

5 Questions to Ask Your Carpet Cleaning Company

#1: Which Method of Cleaning Do They Use?

The world's largest manufacturer of carpeting, Shaw Industries, recommends the hot water extraction method as the preferred method of carpet cleaning. Hot water extraction is done using a truck mount unit. It is the most expensive in terms of investment made by the cleaning company and is a sign (though not a foolproof one) that the company is serious about their business. Hot water extraction when performed by a qualified technician using a truck mounted system will give your carpet the deepest, healthiest cleaning possible.

#2: Are The Technicians Certified By The IICRC?

The IICRC (Institute of Inspection, Cleaning and Restoration Certification) is an independent body that provides the finest, most complete technical training courses and seminars available to carpet cleaners and restoration companies (flood, mold and fire damage) in the industry. Your cleaner should be IICRC certified in any type of cleaning or restoration service they are providing you. IICRC Certification and Training is expensive and many companies cut corners when it comes to training their employees in the best and most effective cleaning methods. Before agreeing to have your carpet or upholstery cleaned ask to see written proof of the company's and the technician's IICRC certification. If they can't provide it, there's probably a reason. Any cleaner who has gone through the exhaustive and intensive training provided by the IICRC will be proud to show you proof of their certification.

#3: Does The Company Stand Behind Its Work With a Strong, Unconditional Guarantee?

You want to hire a company that believes in both its workmanship and its service. You deserve to feel secure in your choice of a carpet cleaning company. One of the best ways to hire the right company and feel secure that you did is to choose a company that stands behind its work with an unconditional money back guarantee. Don't hire any cleaner based only on a verbal guarantee of quality work. Ask to see the company's guarantee in writing. Look out for companies that have "fine print" or lots of conditions in their guarantees. Those types of guarantees often prove to be useless to the customer. What you want is a straight-forward, no-nonsense guarantee that states clearly what will happen if for any reason you are not satisfied with the service. We are so sure of our work, that we proudly guarantee it.

#4: Do They Have Endorsements or References From Their Past Clients?

Anyone or any business can toot its own horn, but the individual or business that has endorsements or references from satisfied customers has a proven history of providing superior service and workmanship. Asking to see customer testimonials or asking for references that you can call is a good step when interviewing your prospective cleaner. Any cleaner who can't or won't offer you references, or show you customers' comments should make you wary of using their services. They obviously have something to hide.

#5: Can They Provide A Free In-Home Inspection And Estimate?

Hiring a company over the phone, sight unseen, is not the best method. A better way to ensure you hire a first-rate company and to know what work will be done and exactly how much it will cost is to have a representative of the company come to your home. This way you can make a more informed judgment of the company. Was the company on time for this first visit? Was the company's representative polite, respectful of your needs and knowledgeable? A representative who shows up late wearing cut-offs and a Metallica t-shirt, and has his John Deere cap on backwards says a lot about the company. This is the type of information that you can't get from a phone call. In-home inspections and written estimates also take the guesswork out of having your carpet cleaned. The company benefits from this arrangement too as they can get an exact picture of things like the size of the rooms, furniture to be moved and problem areas. The consumer benefits by choosing exactly the level of service he/she wants and knowing ahead of time the exact cost of the services to be performed.