

What should I do to prepare before the carpet cleaning appointment?

Remove any small or breakable objects. We will move most light furniture, but we ask that you handle the smaller stuff – things like knickknacks, breakables, and toys. It is also helpful to have an open equipment staging area in your garage.

Do you call ahead before you arrive?

Absolutely! The day before your appointment you will receive a courtesy call and another shortly before we arrive.

What time will you arrive?

Usually right on schedule. There are rare occasions that we may be running either a little ahead or behind. This should not be longer than about 30 minutes and you will receive a phone call from the carpet cleaning technician letting you know our status.

Will you move furniture?

We will move light furniture such as couches and coffee tables. Our cleaning technicians cannot move items like stereo equipment, big screen TVs, china hutches, and larger or more breakable objects.

Should I be present while you are cleaning?

Whatever your preference. You are not required to be there.

Is there a travel charge?

No. Travel is already included in the service price (unless you reside outside our service area).

How long does it take to clean my carpets?

For the whole house expect 2 to 3 hours. Partial cleanings typically take 1 to 1 and 1/2 hours.

What if I want to cancel an appointment?

Please give as much notice as possible.

How do you guarantee customer satisfaction?

We want you to love our work so every job comes with a 30-day “Stay Clean” Guarantee. If a spot comes back, so will we! Just call us if any area we’ve previously cleaned needs

additional attention. We'll schedule a time to come back, no questions asked, and no additional charges

Can you get all the spots out?

We cannot guarantee that all spots can be removed. In some cases the carpets fibers have actually been stained, bleached, or tinted – making spot removal impossible.

Do you offer carpet protection?

Yes we do. This service is an additional charge and adds life and reduces carpet wear.

Can you deodorize my carpet?

Yes.

Will there be an extra fee if my carpet is extremely dirty?

To this day we have never charged more for extremely soiled carpet so usually there should not be additional charges. In extreme cases our technician would advise you prior to starting the job if additional charges are needed.

Will water ruin my carpet?

It can. That's why we use the dry extraction carpet cleaning method. On a typical job we will only use 2-3 gallons of water in your whole home!

Why clean my carpets when cleaning makes it re-soil faster and shorten the carpet life?

Traditional carpet cleaners use hot water and heavy detergents to clean your carpets. After carpet cleaning, the water and detergent is extracted out of the carpet. The problem with this method is that much of the water is left behind along with a sticky detergent residue. This residue acts as a sponge and attracts dirt, grease, and grime which can quickly re-soil your rugs. We only use mild all-natural detergents that are encapsulated in micro-sponges. These micro-sponges are only slightly damp making them easily extractable which in turn prevents any left behind sticky, dirt attracting deposits.

How long will it take for my carpets to dry?

About 20 minutes.

Can I walk on the carpet immediately?

Absolutely

Why does the carpet under my area rug look different than the carpet surrounding it?

The fibers of installed carpets are typically glued to the backing. The glue gives off gas and this causes a shift in the PH balance of the carpet, which over the course of 4 or 5 months often develops a yellow tinge in the carpet beneath the area rug. When this happens, it is usually irreversible. The light usually comes in the windows and dulls the carpet surrounding the area rug. When the area rug is pulled back, you then have a nice bright rectangle where the area rug was. Dyes from area rugs are often unstable and bleed into the carpet underneath. After about 4 or 5 months, you are going to be committed.

What should I do if the stains that were cleaned reappear?

They will not reappear with our cleaning method. Traditional carpet cleaners will usually get your spots out, but often times these spots magically reappear a few days later. Why? Spots return because of a phenomenon known as wicking. All of the remaining dirty water that the technician did not completely extract sits in the carpet backing and pad then dries from the bottom up. While drying the carpet fibers can act as a wick pulling up the dirty water left behind causing the stains to reappear. Because we use almost no water, our carpet cleaning process eliminates this problem making wick-back all but impossible!