

The Insider Guide to...

Choosing The Right Carpet Cleaning Company

Questions You Should Ask and Answers to Expect When Choosing a Carpet, Curtain and Upholstery Cleaning Company.

Provided by



This guide is also available on the [Cleaning Doctor Website](#), click on [Customer Care](#)
or listen to it on the Cleaning Doctor Free Information Line:
United Kingdom: 0800 191 0133
Republic of Ireland: 1800 932 650

When it comes to choosing who to trust with cleaning your valuable carpets, curtains and upholstery you may find yourself in a bit of a dilemma.

With claims of '*we are the best*'; '*we give better value for money*'; '*we can do it cheaper*' who **DO** you select to do that important job? Make the wrong decision and your expensive furnishings can become a serious dirt magnet if the wrong cleaning materials are used or, worse, they could be completely ruined!

I'm going to share with you **7 questions** the 'cowboys' in the cleaning industry would rather you didn't ask – in fact these questions really do distinguish the professional and ethical carpet, curtain and upholstery cleaners from the people you should NEVER invite into your home.

By the way, I'm confident you'll be delighted with the answers your local Cleaning Doctor gives to these questions because it demonstrates our high quality and professionalism. If we didn't match up we could never give you a no-quibble, risk-free, money-back guarantee - could we?

7 QUESTIONS You Should Ask and Answers to Expect When Choosing the Right Carpet, Curtain and Upholstery Cleaning Company.

Q1. WHAT TRAINING DO THEY HAVE? You'd be amazed at how many people think they can grab a cheap commercial carpet-cleaning machine and set up in business without any formal training on what solutions to use and how to carry out specific cleaning tasks on carpets, curtains and upholstery. Imagine the damage they do when they use unsuitable abrasive chemicals!

Look for a company whose people have passed the National Carpet Cleaners Association's training. Only the most competent people get through this stringent training programme.

Check how they keep up-to-speed with the latest developments in the cleaning industry. Do they attend regular additional, training courses?

Q2. WHAT EQUIPMENT AND CLEANING SOLUTIONS DO THEY USE? Are the cleaning solutions APPROVED BY LEADING CARPET MANUFACTURERS? Be sure the right tools, the right materials AND the right method is used for your specific cleaning job. You don't want your carpets shrinking and you certainly don't want them to get dirtier a lot quicker than before. That's what can happen if the wrong cleaning materials are used; remember shampoo and water doesn't always deliver acceptable results; in fact – for some carpets or furnishings - it can do irreparable damage!

Ideally the solutions should be environmentally-friendly cleaning solutions with the WoolSafe® trade mark. Products that carry the WoolSafe® mark are good for any carpet and upholstery – even if the material doesn't contain woollen fibres. These cleaning solutions are best for safely removing harmful grit, dirt, and health-threatening pollutants without leaving any sticky, dirt-attracting residue. And find out if they offer you a green, eco-friendly cleaning programme. For a *really* healthy home or business, check if they use Bactoshield OV. Bactoshield OV gives antibacterial protection against MRSA and E. Coli.

Q3. DOES THE COMPANY HAVE DIFFERENT CLEANING METHODS FOR DIFFERENT SITUATIONS? Let me explain what I mean... if your carpet or upholstery needs a REALLY DEEP clean – perhaps dirt has become ingrained after building work or it just hasn't been professionally cleaned in a long time... or maybe you've just moved into your home or business and want to give the carpets that are already in situ a good freshen up – then specialist deep-*but-safe*-cleaning equipment and knowledge is needed.

Depending on the degree of soiling and your individual personal circumstances, you should be offered a cleaning system that suits your situation. For example your local Cleaning Doctor offers you hot water extraction cleaning or the revolutionary Dry Fusion carpet cleaning system that can have carpets cleaned, deodorized and stain blocked. What's more with the Dry Fusion system your carpet is OK for you to walk on just 30 minutes after cleaning.

And, while you're asking about their cleaning methods, ask them how good is their system at getting out spots and stains – if they are an ethical company they'll tell you honestly that although they are successful at removing the majority of stains (far more than some people might expect) there are some stains – especially if they're old and ground in – that might beat them.

In fact – if they mention they offer a FREE 1-week post-cleaning spot-removal service, where they pop in and clean up any accidental spillages that happen during the week after the job was done, it is a good sign. It is also a good sign if you're offered a specialised spot-cleaner to help you tackle any emergency spills.

Q4. ARE THEIR OTHER CUSTOMERS HAPPY WITH THE CLEANING THE COMPANY DID? Does the company have genuine testimonials? ...people you can ring up and talk to if you want? If the cleaning company doesn't want you to talk to their previous customers or can't show you genuine customer testimonials – *be wary*, they may be trying to hide something. You can see – and hear - genuine testimonials from our delighted clients in the video clips on www.cleaningdoctor.net

Q5. IS THEIR WORK FULLY GUARANTEED? What happens if the cleaning job is not as good as you expected? Are you able to say so and get a free re-clean without feeling embarrassed about it? And if you are still not happy, do they continue to treat you courteously and offer you a 100% money-back refund?

Q6. DO THEY USE 'BAIT AND SWITCH' TACTICS? What I mean by 'bait & switch' is - do they offer a ridiculously low price just to get the job booked, then turn up and 'SUDDENLY' find YOUR particular situation needs extra work or more expensive materials? You can find out if they use this unethical practice by asking their previous customers. As I said before, if they don't want you to talk to their customers or can't show you genuine customer testimonials – I'd be suspicious. You could end up paying out a lot more than you'd bargained for!

Q7. IS THE COMPANY INSURED AGAINST ACCIDENTAL DAMAGE? After all, they are coming into your home and even if they are extremely careful you want to be sure every eventuality is covered. So check they *have* got that insurance in place.

Of course you'll only get the right answers to these questions if you are talking to a reputable company with extensive experience behind them. The Cleaning Doctor organisation has 24-years of cleaning experience. And our continuous professional training, backed up by industry accreditation, means you can be confident your carpets and furnishings are in safe hands – *always*.

Go to www.cleaningdoctor.net

Read about the reassuring GUARANTEES you get from us and check what other people say about their Cleaning Doctor experience.

Then call your [local](#) Cleaning Doctor and ask these 7 questions - you can get the number off the website or find it in the literature you received.

Once you've got your answers I promise you will feel confident that asking a Cleaning Doctor to look after your precious carpets curtains and upholstery is a wise decision.

Thank you for reading our guide: 'How to Choose the Right Carpet Cleaning Company.' If you'd like to listen to this guide you can call our **free information line**, which also has emergency information on what to do in the event of a [spillage](#) on your carpets or upholstery.

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