

# FREQUENTLY ASKED QUESTIONS

**QUESTION:**

**ANSWER:**

**HOW SOON CAN I USE MY CARPETS AFTER YOU CLEAN THEM?**

The average drying time utilizing our 'hot water extraction' or steam clean is approximately 24 hours. Please keep in mind that many factors play a role in this drying time: humidity, fiber type and degree of treatment involved in the cleaning process, etc. We groom the carpet or set the pile after cleaning and recommend that you stay off any damp carpet while drying. If you must walk on freshly cleaned carpeting, please do not wear shoes...white socks are recommended. You may also (depending on installation) notice some waves in the carpet immediately after cleaning. This condition is known as buckling and will correct itself as the carpet dries.

**QUESTION:**

**ANSWER:**

**HOW OFTEN SHOULD I HAVE MY CARPET AND/OR UPHOLSTERY PROFESSIONALLY CLEANED?**

This answer really depends on individual situations. Installed residential carpet exposed to routine use should be programmed for cleaning at least annually. Carpet that is subject to extreme soiling or heavy use, particularly high traffic areas, or carpet installed in homes occupied with allergy or respiratory problems requires greater cleaning frequency. Carpet in low traffic areas, such as formal living rooms, dining rooms, etc., needs less frequent cleaning. Consumers must not wait until carpet looks soiled before cleaning. Experts agree that clean carpet contributes not only to the overall aesthetics of a structure, but it plays a significant role in the healthful state of the overall environment in which people live.

**QUESTION:**

**ANSWER:**

**AFTER I HAVE MY CARPETS CLEANED, WILL THEY RE-SOIL MORE QUICKLY?**

ServiceMaster uses only state of the art extraction systems, coupled with the finest cleaning solutions on the market today. We will completely rinse out all remaining residue, either from household 'do it yourself' cleaning agents, or detergents left behind by companies using ill advised cleaning procedures. We suggest that you have your fine carpet and furniture treated with a fabric protector. This will not only insure that carpet and upholstery will stay cleaner longer, but will allow you to clean up any future spills with less effort.

**QUESTION:**

**ANSWER:**

**CAN YOU GUARANTEE THAT YOU WILL REMOVE ALL OF MY STAINS?**

ServiceMaster guarantees you, our valuable client, the most thorough and professional job available. Our methods and equipment, along with extensive training may still not be able to remove certain 'stains'. Our technicians will make every attempt at removing a stain...when all of our options are exhausted though, it may still be there. We will conduct a pre-cleaning inspection with you and evaluate existing conditions at that time.

**QUESTION:**

**ANSWER:**

**HOW CAN I BEST CARE FOR MY CARPETS BETWEEN CLEANINGS?**

Regular vacuuming and quick spot and spill treatments can keep your carpets and furniture looking their best. We encourage valued clients to phone us BEFORE attempting to remove any questionable stain(s). We will be more than happy to offer our assistance over the phone.



The clean you expect.  
The service you deserve.®

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# COMMON CARPET PROBLEMS

## PERMANENT STAINS

We can and will remove most of the spots we encounter on your carpet. However, keep in mind that some spots turn to “stains”. In these cases, the spots have changed the original color of the carpeting. These stains are most commonly caused by pet urine or vomit, Koolaid, grape juice, various medications, or cleaning agents and are permanent. There are two options available to clients depending on whether the stain is darker than the original color or lighter than the original color. The first option is color repair for those stains that are lighter than the original. The second option is carpet repair. This is done by removing the affected carpet and replacing it with a ‘donor’ piece.

## SOIL FILTRATION LINES

These are dark areas that develop gradually over time. They are most commonly found along the perimeter of the room, along walls, under floor-length draperies, and under doors. The lines are caused by air currents passing through the carpet in these areas. The air carries microscopic particles of dirt and other particles. As they pass over the carpet, the soil particles settle and become embedded in the face fibers of the yarns. The carpet, in essence, acts like a filter. Over time, these soils solidify. It takes specialized spot removal to remove these areas of trouble.

## CARPET SHADING

When carpeting is installed, the carpet nap is laid in the same direction. Shading is normally found in high traffic areas, such as hallways, and is the result of multi-directional foot traffic, which forces the nap to lie in the opposite direction. When viewing carpet in these areas, it looks either lighter or darker, depending on where you are standing. This condition is not reversible.

## BUCKLING/CARPET RIPPLES

You may notice waves or small ripples appearing in your carpeting immediately following cleaning. The reason(s) for buckling vary:

1. If your carpeting was not installed properly with a power stretcher or was done so improperly, buckling is assured.
2. Improper carpet padding (too thick) can cause buckling.
3. Dragging heavy furniture across wall to wall carpeting will pull the carpet off the tackless strips, causing waves. Restretching would be advised in this case.

The absorption of moisture/humidity will cause the carpet latex to expand, resulting in the buckling. This will resolve itself, however, as humidity in the room returns to normal and the carpet dries. Therefore, the root causes for buckling are preexisting and should not be blamed on the carpet cleaner or the cleaning process.

## “BLEACH” SPOTS

When various household chemicals and bleachers are dripped onto the carpet and not immediately removed, some may lie dormant, not appearing until “activated” by the cleaning process. Some of these chemical agents are acne medications, ammonia and other cleaning agents containing bleach. Please notify the cleaning technician if you are aware of any spills of this nature.

## CARPET WEAR

Over time, carpet fabrics become worn or distorted to the degree that they no longer retain their original texture and shape. This is a physical change, and while our deep cleaning and grooming will improve a worn carpet to a degree, restoring it to a new appearance is not possible.

## PET ODORS

While our “state of the art” cleaning methods, coupled with a comprehensive deodorizing/disinfecting program will eliminate minor odor problems, some odors, such as pet odors, thoroughly invade the carpet, pad, and, in some cases, the sub-floor. We cannot completely eliminate these odors with a general cleaning. These cases would involve extensive restoration procedures, which include detaching the carpet, cleaning both the front and backside of the carpeting, removal of damaged pad, sealing and treatment of the sub-floor, replacement of pad, and reinstallation of the carpeting. Please inquire about these services.

[VISIT SMCOMPLETESERVICES.COM](http://SMCOMPLETESERVICES.COM)  
FOR MORE INFORMATION!

*ServiceMaster*  
*Complete Services*

Servicing Franklin, Madison, and Clark County

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