



# Customer Information Guide

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## We Appreciate Your Business!

Thank you for choosing **Above & Beyond Carpet Care** for your carpet and upholstery cleaning needs! We know that choosing a carpet cleaner can be a terrifying process—whom can you trust?

Just as you wouldn't choose a doctor that didn't have any credentials, why would you choose an un-trained, un-certified cleaner for your home—your most valuable possession?

**Above & Beyond Carpet Care** understands your concerns and wants you to be absolutely delighted with our services. That's why every job comes with our:

**Risk-Free Guarantee**

***We will clean and restore your carpets and furnishings to their nearest obtainable level of original color and condition. If we fail to reach your predetermined expectation of the cleaning upon completion of the service, you're not obligated to pay us!***

We stand behind every job 100% because we believe in our service and our technician's ability. So relax, we will take the utmost care of your furnishings when we are a guest in your home. Again, thank you for choosing **Above & Beyond Carpet Care**.

- Above & Beyond Carpet Care Facts:**
- Serving San Diego for 18 years
  - Family Owned & Operated
  - Satisfaction Guarantee
  - IICRC Certified Master Cleaner
  - CFI ,WCA Member
  - BBB A+ Rating

## How To Reach US

**Above & Beyond Carpet Care**  
 3617 Bancroft Drive, Suite A.  
 Spring Valley, CA 91977  
 Visit Us On The Web:

**Phone: (619) 462-1990**  
**Fax: (619) 667-3522**  
**Email: [info@carpetsupport.com](mailto:info@carpetsupport.com)**  
**[www.carpetsupport.com](http://www.carpetsupport.com)**

## 7 Benefits to YOU for Choosing Above & Beyond

1. Beautiful, clean, healthy carpets for you and your family.
2. The delightful feeling of being able to invite your friends and family into your home at any time—and not have to worry about any unsightly spots or stains.
3. No more lingering odor when *Fido* and/or *Tabby* have an “accident”. (Ask us about our pet treatments and sanitizers.)
4. Peace of mind from knowing there are no longer any nasty contaminants lurking in your carpet—such as pollen, mold, dust mites and their excrement, food spills, and a bunch of other yucky stuff that we prefer not to mention in good company.
5. Courteous, helpful technicians that really care about your home and furnishings.
6. We are family owned and operated to assure personalized service; not a big, impersonal company that sends a different guy every time. Once we know you and your preferences, you can be assured of consistent excellence at every visit.
7. Above & Beyond Carpet Care prescribes to the IICRC S005 Carpet Cleaning Standard. This assures you of a competent, professional cleaner in your home.

Above & Beyond Carpet Care gives you the peace of mind from knowing there are no longer any nasty contaminants lurking in your carpet.

## Help Us Prepare Before We Arrive

**Preparing your home and carpet for cleaning is vital to ensure a timely and comfortable cleaning experience.**

Please assist us in doing the best possible service by:

- Removing all breakable items from furniture that will have to temporarily be moved from its regular location to clean the carpet underneath. Insurance regulations do not allow our technicians to move furniture with breakables present, or any electrical devices.
- Removing any small pieces of furniture such as dining chairs, small tables, plants, magazine racks, firewood holders, etc., from the carpet to be cleaned in order to shorten processing time and return the carpet to normal use as soon as possible.
- If you wish us to clean inside closets and under beds, please remove any shoes or stored items, so that we can thoroughly clean these areas.
- Please identify what kinds of spots are on your carpet so that the technician may choose the most effective cleaning solutions.



# 7 Steps We Do To Attain Beautiful Carpets for YOU

1. **Pre-vacuuming** - Thorough vacuuming with a powerful commercial vacuum to remove all dry soil-including edges, corners and under the bed, window sills, and sliding glass door tracks.
2. **Furniture Moving** - We exercise the utmost care in moving your furniture items in order to clean the carpet underneath. Or, if you prefer, we can clean around larger items. Upon careful repositioning, we will place moisture resistant blocks or heavy-duty specially made plastic “chips” to protect against discoloration of carpet from furniture legs.
3. **Preconditioning** - Application of specially formulated surfactants to increase soil suspension and minimize moisture retention will be applied to heavily soiled areas.
4. **Spotting** - In addition to pre-spray, special cleaning agents will be applied where necessary to remove any persistent spots and/or spills. If you know what a particular spot might be, please let our technician know, so that we will know the appropriate spotter to use to remove the spot. Some very specialized spotters may incur an additional charge. (Our technician will advise you before we begin any work to remove the spot).
5. **Thorough Cleaning** - All areas are cleaned using the finest equipment and cleaning agents for removal of maximum soil, as well as care of fibers. All areas are rinsed for maximum soil and residue removal. We also use soft water to thoroughly rinse and leave carpets soft and fluffy.
6. **Minimized Dry Time** - We will ensure that the carpet is dried and returned to normal use within a reasonable amount of time with proper air flow and/or ventilation. Dry time will vary with the degree of soiling, humidity and temperature.
7. **Protectant** - If you and the technician decide that a commercial protectant should be applied, it will be done at this time. When treated, your carpet and upholstery will repel spills, stains and soil by forming a durable barrier around each fiber. This also prevents dirt, dust and grime from becoming “ground-in”.



## During Cleaning: “Make It Look Like New!”

By choosing **Above & Beyond Carpet Care**, you have chosen to clean and restore your carpets and furnishings to their nearest obtainable level of original color and condition. If we fail to reach your predetermined expectation of the cleaning upon completion of the service, you're not obligated to pay us!

If we fail to reach your predetermined expectation of the cleaning, you're not obligated to pay us!

Please note that our ability to “make it look like new” is limited by the carpet age and cleaning frequency, as well as some of the following conditions commonly encountered during all cleaning services:

**Spots and Stains:** The nature of some spots and stains makes it impossible to restore original color or texture. At times, a stain will appear to be more visible after general cleaning. Your technician can explain this in further detail.

**Air Filtration Lines:** These dark lines along outer edges and at doorways are a combination of excess soil and discoloration normally penetrating to the backing due to interior airborne particles. While we do carry spotters just for this problem, this condition cannot always be cleaned completely. In some cases, it may take 2-3 cleanings to fully restore the carpet to its original condition.

**Pet Urine Odor:** Normal cleaning may not prevent urine odors from recurring. Deodorizing will only neutralize existing odors. Permanent removal can only occur by the elimination of the bacterial source. (A special treatment can be provided at additional cost. Please consult our technician).

## After We Leave: What To Do During Dry-Time

After we have cleaned your carpets, you'll want to:

- Protect your family from slipping
- Protect the damp carpet while it's drying
- Minimize the drying time



To accomplish these vital steps, please minimize foot traffic on the carpet. If needed, we can supply you with plastic shoe covers. Remember, walking from damp carpet onto a smooth hard surface can be very slippery!

The dry-time for your carpet depends upon many things within your indoor environment. These include: humidity, air movement and degree of soiling that was in your carpet. Please refrain from subjecting your carpet to extreme traffic or usage until the carpet is completely dry.

We have placed plastic “chips” and/or foam blocks underneath the legs of your furniture to protect your carpet. Please do not remove these until your carpet is completely dry, usually from 6 to 12 hours, depending upon cross-ventilation in your home.

Please be especially careful of any metal-legged items, or wooden-legged items, as these can discolor your carpet if placed too soon onto damp carpet. Also, do not replace any large pieces of furniture that does not have any “breathing” space on damp carpet for at least 48 hours after cleaning. Again, your technician will advise you of any potential problems you may encounter.

Children and pets should be kept off the freshly cleaned carpet to prevent re-soiling. We will provide you with plastic shoe covers free of charge—just tell the technician how many pairs you need and we'll be happy to provide them.

## Maintaining Your Carpet

Keep your carpet under warranty by scheduling a carpet cleaning by an IICRC certified cleaner at least every 1-2 years.

After your carpets have been steam cleaned we also recommend that you service your vacuum cleaner at this time. You should also consider cleaning or replacing your central heater filter. To keep your carpets looking beautiful longer, keep a clean white towel handy in high-traffic areas, especially those areas where food and beverages are commonly consumed (Colored towels may transfer dyes onto carpet when used to blot up spills).

If you have a spill, blot up spill immediately with towel. We recommend stepping on dry towels to apply the correct pressure in order to completely transfer the stain out of the carpet. Continue to blot up the spill until it feels dry to the back of your hand. If needed, use a small amount of Avenge or Procyon Spot & Stain Remover on the spot, following labeling directions carefully. **DO NOT** use bleach, laundry detergent, or window cleaner on your carpet! If you have wool carpet, use only a “Wool Approved” product such as Avenge Spot & Stain Remover. **WARNING:** Certain off-the-shelf carpet spot removers are known to set stains in carpet. Please ask our technician for further details regarding the use of those products. Or if you wish, you may check out our web site at [www.carpetssupport.com](http://www.carpetssupport.com), and click on “spot and stain removal” where you will find many helpful hints, tips and even “recipes” for homemade cleaning products.



## Thank You For Choosing Above & Beyond Carpet Care