

## **1. What method of cleaning do you use for carpet?**

- We do a 100% steam cleaning, using truck mounted systems. The cleaning is 100% residue free using only biodegradable materials. All materials are pre-applied to the carpet and then extracted with high powered vacuum equipment mounted on the truck. This combination provides immaculate results.

## **2. What method of cleaning do you use for upholstery and draperies?**

- We use specialized tools that meet the requirements for a specific job. Depending on the fabric being cleaned whether it's a steam cleanable or a dry clean only fabric would depend on the specific tools and chemical used to clean that specific fabric. Some require a steam cleaning solution, other fabrics require solvent cleaning or a dry cleaning method.

## **3. Who does the cleaning?**

- Steam master is a owner operated company and certified technicians. The technicians arrive in uniform driving a clearly marked company vehicle. We do not use sub-contractors, we prefer to do the cleaning ourselves, that way all our customers can have an excellent cleaning every time.

## **4. Do you move the furniture or do we move the furniture?**

- Yes we move the furniture. We move the pieces you want moved and work around others that you do not want moved. We only expect the customer to remove the smaller furniture articles in the rooms being cleaned. The customer is also responsible for moving breakables from top of tables. Steam Master will dry or steam clean underneath the furniture you would like to have moved and replace the furniture back on protective foam blocks or plastic tabs.

## **5. How well can you remove stains from my carpet like coolaid, grease, pet stain, heavy soil, etc.**

- We guarantee in writing that we will do our best to remove stains. We also guarantee to get the soil, dirt and grime out of your carpet. We pre-treat all of the problem areas as directed by you, the customer and do our best to remove those stains. We can and will remove 99% of all stains. In some cases there are those stains that are permanent damage.

## **6. Is the carpet real wet? How long does it take to dry?**

- Our direct drive truck mounted steam cleaning systems are extremely powerful. Depending on how soiled your carpet is, depends on how long it takes the carpet to dry. Lightly soiled carpets will dry in 2 to 4 hours. Heavily soiled carpets will dry in 4 to 8 hours. Variable factors depend on weather, humidity of the weather and whether or not you're running your AC in the summer or your heating in the winter. All carpets can be walked on immediately after cleaning.

## **7. Are there hidden costs or extra charges?**

- No! Everything you will need to completely clean your carpet and underneath your furniture is included in our pricing. The only thing we would have an additional charge for would be any type of restoration service. The only optional thing that you can purchase are fabric protectants(designed for carpets and upholstery which is in excellent condition). Customers can also purchase deodorizers and sanitizers(for excessive pet odor control).