

**FROM: Apex Carpet Care, LLC (843) 769-7445**

## **WARNING: 10 Ways Carpet Cleaners Take Advantage Of You**

Recently the carpet care industry has compiled a list of the top 10 ways carpet cleaners try to take advantage of you:

1. Many companies that charge by the square foot will charge you for the space under the furniture, even if they don't move any. In other words, if your room is 12' x 12', they will charge you for 144 sq. ft. If there happens to be furniture in the room, you could be paying 10% to 30% more than you should be!
2. Chances of getting a novice carpet cleaning technician are pretty good, especially if you are dealing with a larger company. Novice technicians have an improper wand stroke, meaning they leave areas of the carpet that have either not been cleaned or that are too wet.
3. Unscrupulous carpet cleaning companies represent that they are industry certified, but they are not. There are only 5 of 70 carpet cleaners in the Charleston area industry certified. You can find the certified carpet cleaners at [www.iicrc.org](http://www.iicrc.org). Beginning January 2008, Shaw Carpet will not honor warranties if carpets not cleaned by Certified Carpet Cleaners.
4. Improper knowledge of chemicals is very common, even with experienced carpet cleaners. Many technicians will just try one chemical after another, until they find something that works! This is very bad because the wrong chemical will set the stain instead of removing it, resulting in permanent damage of your carpet, in which you will foot the bill when you have to replace it!
5. One thing you should never do is leave a carpet cleaning technician in your home by his/herself. This gives them every opportunity to take short cuts and save time, so they can fit more jobs in per day, to get paid more money. This will also be at your expense! Unless you have had a long personal relationship with one particular cleaner, I wouldn't do it!
6. Never agree to get scotchgard or Teflon protector applied to your carpets, unless you see the original container with the seal still intact. Many times this will merely be tap water mixed with very little protector. Also, a pump up sprayer is not sufficient to apply the chemical. The water pressure needs to be at least 45psi, which can only be achieved if they have a spray attachment hooked to the same machine they are cleaning your carpets with. The most common is a "hydroforce sprayer." The carpet cleaner should also give you a Certificate from 3M Scotchgard if they using the real thing.
7. Many times you will get a quoted price for carpet cleaning, but when the cleaners arrive, you will find that the price has suddenly changed due to conditions that weren't expected. This is an attempt for them to take more of your hard earned money than they should. Make sure you find out what the service includes before you agree to the cleaning.
8. More times than not, carpet cleaners use pre-sprays that void the carpet's warranty. Most will tell you that the chemicals they use are safe, but really are not. They use what cleans the carpet faster and saves them time. Of course, if they void the warranty using chemicals that have ph levels that are too high, you will not be able to replace the carpet, unless you pay out of pocket. This applies to nylon or polyester carpet, not olefin. (berber)
9. Dry cleaning companies that vacuum, then pre-spray, and then use a bonnet with a buffer (floor machine) to clean the carpet, only cleans the surface. This includes the so-called dry foam

cleaning processes. So how do they get the rest of the chemicals out of the carpet after they are done? They don't! It stays in the carpet and sometimes yellows or browns the carpet because of the high ph level in the pre-spray. It will also dirty the carpet faster. Steam cleaning is the most recommended form of carpet cleaning and is also the most effective.

10. Leaving carpet too wet is a common result of carpet cleaners using cheap portable machines rather than truck mounts. When the carpet dries it has a yellow or brownish hue and really doesn't look the way you want. This can also begin unhealthy mold development in the pad under the carpet. Only use carpet cleaners with powerful truck-mounted extractors capable of generating steam temperatures of 235 – 250 degrees, and a vacuum capable of giving you dry carpet within two-four hours.

###