you may want to schedule your window cleaning after our cleaning. We use pure water to get a spot-free finish. If you notice any areas that were missed, please call Blue whale.

## Walking on roofs

Bluewhale will NEVER walk on pitched or flat rood without edge protection and fall arrest equipment. You the property owner are liable should you allow a roof cleaning contractor to walk on your roof and an accident happens. Bluewhale use safe methods to access all roof areas. We are happy to provide you with fully written risk assessments and method statements.

## Doors & windows

It is customers responsibility to inform the Blue whale Technician about any leaks or gaps around doors and windows. Bluewhale does not assume liability for damage caused by our cleaning solution if it leaks into the home. Our cleaning process will not damage double glazing seals and we cannot assume liability for internal between the glass condensation.

**To provide the most exceptional service experience EVER!**

**We are committed to being the leading sift washing company in the region and promise competitive prices, professional service and a great experience.**