

CUSTOMER SERVICE AND PROCEDURE CHECKLIST (By The Book!)

- Above all. Technicians must be courteous. They must be willing to take time to pre-inspect carpet in all areas that need cleaning. In addition, they should discuss structure access, water availability and any special limitations. They must identify carpet construction and fiber, evaluate specific needs, and recommend an appropriate cleaning method or procedure. Carpet should be cleaned by trained, conscientious technicians, backed by good quality equipment, products, procedures, and reputable firms. The trained certified technician, not a particular method, machine, or process, is the key to high quality results!
- Consumers have a right to expect itemized services and firm prices before technicians begin each portion of work sold. While technicians may offer other services at additional cost, consumers should never be pressured to accept anything more than the services they request and authorize.
- All cleaning, specialty agents, and equipment must be used in strict accordance with the manufacturer's recommendations and appropriate safety and environmental regulations.
- Firms should offer workmanship guarantees in writing. Fiber type, carpet construction, installation, and maintenance may present circumstances beyond a cleaning technician's control. However, responsible workmanship must be implicit in any work performed.
- All carpet must be thoroughly vacuumed before other cleaning techniques are employed, regardless of the cleaning method used. Special attention should be placed on vacuuming entry areas and walk-off mats where soil accumulates.
- Unless clearly specified otherwise, moving furniture to access and clean carpet underneath should be considered part of the normal cleaning job. Items such as, but not limited to; fish tanks, waterbeds, loaded china cabinets, computers, large desks, file cabinets, bookshelves, and extremely delicate or fragile furnishings (pianos, antiques) are considered exceptions. Plastic chair mats placed over carpeting cannot be re-laid until the carpet is fully dried.
- Special attention to spots and stains must be included in normal job performance. However, time consuming specialized spotting may incur an additional charge. Technicians should advise customers of additional charges before extensive spotting or color repair is attempted.
- Preconditioning heavily soiled entry and traffic areas is normally included in the cost of cleaning. However, overall job cost may increase in extreme soiling situations. Customers should be advised in advance of the need for increased charges.
- It is the technician's responsibility, with the customer's cooperation, to ensure that the carpet is dried and returned to normal use within a reasonable time, typically within 6 to 8 hours. The amount of time required for drying varies with different cleaning methods, the degree of soiling, and the aggressiveness of cleaning. However, under no circumstances should the carpet drying require more than 24 hours with proper airflow, ventilation, and humidity control. The customer's cooperation in providing air, continuous airflow, and ventilation to expedite drying cannot be over emphasized. In the commercial setting the customer may need to provide an override for the ventilation system during overnight hours to ensure continuous airflow.
- Effort must be made to physically remove as much soil as possible from the carpet during cleaning without changing its texture. Pile yarns must be left residue-free as possible.