

## Frequently asked questions

### **What happens with any cracks in the walls?**

Wall cracks may close up as the building is raised, allowing simple final repairs to follow. Jammed windows and doors will often work properly again.

### **Will there be a mess?**

Very little, if any. We use Teretek® engineered resin injection technology, which is likened to “keyhole surgery”, or JOG Computer-Controlled Grouting, with no major excavation and minimal disruption or mess. The injection holes required are very small.

### **How long does it take to lift a house?**

Each and every project is different – the amount of lift, area for correction, building construction and ground conditions can all vary. Most projects will be completed within a day or two.

### **Do I need to move out?**

Most projects do not require occupants to move out of the home and they may not even need to move furniture.

### **Do you provide a warranty?**

The materials we use have been developed for use underground and have been specifically engineered to resist shrinkage and deterioration. Our Teretek® resin is warranted for an industry leading 50 years.

### **How many projects has Mainmark completed?**

We have successfully completed over 30,000 residential, large commercial, industrial, civil and mining projects in Australia and New Zealand.

### **Is it safe and environmentally friendly?**

Injected Teretek® resin and JOG grout are environmentally inert and have no detrimental effects on the environment.

### **Who will carry out and be responsible for the work?**

The work will be carried out by Mainmark, using our own experienced technicians and Quality Management System. Mainmark is certified to the standards: ISO 9001:2015 | ISO 14001:2015 | AS/NZS 4801:2008.



Scan to see how Teretek works

## About Mainmark

The Mainmark group of companies are leaders in advanced ground engineering and asset preservation technologies. We have been in operation since 1995, with offices throughout Australia and New Zealand. We also operate wholly-owned subsidiaries in Japan, and the UK.

For more than 25 years, Mainmark has led the world in offering unique, innovative solutions for foundation repair, and rectifying problems in residential, industrial, commercial, civil engineering and mining situations. We have successfully treated over 30,000 sites in Australasia, from small domestic applications to large commercial, industrial, civil and mining projects.

Our reputation has been built on providing unique solutions for complex problems, delivered cost effectively and efficiently. We lead the world in developing some of the most advanced and accurate solutions for structure re-leveling, including our proprietary Teretek® engineered resin injection solution, as an alternative to traditional underpinning.

We are an award-winning, privately owned company with highly trained technicians and state-of-the-art equipment. We also specialise in and have developed other innovative ground engineering technologies such as JOG Computer-Controlled Grouting and Terefil®.

**Get peace of mind with Mainmark.  
Contact us today!**

**1800 623 312  
www.mainmark.com**

Mainmark Ground Engineering Pty Ltd | ABN 55 160 982 366  
Building Licences: ACT: 20191004 | NSW: 288848C  
QLD: QBCC Licence No: 1316403 | SA: BLD 269074  
VIC: CCB-L 57503 & CDB-L 49144 | TAS: 104771555



Raise, re-level and re-support your **subsiding home** with Mainmark's cost effective, non-invasive solutions; the modern alternative to traditional underpinning.



**Contact us now  
1800 623 312  
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## Assessment

Cracked walls, sinking floors or jamming doors and windows can all be indicators of structural damage around your home caused by subsidence. A common reason of foundation subsidence is shrinkage of reactive clay soils which can be caused by significant drought or from tree roots removing moisture.

Another cause of subsidence is weak and unstable ground which can result from broken pipes leaking water into the ground, poor surface drainage, floods or poorly compacted soil.

The best long-term solution starts at the root of the problem. The footings of your house must be raised, re-levelled and re-supported.

With Mainmark's solutions, building footings are returned to correct levels quickly. Strip footings, raft slabs, and infill slabs, as well as driveway slabs can all be re-levelled. Where required, weak foundation ground can be strengthened too.

We visit your home and assess it. Our experienced engineers and technicians establish the approach needed, creating a plan specific to the needs of your house.

Before Mainmark begins re-levelling or re-supporting your home, broken or leaking pipes should be fixed and problem tree roots removed.

Our fully equipped, self-contained operations units help ensure minimal intrusion to your property.

## Procedure

The traditional method of re-levelling homes was concrete underpinning. This method has major drawbacks, being a lengthy and messy process. It involves excavation to make large holes under the building footings, pouring in concrete, waiting for it to set and then jacking the house up off the concrete blocks.

Teretek® is the modern way to re-support the footings in your house. It's like keyhole surgery requiring no excavation, and most jobs can be done in a day. Plus, you don't usually need to move out or move your furniture!

Our method is state-of-the-art, and like the best solutions, it's as simple as: 1, 2, 3!

- 1 Our proprietary Teretek® engineered resin solution is injected into the ground beneath your home through tiny holes.
- 2 The Teretek® resins expand to fill any voids and compact weak ground and then raise and re-level the home.
- 3 Enormous pressure is exerted, and the process is controlled by constant monitoring using laser level.

For larger homes, we can use our JOG method which is a computerised system of grout injection. It enables pin-point level correction of more complex, large and heavy-weight structures.

## Results



As footings are raised back towards their correct levels, windows and doors often begin to work properly again. Gaps between skirting boards and sunken floors usually close up.

Wall cracks may close up as the Teretek® solution raises the foundation back towards level. With brickwork, some re-pointing of mortar joints may be required and with plaster or render walls, some fine patching and repainting may be needed.

Sunken driveway slabs and parking areas can also be re-levelled; trip hazards, bumps and dips are removed. Vehicles can drive over the area just 30 minutes later.

Outside your home, there will be minimal mess and no impact on your home and landscaping.