

# Have Questions? We have the answers!

## **1. Will my carpet be wet after cleaning and how soon can I walk on it?**

We are often asked how soon I can walk on my carpet after it has been cleaned.

Our team use powerful truck-mounted, American-made extraction machines so that your carpet will never be left wet or soggy.

On average in Townsville, you can expect your carpets to take around 2 to 3 hours to completely dry with ceiling fans on and windows open. A woollen carpet takes longer to dry than a nylon carpet, and the more humid the air is, the longer it will take to dry. With clean feet you can walk on your carpets straight away, however the longer you can leave it the better the result

## **2. How often should I get my carpet cleaned at home?**

As professionals we recommend all household carpets should be cleaned every 12 months with commercial carpets every 6 months at least... depending on the amount of traffic

Carpets can improve the quality of the air inside your home if properly maintained. It is the largest air filter in your home trapping dirt, allergens, bacteria, pollens, chemicals, mycotoxins and other contaminants that would otherwise become airborne. Dirty carpets can adversely affect your health so make sure you have them professionally cleaned with a high powered extraction machine which will remove the horrible things trapped deep down in your carpet.

## **3. What benefits can regular carpet cleaning provide for a business?**

Regular deep cleaning will prolong the life of the carpet in your business by removing dirt and other matter that has settled beyond the reach of a vacuum cleaner. A high quality powerful extraction machine will remove the contaminants which would otherwise become airborne affecting the health and comfort of your staff and customers. Clean carpets will also present a welcoming and caring image to your clients.

## **4. How far ahead do I need to book an appointment?**

In some cases, we can serve you within 2 days however to guarantee your preferred day and time, we recommend you book as early as possible. During peak seasons such as the Christmas and the New Year period, we recommend you book 2 weeks in advance to avoid disappointment.

## **5. Why can't I just use a Supermarket cleaner?**

Be wary of supermarket cleaners or "home remedies" as these can actually set the stain and make the job a lot harder. We recommend that in the event of a spill, just mop up the excess and call the experts straight away for free advice as every spill and stain is different.

## **6. Do I need to move all the furniture out of the rooms when cleaning?**

The Clean Team technicians will slide beds and lounges to the side to clean underneath them and then replace them for you. They will endeavour to move other furniture out of the way if it is safe to do so, and then return them to their original position.

## **7. I think the previous owner or tenant had a pet and my carpet smells really bad. What can I do?**

Stains and smells caused by pets can be unsightly and often unbearable especially in the humid months. The Clean Team will work with you to identify areas of concern and treat them with quality enzyme based products.

## **8. I am a tenant leaving my rental property. Can you guarantee that I will get my bond back?**

Our team are fully trained and experienced, and they understand the importance of a thorough clean. They know what property managers are looking for and have a keen eye for detail. By choosing a cleaning company that your property manager recommends, you are more likely to have your bond released quickly and easily.

## **9. Why should I choose your company over any other cleaning company?**

We are often asked why choose the Clean Team over any other cleaning company. Our cleaners are fully trained and insured. They will respect your privacy and take good care of your investment.

## **10. How long does a bond-return clean take?**

This depends on the size and condition of your property. On average, a 4 bedroom 2 bathroom home can take between 16 and 20 hours to complete to the standard that your property manager will be happy with. We usually send in a team of 2 to 4 cleaners to get the job finished in a day.

### **11. What is the difference between steam cleaning and dry-cleaning carpet?**

Dry cleaning uses a rotating brush with a solution soaked pad attached to it. This has very limited cleaning abilities and leaves a lot of cleaning solution in the pile as it uses no real rinsing stage. As a result, the carpet can look dirty again quickly as the detergents actually attract dirt.

Steam cleaning, or hot water extraction as it is now known, is the cleaning method that most carpet manufacturers recommend. It is capable of cleaning deep within the pile, which allows cleaning solutions to be thoroughly rinsed away, providing protection for your family.

### **12. Does your company have adequate and current insurance?**

You should always make sure that the cleaning company you choose has the right insurance so you have peace of mind when they are in your home. The Clean Team has Public Liability and all team members are covered under a Queensland Workers Compensation Policy. You can rest assured knowing that we care for our clients' personal property as well as our team members.

### **13. What type of pest control services can you provide?**

We work with some of the best Pest Controllers in Townsville and as such our fully licensed pest control technicians provide a range of services including flea and tick treatments for bond release, spiders, ants, cockroaches and silver fish programs for home owners. The pesticides we use in household areas are safe for your family and your pets and we guarantee our treatments.

### **14. I'm leaving my rental property but have some holes in the walls I need fixing. Can you help?**

Yes, we can organise a handyman to patch and repaint the walls for you, so you won't lose any of your bond money.