

# The 12-Step Carpet Cleaning Experience

## Step 1: Pre-Inspection

Our technician will walk through your home with you to visually inspect the carpet. He will identify potential permanent stains and give you an evaluation of expected results.

## Step 2: Commercial Pre-vacuum

Dry soil is removed by a thorough vacuuming. Removing dry soil is one of the most important steps in cleaning.

## Step 3: Furniture Moving

Our regular pricing includes moving sofas, chairs, tables and smaller items. Beds, dressers, and heavier pieces are left in place under our regular pricing structure. One of our consultants can quote the exact cost of any heavier pieces.

## Step 4: Pre-spray

A preconditioning agent is applied to break down traffic area soil and general spots for more thorough cleaning.

## Step 5: Pre-spot

Difficult spots are pre-treated with special solutions to increase chances of removal.

## Step 6: Pre-grooming

A professional carpet groomer is used to further loosen the soil.

## Step 7: Soil Extraction and Rinse

The carpet is then thoroughly rinsed with a powerful extraction cleaning system without overwetting the carpet or leaving a sticky residue behind.

## Step 8: Neutralizer

Every carpet that we cleaned is pH balanced so that there is no sticky residue left behind. This also leaves your carpet soft and fresh.

## Step 9: Post Spot

Any spots or stains still remaining will get extra treatment with our many specialty spotting solutions. \* **For longer carpet life and fewer permanent stain, be sure to have professional carpet protector applied to your carpet.**

## Step 10: Post Groom

Your carpet is groomed with a professional groomer so that the pile of your carpet is standing tall when we leave. Post grooming helps the carpet pile dry faster and in the right position.

## Step 11: Speed Dry

High velocity air movers are placed on the carpet immediately after cleaning to promote faster drying.

## Step 12: Post Cleaning Inspection

Our technician will walk through your home with you to point out the cleaning results to make sure that you are completely thrilled with the job.



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