

## Are You Thinking of Having Your Carpets Cleaned?

### Here Are Some Questions You Should Ask

1. *What type of training have your technicians had?*

Certified carpet cleaning standards are established by an organization called the Institute of Inspection, Cleaning and Restoration Certification [www.iicrc.org](http://www.iicrc.org), carpet cleaning courses are designed around these standards. Your carpet cleaning technicians should know these standards and how to implement them.

2. *Do you provide specialty spot removal?*

Your carpet cleaning technician should be able to offer a spot cleaning service such as organic and non-organic spot removal and pet odor removal solutions, remember that if a spot is not treated correctly it could become a permanent stain.

3. *Do you vacuum the carpets before cleaning?*

Fine particle soil make up a majority of the soil in the carpet the easiest way to remove this soil is by first vacuuming. Insoluble soil becomes hard to remove effectively if it becomes damp.

4. *Do you vacuum around the edges of the rooms?*

Even though the edges are not the high traffic areas these areas still collect dust and dander that is suspended in the air.

5. *What is the PH of the carpet cleaning solution?*

Carpet cleaning solutions come in a number of different formulations and the one that works best for your carpet will depend on the type of carpet fabric you have, for example for a natural fiber (wool, cotton) the PH of the cleaning solution must not exceed 8.5 by doing so the fiber could be permanently damaged. A synthetic fiber such as nylon and polyester should not exceed 10.0. The carpet technician can perform a test on the fiber to determine the type of fiber and select the best solution for the carpet.

6. *What is your method of removing suspended soil?*

After the carpet cleaning solution is applied to the carpet a method must be used to effectively remove the suspended material and the solution from the carpet. As mentioned above the carpet cleaning solution is an alkaline solution which means its PH is above 7.0, if the solution is not effectively removed and the PH of the carpet is not returned as close to 7.0 (neutral) as possible the carpets will re-soil very quickly.

7. *Do you provide fabric protection?*

Fiber protection will help protect the carpet from water based and oil based spills.

## Some common myths regarding carpet

*My carpets always soil much quicker if I get my carpets cleaned*

This can happen if the cleaning solution is not effectively removed from the carpet and the carpet is not returned back to a neutral PH (PH 7).

*Carpets are the cause of allergies*

This is a common misconception the fact is that aside from the aesthetic value the carpet adds to your rooms its main function is to act as a filter by trapping soils, gases and animal or human dander. This makes it important to regularly vacuum the carpets and to make sure your vacuum is operating effectively and to have the carpets professionally cleaned on a regular basis.

*Did you know that today's carpet fibers are designed to hide dirt, that's right according to the manufactures of carpet a 9 x 12 piece of carpet is designed to hold up to 85 lbs of soil and still look clean. So even though your carpets look clean you should still vacuum regularly and have a professional carpet cleaning company clean your carpets minimum once a year to keep your "carpet filter" clean and functional.*

Reliable's trained technicians are always happy to help with any of your questions regarding carpet cleaning or any other type of floor covering and will be happy to come out to do a free inspection.