

# 8 QUESTIONS YOU **MUST** ASK BEFORE HIRING ANY CONTRACTOR!

## #1 HOW LONG HAVE YOU BEEN IN BUSINESS ... AND/OR WITH THIS COMPANY?

It is very common for people in the construction industry to deceive customers about their experience. Often people may state something like "In Business for 10 Years" but they have only been in business for themselves for 6 months and have worked for other contractors for 10 years. Since most businesses fail within the first 2 years, you would want to be clear on this to make sure your contractor is around to do any warranty work.

**Sierra Stone** (Calgary) Ltd. is owned and operated by Kirk Hanrahan. Kirk has been a dealer for **Sierra Stone** since May 1989, **over 15 years**.

## #2 WHERE DO I GO FOR WARRANTY WORK IF YOU GO OUT OF BUSINESS?

If you have a concrete covering applied and it starts coming off in a year, what do you do now? You call the business who applied the product and find their number is disconnected, now what? The warranty you were given is worthless if you cannot track down the company or the business owner. Unfortunately many businesses have gone out of business to remove themselves from warranty issues and then started up a new company under a different name.

**Sierra Stone** is a franchise business. There are over 50 dealers throughout North America. The **Sierra Stone** Head Office is a Toll Free call away at 1-888-786-6333 and the Corporate Website is [www.sierra-stone.com](http://www.sierra-stone.com).

## #3 ARE YOU PROPERLY LICENSED AND BONDED?

In Alberta, all contractors are to be licensed and bonded with Alberta Consumer & Corporate Affairs. If they are not, there is a reason why. If a company is not licensed then that company is illegally doing business in the province of Alberta. If a company is not bonded then legally they cannot ask you for a deposit (even if you offer to give them a deposit).

**Sierra Stone** is licensed and bonded. Our Alberta License Number is 304537 and our Calgary Business Number is BL71328. Our bond number is SSG 8505106 which is backed by Dominion of Canada General Insurance Company.

## #4 DO YOU HAVE WORKERS COMPENSATION COVERAGE?

If they do not have current workers compensation coverage, you and your Home Insurance are at risk. If one of their employees gets hurt on your property while installing your project, they can sue you and you can be held liable. You may think that your home insurance has enough liability insurance to cover these types of situations, but this may not be the case. In any case if your insurance has to pay out a claim, you can be sure your home insurance premiums will be increased next year. **DO NOT GET CAUGHT!** Call the Workers Compensation Board at 1-866-922-9221 to check whether the company you are hiring is WCB covered and is in good standing.

The **Sierra Stone** Workers Compensation Account Number is 3293304.

## #5 HAVE YOUR PRODUCTS BEEN TESTED FOR THE ALBERTA CLIMATE?

There would be nothing worse than to have a product installed that was designed for the climate of California or Florida, and is not suitable for the climate of Alberta. The freeze and thaw cycles that we experience here in Alberta (especially in Calgary) can cause a product that is not made for our climate to deteriorate sooner than promised. And when these problems appear during the winter months you cannot do anything to solve these problems until warmer weather. By that time it may be too late to repair the surface.

**Sierra Stone** Head Office (Saskatchewan) President Don Emde has tested our products at an independent lab for the Alberta climate. It surpasses all of our competitor's products. It has been used throughout Canada for over 20 years.

## #6 IF I DO BUSINESS WITH YOU, WHAT CAN I EXPECT?

Beware if the contractor cannot show you what you can expect through samples, pictures, or a video. Are you able to make a good decision on who to hire and feel confident in the contractors ability to install the job properly? ASK lots of questions and be sure you know what you are getting.

**Sierra Stone** representatives can show you a video, pictures and samples of exactly what you will get and explain what to expect during the installation process. No guesswork is required.

## #7 DO YOU TAKE ANY SHORTCUTS?

If the contractor describes his installation, make sure it makes sense. You wouldn't put a new coat of paint on your old car without washing and preparing the base would you? If a concrete coating is applied without washing the sub-surface thoroughly first, the product will not adhere properly to the sub-surface which will lead to problems for you in the near future. If the concrete coating is applied in cold temperatures or during wet conditions, again the product will not adhere to the subsurface properly and this will cause the product to deteriorate.

At **Sierra Stone** we always WASH AND PRECOAT THE OLD SURFACE WITH EPOXY! We never apply a coating in cold temperatures or during wet conditions, only in proper conditions.

## #8 DO YOU HAVE REFERENCES?

All contractors should have testimonials or references available for you to review. They should also have before & after pictures of work that they have previously done. If they hesitate in anyway, look for another contractor because this usually indicates that they have a lot of unhappy clients or they have very few clients.

**Sierra Stone** representatives will be happy to provide local references & testimonials. We also have a number of pictures that can show you the type of work that we do. We won't hesitate to show you our work. Visit our website at: [www.sierrastonecalgary.com](http://www.sierrastonecalgary.com)

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