

FREQUENTLY ASKED QUESTIONS

How does Mainmark help to bring the house or building back to level?

Our technicians establish the best approach to raise and re-level your home, creating a plan that addresses the identified ground conditions. Laser levels are used to carefully monitor progress and determine the amount of lift required.

Will there be disruption or mess at my property?

Our level correction methods involve very minimal disruption to your property. Similar to keyhole surgery, Teretek resin is usually injected through tiny holes around 16mm in diameter, and as small as 6mm if applied inside the house.

What if I have a tiled or timber floor?

We position holes as unobtrusively as we can, for instance beside or beneath a skirting board, where possible. These tiny holes are practically unnoticeable if they are filled with a small wooden plug or drilled through the tile joints.

Does my carpet need to be removed?

If carpet is present in the room, it would need to be rolled back from the affected area. Most often, it can simply be loosened from the tack strip along the wall.

What happens to the out of level floor?

Mainmark endeavours to re-level floors. However, there are times and conditions when lifting may damage the structure. In this case, Mainmark raises the floor to the extend that conditions allow and focuses on ground improvement to mitigate future settlement.

What do I need to do before Mainmark commences its work?

One of our experienced ground engineering specialist will assess your site including the surrounding soil and advise what is required, providing a detailed scope of works in the quotation documents. Service location is required on all properties to mitigate the risk of Teretek material affecting in-ground services. Damaged plumbing is often part of the cause of settlement, subsidence and cracking. When this is identified, Mainmark recommends the plumbing is repaired before the works commence. Tree roots are also often a cause of foundation problems. In some instances, Mainmark may recommend that root barriers be installed or trees are removed. This can be done either before or after treatment. Finally, Mainmark rigs will require parking at the front of your property for access on the day.

Is there any risk of damage to the underground services around my property?

Mainmark Teretek resin penetrates the ground via multiple injection points. Where in-ground services are in disrepair (e.g. cracks or separated joints in the pipes), the resin can enter pipes and cause a blockage. In this case, the responsibility to remove the material sits with the property owner. If Mainmark drills into a service that has been located during the service location, Mainmark is responsible for removing the material.

Do you provide a warranty?

The materials we use have been developed for underground use and are engineered to resist shrinkage and deterioration. Teretek resin materials are warranted by Mainmark for an industry-leading 50 years in Australia and New Zealand.

How do I know if I'm getting value for money?

Mainmark does not offer a 'one size fits all' solution. We assess each property in person to ensure a bespoke solution is developed for each home. We provide a comprehensive estimate of the materials required, how much time the job is likely to take, and are available to answer any questions along the way. Our experience working in many different environments, often in the same suburbs as the home requiring work, helps us to advise on the expected outcome of the work based on the type of house and the soil conditions in the area.

What should I do to best manage my house into the future?

Mainmark recommends strict adherence to the provided CSIRO information 'Foundation Maintenance and Footing Performance: A Homeowner's Guide', including attention to adequate surface drainage, maintaining water services, removal of tree roots etc.

CASE STUDY

Teretek stabilises a sinking home

A 1970's 2-storey brick home was experiencing significant settlement caused by poor drainage and a sloping block. Two sections of the property needed to be treated to lift the concrete slab back to level, and improve the ground bearing capacity below the external strip footing foundation.

Solution

Mainmark used Teretek, its proprietary engineered two-in-one resin injection solution, to remediate the property. Teretek strengthened and stabilised the ground to increase its load bearing capacity while re-supporting and re-levelling the building above. Prior to commencing any works, Mainmark undertook an electronic level survey. The survey recordings found the external walls had subsided by up to 38mm and the internal slab between 10mm and 15mm. This assessment identified two independent areas that required separate treatment. The internal infill slab, which was sitting on ground fill, was subsiding due to poorly compacted soil. Mainmark lifted the slab back to its original position and strengthened the ground under the house to provide support to the above ground structure.

Teretek® is a registered trademark

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HOMEOWNERS' GUIDE TO TERETEK® RESIN INJECTION

Providing You Peace of Mind

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HOMEOWNERS' GUIDE TO TERETEK RESIN INJECTION

Protecting your biggest asset

Mainmark understands the importance of protecting homes. For more than 25 years, we have built our reputation as a trusted provider of cost effective and innovative solutions that rectify ground engineering problems like sunken foundations.

Of course, every home is different.

We spend time getting to know your situation and specific concerns, to find the right remediation solution for your home or investment property.

Importantly, once any work is completed, we continue to be available to provide ongoing advice and support. We know our solution works. That's why we offer an industry leading 50-year product warranty with every Teretek resin injection project.



“The cracks in the walls, ceilings and cornices have closed, our internal doors now stay open without having to wedge them.”

Alan & Maria, Kanahooka, NSW.

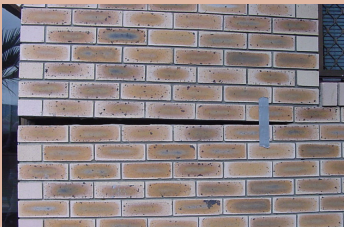


The Teretek resin injection solution

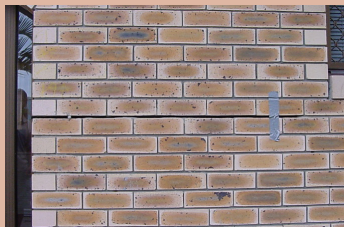
Before deciding on the right remediation solution for your property, it is important to understand what is involved in the work that needs to be carried out. For example, how long will the process take and how will this impact the home's occupants?

Mainmark's Teretek resin injection is a tried and tested solution and one of the quickest and most effective ways to help re-level sinking foundations.

With more than 25 years of proven effectiveness, treatment with Teretek is tailored to each site to provide both ground strengthening and level correction. This two-in-one process can help windows and doors to close properly again, prevent cracks in the walls from widening, and gaps between skirting boards and sunken floors to narrow.



BEFORE



AFTER

Teretek is the original solution in engineered resin injection and is exclusively carried out by experienced Mainmark technicians.

Compared to traditional underpinning methods, Teretek is widely regarded as the least disruptive approach to re-levelling a property.



“When I found we had to re-level our house I did a lot of research. Mainmark allowed us to stay in the house, which was great. Our gardens weren't dug up and the driveway was left alone. Mainmark really made a difference.”

Bob, Christchurch, New Zealand.

Key benefits for homeowners:

- You don't usually need to move out, or move your furniture
- Homes can usually be re-levelled within just a few hours
- It's a cost-effective alternative to traditional underpinning
- Likened to 'keyhole surgery', no major excavation is required
- Enjoy minimal disruption to your daily routine
- Minimal mess and impact on your home and landscaping



Teretek® engineered resin injection solution

About Mainmark

Mainmark is a privately-owned and operated company with highly-trained technicians, state-of-the-art equipment and a long track record in helping homeowners throughout Australia and New Zealand.

Our proprietary Teretek engineered resin injection solution is a fast and non-invasive alternative to traditional underpinning methods.

Mainmark has successfully treated more than 11,000 sites in Australasia, varying from single-storey homes to large commercial buildings, and a wide variety of industrial, civil and mining sector projects.

Why choose Mainmark?

Mainmark has been leading the world in developing some of the most advanced and accurate methods for structure re-levelling.

All of our works are planned, supervised and executed by our own experienced personnel to ensure you receive a seamless and professional service. Importantly, our Teretek resin injection solution addresses problems in the ground beneath your home by filling voids and compacting weak soil.

- Our engineered resin solution has been extensively tested and improved by Mainmark for Australasian conditions for more than 25 years
- Mainmark has a large fleet of rigs to service metropolitan and regional locations
- We provide a 50-year product warranty, giving you long-term peace of mind
- We focus on rehabilitation and preservation rather than rebuilding or replacement
- All work is protected with a Superior Insurance Cover, offering homeowners an extra layer of security
- Mainmark has achieved ISO 9001:2015 certification, ISO 14001:2015 certification and AS/NZS 4801:2008 certification, demonstrating a commitment to environmental and personal safety
- Teretek resin doesn't affect groundwater, soil quality, or local wildlife

“We appreciate all that the team has done to not only assess our property and provide a recommended plan of action to address the ground movement issues at our property, but in the way the team has worked to meet our requirements.”

Peter, Wantima South, VIC.

