



CITY OF NOVI CITY COUNCIL
FEBRUARY 6, 2023

SUBJECT: Approval to award Miracle Method Surfacing Refinishing the tile and partition refinishing project in the four restrooms on the City Hall side of the Civic Center in the amount of \$79,840.00.

SUBMITTING DEPARTMENT: Integrated Solutions – Facilities Management

EXPENDITURE REQUIRED	\$79,840.00
AMOUNT BUDGETED	\$116,820.00
APPROPRIATION REQUIRED	\$0
LINE ITEM NUMBER	101-265.00-976.084

BACKGROUND INFORMATION: In February of 2021, the two restrooms on the Community Center side of the Civic Center were updated using this same contractor and refinishing method with excellent results. The wall and flooring tiles were repaired as needed, cleaned, and then sealed with high-tech acrylic resin to seal the grout lines and tile completely. In addition, the partition dividers were resurfaced in the men's and women's restrooms and similarly coated, thus providing extra protection and a clean new look. If approved, this same application, color, and method will be applied to the four restrooms on the City Hall side of the Civic Center, providing a universal, matching look across all the restrooms. This approach is 50% less expensive than replacing the tile and extends the useful life of the surface by 10-15 years.

RECOMMENDED ACTION: Approval to award Miracle Method Surfacing Refinishing the tile and partition refinishing project in the four restrooms on the City Hall side of the Civic Center in the amount of \$79,840.00.

Estimate



Estimate: Q-852194

Novi Civic Center Patricia Deering
2487273405
pdeering@cityofnovi.org

Service Address:

45175 West 10 Mile Road
Novi, MI 48375

Estimate Date: Monday Jan 16th 2023

Total: \$79,840.00

Billing Address:

45175 West 10 Mile Road
Novi, MI 48375

PRODUCT	UNIT PRICE	QTY	TOTAL
Wall Tile	\$11,100.00	4	\$44,400.00
Repair and refinish tile wall			
Color: --None--			
Floor Tile	\$5,200.00	4	\$20,800.00
Repair and refinish floor tile			
Color: --None--			
Non-Standard Product	\$2,100.00	4	\$8,400.00
Repair and refinish partitions.			
Cosmetic Repair	\$1,560.00	4	\$6,240.00
Chip repair			
			Subtotal \$79,840.00
			Sales Tax \$0.00
			Total 79840.00

Notes:

**THANK
YOU**

Instructions, Terms, and Agreements

You have requested that Miracle Method clean, repair, restore or refinish your property. You understand that this process involves some risks including the following:

Limited Warranty

LIMITED WARRANTY: Bathtubs, wall tile, counters, and fiberglass fixtures are warranted against failure of adhesion of the applied finish for a period of five years for residential* use and one year for commercial use. Sinks, floors, spot repairs, slip-resistant surfaces and other refinished surfaces are warranted for a period of one year against failure of adhesion of the applied finish. This limited warranty is provided by your local Miracle Method franchise that performed the work and is subject to any other conditions stated on the face of the invoice. For items such as Easy Step, grab bars, or shower doors, only the installation is warranted for a period of one year. Any product warranty is provided by the manufacturer. This limited warranty is provided by your local Miracle Method franchise that performed the work and is subject to any other conditions stated on the face of the invoice and to the following conditions which will void any warranty. Caulk, rust stains, plumbing, reoccurring rust, mildew, and mold are not warranted. This warranty covers the workmanship provided by an independent franchisee. Travel charges may apply. Any warranty claim must be submitted to and verified by the franchisee that performed the work. The franchisor of Miracle Method makes no warranty, either direct or implied, for any job.

The Limited Warranty covers only the failure of adhesion. The following incidents or practices can damage or degrade a refinished surface and will void any warranty. **A.** Chips, scratches, or other impact damage caused by sharp or falling objects, whether from accidental or intentional abuse. **B.** The use of chemicals, hair dyes, or products such as hydrogen peroxide that can stain or damage the finish. **C.** Surface remaining continuously wet from items such as bathmats (without drying out between uses), improper drainage, leaking/dripping plumbing or standing water for extended periods of time. **D.** Any movement in the substructure of the surface which, in turn, causes movement in the refinished surface resulting in a crack or split in the refinished surface or grout lines. **E.** Damage from any activity or use which is not a normal or intended use of the fixture or surface as recommended by the original manufacturer. **F.** Care and cleaning contrary to the Care and Cleaning Instructions.

Exclusive Remedy: The sole and exclusive remedy for a claim under this limited warranty is repair of the Miracle Method finish that is proven to be defective by the Miracle Method Franchise that performed the work. Appearance of repaired areas may vary from the original finish.

Disclaimer: This limited warranty is given in lieu of any other warranty, express or implied. There are no warranties, express or implied, including warranties based on samples or oral statements, which extend beyond the description on the face of this document. Implied warranties of merchantability and of fitness for a particular purpose are excluded.

CARE AND CLEANING:

1. Refinished surfaces must be allowed to cure for at least 24-48 hours, as instructed by the franchisee's technician. Do not touch or use the surface during these times! Damage from contact prior to recommended cure times may require reapplication and additional costs. Refinished surfaces must remain free of moisture or water during the curing time.

2. Your refinished surface must be regularly cleaned to avoid any buildup of dirt, soap scum, grease, or mineral deposits.

For Bathtubs, Showers, Sinks, and Ceramic Tile - Use only non-abrasive or liquid cleaners. We recommend Mira-Clean, our exclusive Miracle Method cleaner that is specifically formulated to safely clean refinished surfaces. Mira-Clean can also be used on non-refinished surfaces. Use only a non-abrasive sponge or damp cloth. Abrasive cleaning pads can dull or scratch a refinished surface. Always rinse thoroughly after cleaning and wipe the surface dry. To clean a slip-resistant surface, apply a liquid cleaner and let it sit for 3-5 minutes. Agitate lightly with a nylon brush, rinse thoroughly and dry. Do not use abrasive cleansers, harsh acids or cleaners that contain bleach. These materials can discolor or damage the surface causing premature wear. Do not allow any cleaners or chemicals to remain on the surface for an extended period of time before thoroughly rinsing.

Tips:

- For best results, spray the surface with a liquid cleaner and let it sit for 3-5 minutes before cleaning with a damp cloth or non-abrasive sponge.

- You can extend the life of your new finish with the application of a polymer polish every six months. Meguiar's M20 or Finish Kare 2180 are good choices.
- Use only a suction-cup-free bathmat and remove it after each use to let the surface dry. Ask your local Miracle Method professional for bathmat recommendations.

For Kitchen Countertops and Vanities – Use a cutting board and always place a hot pad under hot pots and pans. Like laminate and solid surface countertops, a refinished surface can also be damaged by knife cuts and hot pans placed on the surface. Use only non-abrasive, liquid cleaners, or mild soap & water. Your refinished surface can be easily wiped clean with a damp cloth or non-abrasive sponge. Do not use abrasive cleansers, harsh acids or cleaners that contain bleach. These materials can discolor or damage the surface causing premature wear. Do not allow any cleaners or chemicals to remain on the surface for an extended period before thoroughly rinsing.

Tip:

- For best results, spray the surface with a liquid cleaner and wipe it off. Rinse the surface with fresh water and wipe dry.

3. Bath Salts will degrade most any surface or finish with prolonged contact which is why we discourage their use in a refinished tub. Bath salts are abrasive when undissolved as crystals. They are also abrasive when diluted in water because of other trace minerals that attach to the tub surface. If you do choose to use them, your tub should be cleaned with a non-abrasive cleanser such as MiraClean and thoroughly rinsed after every use of bath salts of any kind. Even with proper cleaning, bath salts can degrade refinished surfaces with excessive or prolonged use.

* Residential is defined as the owner/occupant of a single-family residence.

Prior To Starting

When your technician arrives they will review the scope of the work being performed and give you a timeline for completion as well as confirm the job pricing. Then, prior to starting the refinishing process, your technician will prep the area by properly masking off the work area to isolate the fixtures being refinished. Please remove all objects from the work area before we get started.

- **Bathrooms:** Remove towels, shower curtain, rugs, toiletries, and any items from the bathtub, shower, or vanity area.
- **Kitchens:** Remove small appliances, dishes, decorations, and any items sitting on top of the counter tops. *Kitchen cabinets and drawers do not need to be emptied out.*

What We Need & You Need To Know

- **Work Area:** Only properly trained and equipped technicians can be in the immediate work area while we are working, for your safety and theirs. While the materials utilized are not particularly toxic or harmful you may find that an odor may linger for a few days, similar to the odor of installing new carpet or painting walls. If you or anyone in your household is highly sensitive to odors, please let us know in advance to discuss odor reducing options.
- **Electricity and Lighting:** Electricity is needed for tools and spray equipment. Adequate lighting allows us to produce the best possible finish. Please let us know in advance if we need to bring additional lighting.
- **Temperature:** Inside temperatures need to be at least 60-85 degrees for proper curing of the finishes.
- **Water and Plumbing:** Our cleaning process involves the use of professional grade cleaners, which need to be thoroughly rinsed, requiring access to water with a functioning drain.
- **Hardware:** If you are replacing your hardware, you must either remove it or replace and install new hardware prior to the refinishing process. If you remove it, please have it accessible as we will still need to use it for our process.
- **Conditions of the Walls:** If the surrounding areas and walls adjacent to the fixture are being refinished - tub, shower, vanity, kitchen counter, etc. area in poor condition or have been recently painted, our masking process and tape could possibly pull off some of the paint or paper. In the rare event this occurs, damaged areas may require some touch up.
- **Ability to Exhaust:** A portable exhaust vent must be set up to vent out an open window or door to minimize the smell and dust created during the repair and refinishing process. Please be prepared to provide access to a window or door for proper ventilation procedures.
- **Stripping Old Finishes:** If any fixture has been previously refinished, we will need to strip off the old coating before we begin our refinishing process. Typically this is Estimated during the estimate, however, if it was missed by the estimator or not disclosed in advance, this will be an additional fee.

Job Completion

Upon completion of the job, your technician will review the finished work with you, a final invoice will be presented, and payment is due at that time. If you have any questions, concerns, or issues, your technician will be happy to help address and resolve them.

I understand and agree with the above statements and I will not hold Miracle Method responsible in any way for any damage per the statements above.

Signature: _____

EACH MIRACLE METHOD FRANCHISE IS INDEPENDENTLY OWNED AND OPERATED