

# **KRYSTAL KLEAN**

**PAINTING • CAULKING • PRESSURE WASHING**



## **SERVICES PORTFOLIO**

**NO MATTER THE SIZE OR SCOPE OF WORK,  
WE WILL MAKE IT KRYSTAL KLEAN**

[krystalklean.com](http://krystalklean.com)  
877--87-KLEAN

# TABLE OF CONTENTS

---

**06**

**ABOUT US, MISSION, VISION**

**08**

**VALUE PROPOSITION**

**12**

**SAFETY PROGRAM & JOBSITE SAFETY**

**14**

**SERVICES OVERVIEW**

**16**

**PRESSURE WASHING & SOFT WASHING**

**20**

**WINDOW CLEANING & GLASS RESTORATION**

**24**

**HIGH DUSTING**

**26**

**PAINTING / COATING / SEALING /  
WATERPROOFING**

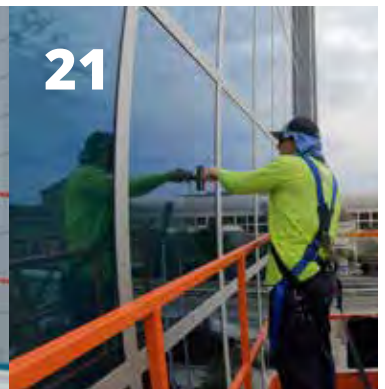
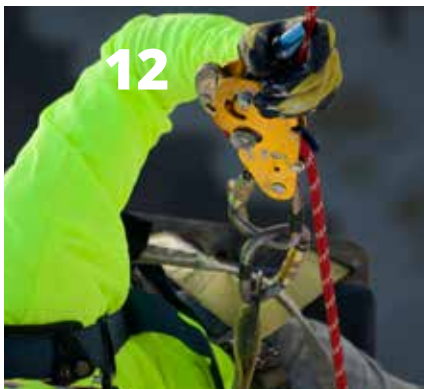
**30**

**MASONRY / EIFS / STUCCO REPAIR**

**32**

**SATISFIED CUSTOMERS**

**CONTACT PAGE ON BACK COVER**



# ABOUT US

Krystal Klean is a fully Certified Building Contractor in the state of Florida. Founded in Jacksonville, Florida in 2001 as a small family business, Krystal Klean has grown over the past 20 years to become northeast Florida's leader in building envelope maintenance and restoration services. Our family includes over 100 employees and over 10,000 satisfied customers. Recently, Krystal Klean has merged with Fleetwash Inc. of NJ, with greater service and geographical potential than ever.

## MISSION STATEMENT

We strive to be a premier building envelope service provider setting industry standards for safety, quality, and innovation while nurturing a company culture where choices reflect values and employees thrive.

## COMPANY VISION

We believe that through excellence in character, communication, and skill, our clients will experience an unmatched level of quality and service.



# **OUR VALUES ARE RESPECT, INTEGRITY, AND HUMILITY**

BY REMAINING FIRMLY  
ACCOUNTABLE TO THESE VALUES  
AT EVERY ORGANIZATIONAL LEVEL,  
WE CAN ACHIEVE CONSISTENCY IN  
ALL SERVICE DELIVERABLES.





# **VALUE PROPOSITION**

---

# **DELIVERING EXCELLENT CUSTOMER SERVICE REQUIRES A FLEXIBLE AND RESPONSIVE TEAM.**

---

When contacting Krystal Klean with an estimate request, you can expect a response within 24 hours.

Krystal Klean's representative will listen carefully to your needs before proposing solutions, to ensure all relevant information is mutually understood.

Krystal Klean's representative will coordinate site visits to meet you and your team in person, discuss your needs and create a Scope of Work. Proposals are written and submitted promptly, free of charge.

Along with a detailed description of the Scope of Work and competitive pricing, proposals will include project approach methodology, schedule outline, safety requirements, compliance requirements, access methods, equipment requirements, and all other site-specific protocol.

For projects involving envelope restoration (painting, sealing, waterproofing), Krystal Klean will partner with licensed Manufacturer Representatives to create a materials specification to include: a product list, SDS/PDS sheets, application instructions, and warranty options.

Prior to moving forward with any project, your expectations will be thoroughly reviewed, understood, and communicated in writing.

Once proposals are approved, your Krystal Klean representative will introduce you to our Operations and Dispatch teams via email and provide proof of insurance. Our dispatch team will communicate proposed mobilization dates and coordinate equipment delivery logistics. Our operations team will oversee project planning, mobilization, and execution from start to finish.

Every project has a dedicated Foreman (Crew Leader) who is always onsite overseeing the team and reporting to Operations.

Crew Leaders oversee all daily safety talks, equipment pre-use inspections, and shift performance goals. At the end of each shift, Crew Leaders submit an internal digital report detailing progress benchmarks. Daily progress reports and pre-use inspection reports are digitally available to customer upon request.

During mobilization, should any question or concern arise regarding scope, the Operations team will reconnect with your sales representative. Immediate resolution of questions or concerns are critical to maintaining mutual expectations and project deadlines.

After completion of work, our sales team will follow up with you to ensure your expectations were met or exceeded.



**WITH RESPONSIVE  
COMMUNICATION AND  
PROMPT DELIVERY, WE  
ASSURE YOU A POSITIVE  
CUSTOMER EXPERIENCE  
THAT NURTURES LONG-  
TERM TRUST**









# **SAFETY PROGRAM & JOBSITE SAFETY**

---

Safety of building occupants and Krystal Klean employees are our top priority. All project planning begins with safety. Working shifts are day, evening or weekend depending on which is the safest time to work and least impactful on customer business operations. Any Krystal Klean employee is authorized to suspend operations immediately for the purpose of safety to customers, tenants, or employees if a safety hazard or negative impact on business operations is discovered.

All employees are trained to inspect and use Personal Protective Equipment (PPE) properly. In addition to job specific safety training, employees receive OSHA 10/30 training, CPR and FIRST AID training, Aerial Boom Lift certification, Swing Stage Scaffolding certification, Rope Descent Access certification, Ladder Safety training, and Respirator Fit Testing. Copies of employee certifications are available to customer upon request.

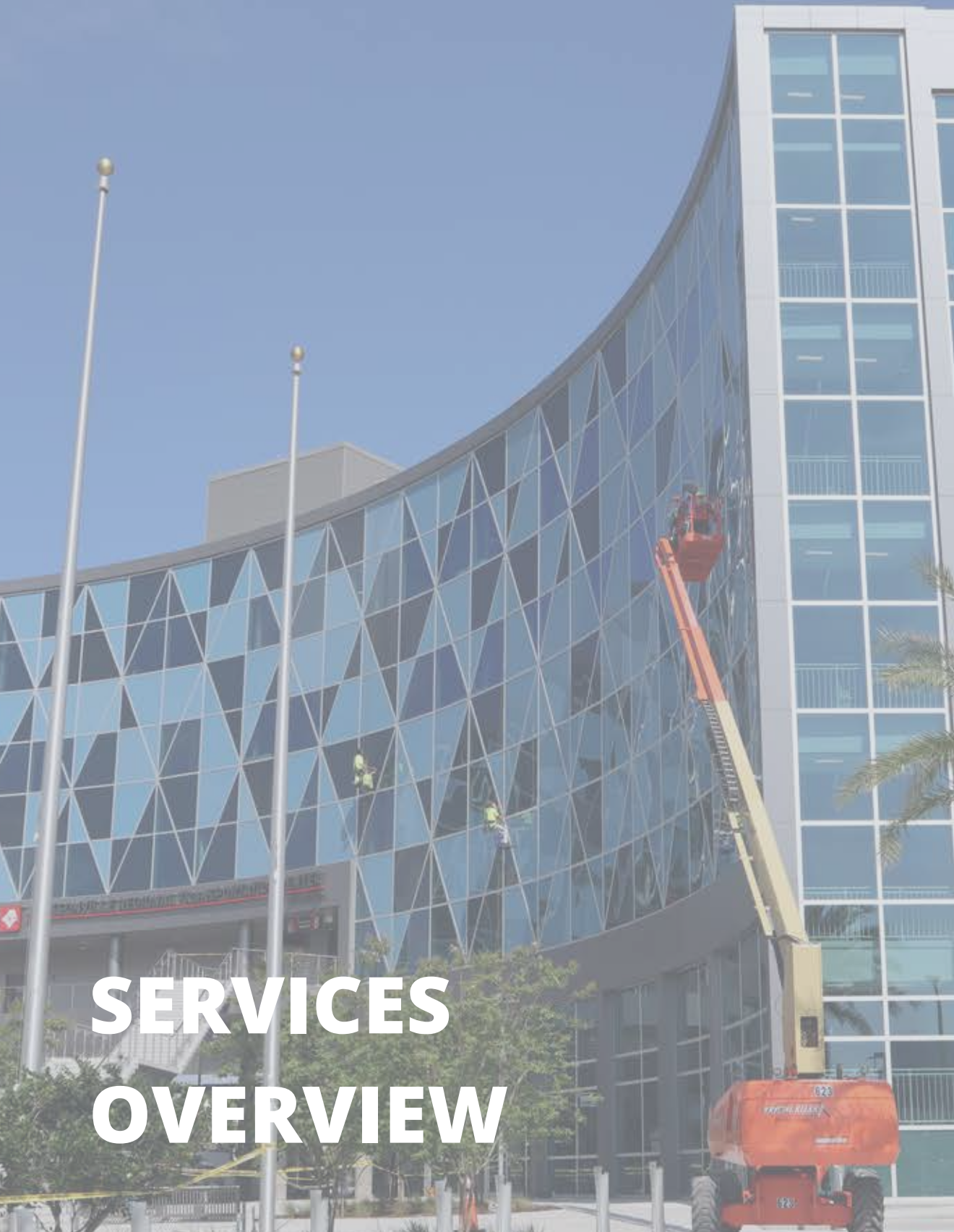
Krystal Klean has longstanding memberships with ISNETWORLD and AVETTA. These 3rd party auditing services annually grade our safety programs for regulatory compliance. Membership allows Krystal Klean to work with some large companies that have the most stringent safety programs (Amazon, Anheuser-Busch, and Johnson & Johnson to name a few).

Krystal Klean also provides leadership training through North Florida Safety Council and Construction Quality Management (CQM) for contractors training through the U.S. Army Corps of Engineers (USACE).

Prior to mobilization, all equipment is thoroughly inspected to verify safe operating condition. Vehicles are all equipped with fire extinguishers, First Aid Kits, and eye wash. Upon arrival, Crew Leaders review site-specific safety requirements with the entire team (daily safety talk). All safety liabilities are addressed and mitigated before work commences.

Crew Leaders ensure all team members inspect and don required PPE, including but not limited to high reflective vests, company logoed shirts, long pants, safety glasses, face shields, hard hats, steel toe shoes, respirators, gloves, harnesses, and lanyards. Working areas are sectioned off with cones, caution tape, and signs directing traffic. Crew Leaders thoroughly inspect and approve protective measures to ensure none are missing, and then direct team to begin work. Equipment is positioned to execute work in the safest and most efficient manner.

---



# SERVICES OVERVIEW

## **BUILDING ENVELOPE MAINTENANCE**

---

PRESSURE WASHING  
SOFT WASHING  
WINDOW WASHING  
GLASS RESTORATION  
TILE FLOOR CLEANING  
POST-CONSTRUCTION CLEANING  
HIGH DUSTING

## **BUILDING ENVELOPE RESTORATION**

---

SURFACE PREPARATION  
CORROSION CONTROL  
SEALING  
PAINTING  
WATERPROOFING  
TUCKPOINTING  
MASONRY REPAIR  
EIFS/STUCCO REPAIR  
PARKING DECK COATINGS  
PEDESTRIAN TRAFFIC COATINGS  
WINDOW GLAZING  
WET SEALING

# **PRESSURE WASHING & SOFT WASHING**

---

Krystal Klean's fleet consists of 30 Ford F550 vehicles equipped with (2) 8GPM, between 0-3500 PSI pressure washers with heat regulated up to 220 degrees, 2 surface cleaners, 2 wands, 500' of high-pressure hose, and 300' of low-pressure hose. Additional hoses or equipment can be installed based on project requirements.

If water is not available on project property, Krystal Klean will coordinate with local utilities to rent a meter and fill trucks with water from hydrants. Cost of metering water is always included as a material expense line items.

Krystal Klean technicians are trained to use pressure washing equipment (wands, tips) carefully so as not to damage building envelope surfaces. All surfaces to be cleaned are thoroughly inspected to identify water intrusion points.





---

Prior to cleaning, our Crew Leader will check-in with you to ensure all windows are closed and latched. Sand socks are laid down in front of doors and elevators to prevent water intrusion. PPE worn during pressure washing or soft washing would include safety glasses, face shields, and respirators (as needed).

Krystal Klean uses a wide variety of cleaning solutions to remove organics (mold/mildew) and non-organics (rust, iron, grease, oils). SDS sheets for products used are always available to you through our 3E program. You can call (800) 451-8346 to get a copy, upon request.

Organics are removed with environmentally friendly detergent and anti-microbial solutions. Non-organics are removed with environmentally friendly degreasers, acids, and alkaline solutions.

Krystal Klean follows all local and state requirements for water reclamation

and mitigates water intrusion into storm drains using heavy duty mats and vacuum systems.

For building envelope surfaces sensitive to high pressure (tile roofs, TPO roof membranes) or in aged condition (failed waterproofing joints, failed coatings, failed tuckpointing), Soft Washing is the preferred cleaning method.

**SOFT WASHING IS A LOW-PRESSURE, HEAT-FREE CLEANING SYSTEM UTILIZING A BALANCED ANTI-MICROBIAL AND DETERGENT SOLUTION.**

Any plants or vegetation surrounding the building envelope are thoroughly rinsed before, during, and after the cleaning process to prevent damage from cleaning solution. If necessary, plant fertilizer is applied.



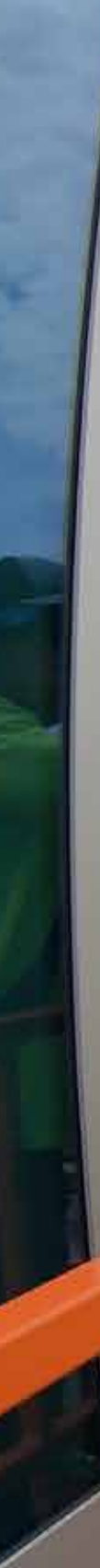


# WINDOW CLEANING & GLASS RESTORATION

---

Krystal Klean is a member of the International Window Cleaning Association (IWCA), and continually improves cleaning systems with the most innovative processes and equipment. With so many different types of glass on building envelopes, it is critical the correct method be used to resolve glass issues without causing damage. Krystal Klean teams are trained and equipped to provide the following glass services:

- Standard Window Cleaning
- Pure Water Cleaning
- Post-Construction Window Cleaning
- Glass Restoration (Hard Water Removal)
- Glass Sealing





---

Standard window cleaning applies when glass has organic build-up (mold, mildew, dirt, bugs). Standard window cleaning is washing glass by hand or with pure water. For windows with significant organic build-up, hand scrubbing with warm water, mild detergent solution, soft mop and squeegee is the best method. For windows with minor build-up, glass can be gently rinsed with pure water. Pure Water cleaning involves applying de-ionized water to glass with a soft bristle brush.

When cleaning glass to remove construction debris or hard water (calcium deposits), abrasive methods are necessary. With customer's written consent, Krystal Klean will use new, high quality razor blades to scrape paint, adhesives, or masonry off glass. Hard water is removed with multiple applications of chemical scrub and scraping. If glass has been exposed to calcium deposits for an extended duration, it may have permanent staining which is not removable with any cleaning method.

**KRYSTAL KLEAN UPHOLDS THE HIGHEST INDUSTRY STANDARDS FOR GLASS CLEANING TOOLS & METHODS, BUT MUST INFORM AND EDUCATE ITS CUSTOMERS ABOUT THE INHERENT RISK OF SCRATCHES WHEN CLEANING GLASS.**

Given the facts below, Krystal Klean cannot be held liable for glass scratches. Minuscule glass particles "glass fines" may exist on the pane surface. This flaw is common for tempered or hurricane-proof glass often installed in Florida. During a normal cleaning process, the glass fines can break off and cause hairline scratches. Because the removal of calcium deposits may require the use of scrubbing pads or scrapers which increase the risk of scratched glass, this service is a separate service from standard window cleaning. When cleaning glass to remove calcium deposits, some brands of tinted or soft glass may be micro-scratched with vinyl buffing pads. Pre-existing scratches may be visible or apparent after the glass is cleaned.





# HIGH DUSTING

---

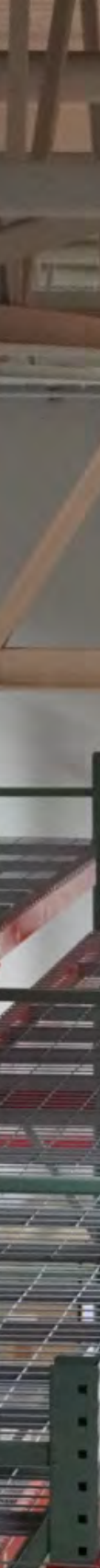
Krystal Klean provides an Elevated Industrial Cleaning service (High Dusting) in manufacturing facilities, warehouses, commercial building atriums, and airport hangars. Our High Dusting client portfolio includes Anheuser Busch, Pepsi, Northrop Grumman Aerospace, Ring Power Corporation, Johnson & Johnson, and many others.

High Dusting is the removal of organic build-up (dust, dirt, cobwebs) and non-organic build-up (oil, grease, exhaust) from walls, ceilings, decking, joists, beams, columns, HVAC, light fixtures, insulation, fire suppression systems, duct work, vents, and crane rails.

Depending on the type of build-up, cleaning methods will utilize vacuums, dusters, or hand scrubbing. Areas not directly accessible to be cleaned by hand are reached with dusters on tall poles.

Krystal Klean technicians are trained and certified to use ladders, aerial lifts (boom, scissor, articulating, atrium) or RDS (Rope Descent System) for surface access. Technicians follow lock-out, tag-out procedure for any cleaning service involving a crane rail or other electrical components. Sensitive equipment below cleaning area is covered with plastic or visqueen. Floors are protected and cleaned up at the end of every shift. Used rags, vacuum bags, and sundries are disposed of in accordance with customer Environmental, Health & Safety policies.

Technicians fill out Working-At-Height permits, pre-use PPE inspections, and pre-use equipment inspections. PPE worn during high dusting would include safety glasses, hard hats, harnesses, lanyards, face shields, and respirators. Crew Leader daily communicates progress with customer and requests inspection of completed areas.





CRAFTSMAN

498612



# **PAINTING, COATING, SEALING & WATERPROOFING**

---

Krystal Klean provides painting, coating, and sealing services under the internationally recognized ASTM Standards (reference <https://www.astm.org/Standards/paint-and-related-coating-standards.html>):

- Application & Surface Protection
- Architectural Coatings
- Concrete, Stone, & Masonry Treatments
- Decorative Coatings
- Industrial Protective Coatings
- Marine Coatings
- Traffic Coatings



---

Painting, coating, sealing and waterproofing projects are coordinated through a partnership between Krystal Klean and a Manufacturer's Representative. Material manufacturers include Sherwin Williams, PPG, Benjamin Moore, BASF, and Dow Corning.

**KRYSTAL KLEAN'S PROPOSAL WILL INCLUDE A SCOPE OF WORK FOR PAINTING, COATING, OR SEALING WHICH REFERENCES A PROJECT-SPECIFIC MANUFACTURER'S SPECIFICATION. KRYSTAL KLEAN COORDINATES SITE INSPECTIONS, PH TESTING, ADHESION TESTING, AND FINAL APPROVAL WITH MANUFACTURER'S REPRESENTATIVE.**

Prior to mobilization, a site pre-construction meeting is scheduled with the owner's representative, applicator (Krystal Klean) and manufacturer's representative to review mock-ups, materials, protection of in-place conditions, surface preparation, inspection benchmarks, application requirements, and desired final results.

Inspections typically occur at bi-weekly intervals or as required by the manufacturer to attest that the design performance of the system applied conforms to the specs of the warranty requirements.

Materials are stored in accordance with manufacturer and customer instructions. Krystal Klean technicians follow manufacturer recommendations for application and cure times while taking weather into consideration. Krystal Klean will protect all areas in proximity to working areas where paint, coatings, or sealants are not desired, protecting non-painted surfaces from spillage, overspray, and dripping. Spraying will not occur in windy conditions, to mitigate liability of overspray.

Surfaces are pressure washed using up to 3500 PSI to remove surface contaminants which might otherwise affect adhesion of coatings being applied.

Krystal Klean has excellent past performance references for painting, coating and sealing surfaces including concrete, stone, masonry, brick, EIFS, stucco, wood, metal, and asphalt.

---





# MASONRY / EIFS & STUCCO REPAIR

---

Krystal Klean's team of skilled masons can handle projects of any size. From minor repairs to complete replacement, our team has the knowledge and experience to deliver a quality result.

Krystal Klean coordinates with Manufacturer Representatives to ensure proper application of masonry products and PH cure times (prior to coating or sealing).

## REPAIR SERVICES:

- Spalling Concrete: removal of failed concrete, treating rusted rebar, and new concrete installation with brushed finish to match existing wall texture
- Tuckpointing: removal of failed masonry between brick joints, surface preparation, and installation of new, properly tooled mortar
- Repointing: removal of failed masonry between CMU joints, surface preparation, and installation of new, properly tooled mortar
- Stucco/EIFS repair: routing cracks, opening profile, new product installation with blended top coat to match existing finish

## REPLACEMENT SERVICES:

- New Concrete Installation (vertical or horizontal application)
- Brick Removal and Replacement (vertical or horizontal application)
- Complete Stucco Removal and Replacement (entire wall sections)
- Complete EIFS Removal and Replacement (entire wall sections)







**SATISFIED  
CUSTOMERS**






**OVER 40,000 SATISFIED CUSTOMERS**



A TESTIMONY OF OUR  
QUALITY OF SERVICE.



"This correspondence serves as a letter of reference for Jeremy and Tony Morgan, owners and operators of Krystal Klean. The Morgan brothers have serviced many of our Ring Power facilities within the past year. They continue to travel throughout the state of Florida to help maintain our properties with pressure washing and window cleaning.

We are very grateful to have such a professional operation helping us maintain the upscale and renewed facility image throughout our company. We can always count on Krystal Klean to work us into their schedule at a moment's notice, and in our line of work that is very important. It is my pleasure to provide a positive reference for a company clearly on the path of success and substantial growth within their industry."

**Ring Power Corporation**  
**Facilities Manager**



"Krystal Klean is right on time! I'm a commercial property manager and finding a FULL service facilities maintenance company has been near impossible. Up till now!

From the moment that I called Krystal Klean, Ben & Jason have delivered one day turnaround times on estimates, customized each scope of work to fit our budget, responded & resolved unforeseen conditions, provided the necessary documentation (including before & after pics) for each project and the scheduling has been seamless and timely! They really have demonstrated on all of our projects, that no job is too big or too small for the Krystal Klean Team!! Thank you for improving our quality of life with your reliability and performance! We are a fan of Krystal Klean for life at this rate and recommend highly!"

**Commercial Property Manager**



"Since August of 2002 the Morgan Brothers, owners of Krystal Klean, have been providing interior and exterior window cleaning for PGA Tour Headquarters. I must say that I consider Jeremy and his team as an asset to me in keeping the appearance of the facilities in a class by themselves. Krystal Klean's determination and willingness to go the extra mile for me will ensure they keep this account for years to come!"

**PGA Tour**  
**Facilities Manager**

A large yellow L-shaped graphic that frames the text. It starts as a horizontal bar at the top left, turns 90 degrees down to a vertical bar on the left, then turns 90 degrees right to a horizontal bar at the bottom, and finally turns 90 degrees up to a vertical bar on the right.

# **TAKING CARE OF BUILDINGS**

NO JOB TOO BIG, NO  
CUSTOMER TOO SMALL!

# ***KRYSTAL KLEAN***

**PAINTING • CAULKING • PRESSURE WASHING**



**CONTACT US**

**KRYSTALKLEAN.COM**

877-87-KLEAN

INFO@KRYSTALKLEAN.COM



13679 Atlantic Blvd. Jacksonville, FL 32225