

This consumer guide is to *'right the worries'*, *'solve the problems'* and to *'get the facts straight'*!

Booking Information



Do you offer a guarantee?

We do offer a guarantee with our services if they solve the initial problem. If you are not completely satisfied, we will return at no charge to satisfy you. If you are still unsatisfied, we will honour our money back guarantee; most cleaning problems aren't solved with just cleaning, for example odour issues need to be addressed differently than just cleaning, we need to remove the bacteria in the carpet or area of cleaning.

Example; heavy soiling and a smell in your carpet

Solution; Our premium care package for the carpet cleaning is going to solve heavy soiling and drying problems that you've occurred in the past and our clean carpet sanitiser treatment is going to solve the bacteria odour problem that you can smell.

The only reason we can make such an offer is that we believe in our service. Our equipment is unique, and our processes are unsurpassable. Additionally, we select only the type of personnel you would invite into your home or business, and train them to be experts in their field. So, relax; we gladly accept responsibility for your furnishings when we are your guest. Our priority is to serve you well, ALWAYS!

How far in advance do I need to book?

We will do our best to fit you in on the day and at the time that is your preference where possible. To avoid disappointment, we recommend booking a week in advance; however, we can usually make room for late bookings should this be required, for Summer time and Christmas period we suggest you book in a month in advance to avoid any inconveniences as we do get extremely busy this time of year.

Are you able to pick up keys?

We can collect keys from your real estate agency to offer better customer service and conveniences for you.

Do I need to be present for the appointment?

It is not a requirement that you be present for the appointment provided we can get access to the property and the account has been paid. Many clients feel perfectly comfortable leaving cleaning professionals unattended while they work or run errands. Some clients leave the door open for us; others leave a key in their secret spot or have a friend, neighbour or relative give entry to the cleaners. McArdles will do what we can to make the process as easy as possible.

What are your payment options?

We accept credit card (Visa and MasterCard), cash, and direct debit payments on the day with a receipt provided.



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Will, I be charged a cancellation fee if I cancel my booking?

We will not charge a cancellation fee if we have sufficient notice, generally the day before. We will charge a cancellation fee if you cancel when our technician is on route to your premises or if you cancel on our arrival. Our cancellation fee in this instance is \$40.

Are there any hidden costs?

When our technicians arrives at your premises before any job is undertaken we perform a *full written cleaning audit* on the premises, in this audit we discuss what is the solutions to your problem areas in your carpet, again just cleaning may not just fix the problem. The cleaning audit we give you is based on the information given and taken from the technicians in your premises. This can be discussed and worked out with on the day of the cleaning. All our costs are outlined on our website in full detail and on the cleaning audit. Essentially there are no hidden costs; however, we stress that you give us all relevant information to ensure the correct quote.

What is your complaints policy?

Should you have any issues with the quality of the cleaning service, please advise us within a week and we are happy to rectify any problems as per our terms and conditions.

Are you insured?

McArdles Corporation Pty Ltd is fully insured; our *certificate of currency* is linked at the bottom of the page.

Do you move furniture?

We work for you! we can move beds with casters, bedside tables, dressing tables, coffee tables, lounges suites, and more. All we ask is if you can move the small things from the areas e.g. shoes, toys, personal items and breakables. If you are vacating a property you should arrange to have the carpet cleaned after all the furniture has been removed.

If you are a furnished the property, we understand that it is not always practical or possible to remove all the furniture, but we can do this for you:

- We can tuck your curtains away from the carpet.
- We can tuck your bedding away from the carpet.
- If beds are on rollers, we will push them back and forward; if not we will go as far underneath them as possible
- We will clean around heavy items such as TV cabinets
- We are happy to shift one or two things here and there to help, particularly if the customer is unable to do it themselves. Please remember our technician manly work on there own and they will have to refuse to move anything that could cause him injury, or any request that is deemed unreasonable. If large amounts of furniture need to be moved, this will need to be prearranged and there will be a charge accordingly.

Do you charge for parking?

We will require to be able to park to complete every job. We have not included the cost of parking into our prices so if there is a hefty parking fee because no parking onsite is available this cost will be passed onto you as the client should you wish to use our cleaning services.

Will this satisfy my real estate requirements?

Yes, we will provide you with an excellent cleaning report that outlines what we cleaned and everything that is discussed in the cleaning audit to provide to your real estate agent and in fact, we are the preferred carpet, tile and upholstery cleaners for many real estate agencies across Orange, Bathurst and the Central West NSW.

Our Pricing

We don't use a one-size-fits-all plan for pricing.

Many carpet cleaners will tell you that you have to pay a specific amount of money for a certain service. However, these places will not tell you anything about many points associated with the work. You won't hear anything about and **guarantees** a company makes, the **equipment** they use, their **qualifications** or anything about the service in general.

Quoting

We like to ensure our quotes are accurate which is difficult over the phone. We don't do this because we don't know anything about what items may be in the way or what specific items are off-limits for some reason. We charge by the square metre and in some cases we can't charge by the full room because not all spots can be cleaned. For instance, you can't just easily move a water-bed.

Another point about quoting is that prices for upholstery cleaning can vary based on the fabric, how dirty it is and what the seating capacity might be. It's best for you if we review your furniture in person to get a better idea of what the pricing is.

In addition, most cleaners will charge the same total amount of money per hour. For instance, if someone charges you \$60 for three bedrooms and a lounge room for half an hour, that person will charge you \$360 for the same place and take three hours.

If you consult us at *McArdles Cleaning & Restoration Services* you can be confident that we'll charge you for what you need and when you need it. Our guarantee, our equipment and qualifications are better than what you might expect to find elsewhere.

Carpet Cleaning



What to Expect from our Carpet Cleaning Technicians

McArdles has long been the market leader in carpet cleaning, tile and grout cleaning and sealing, vinyl strip and seal, upholstery cleaning and carpet, fabric protection, and water damage restoration in Australia. Our staff members are proud to display their extensive credentials and continuing education with Australian Cleaning and Restoration Academy (ACRA) on a weekly basis, regarding all textiles and cleaning. We are prepared to give cleaning care advice backed by our team's expert knowledge. McArdles enjoy raising the bar on industry standards and exceeding all our customer expectations.

Our Carpet Cleaning Technicians are individuals who are knowledgeable and certified through educational organisations such as ACRA, IICRC and RIA and who demonstrate an understanding of the following elements:



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- All methods of carpet cleaning and the proper conditions and situations in which to use them.
- How chemicals affect textiles, dyes, spots, indoor air quality, carpet warranties, and individuals.
- Identification of fibre types and basic construction of carpet, rugs and upholstery.
- The industry guidelines and proper cleaning procedures for the diverse types of fibres.
- Strong customer relations.
- Impeccable moral and ethical standards.

Our On-Location Carpet Cleaning Technicians utilise the industry's finest equipment and cleaning processes, At McArdles we have invested in over \$60,000 in our equipment in each one of our carpet cleaning vans, which enables us to care more about the outcome of our work and provide the best possible service to you, our customer. We offer the following:

- Free written estimates.
- A description of carpet problems with a knowledgeable explanation of these problems and workable solutions.
- A fresh, clean carpet with little to no residue left in your carpets, keeping them cleaner for longer!
- Special attention to spots and heavy traffic areas.
- Moving of furniture (if desired) with the care it deserves. Please note: If furniture moving is excessive or unusual, there may be an extra labour charge applied.
- All furniture is put back into place with pads or Styrofoam blocks to ensure against furniture stain migration into the carpet.
- All Technicians must pass and maintain certification requirements of certification as well as our rigorous training and procedures put in place by our director to maintain knowledge and understanding of cleaning.
- Our trucks are equipped with environmentally safe cleaning solutions to handle a variety of situations and needs.
- A healthier indoor environment for your family and pets.
- We also offer a variety stain protectors to ensure future protection against accidental spills.
- We stand behind all the services we offer, and that's why we have our 100% satisfaction guarantee. Any concerns or dissatisfaction expressed regarding the cleaning should be called into our office as soon as possible. We will be happy to inspect and assess the problems and concerns immediately.



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What Process do you use to clean carpet?

Most of the carpet cleaning we do is the "rotary hot water extraction" method, also known as "rotary steam cleaning." Our rotary hot water extraction method removes the toughest, deepest dirt safely and gently. Hot, soft water and a specially formulated cleaning solution are injected deep within the carpet fibres. Then, a powerful suction extracts deep-down dirt, allergens, cleaning solution and 95% of the moisture. It's the cleaning method most recommended by carpet manufacturers. At McArdles we have invested in over \$60,000 in our equipment in each one of our carpet cleaning vans, which enables us to care more about the outcome of our work and provide the best possible service to you, our customer

This process is used by over 90% of all carpet cleaning companies across the country and recommended by most major carpet manufacturers. There is a reason for this; it's the best! However, McArdles technicians are certified in all methods of cleaning and we clean according to the manufacturer recommendations and industry standards.

Do I need to vacuum before you arrive?

McArdles offers various carpet cleaning packages in which vacuuming is included; such as our premium care package, this service is the most thorough cleaning service available on the market within Australia, and not a lot of carpet cleaner or cleaners use this method, we can show you just how well our vacuums can remove dry soils from your carpet; ask about our *demo bowl*.

Vacuuming is not included in the 'move out carpet cleaning service'. For this service, it is a requirement that you vacuum beforehand or have our technicians pre-vacuum at an additional cost. We use high powered commercial vacuum cleaners that are the best on the market, please ask for a demonstration with our *demo bowl*.

How long will it take to clean my carpets?

It goes without saying that a great cleaning company will do whatever it takes to get the job done right. Cleaning times depend on the ease of set-up, stains, soil levels, furniture moving and more. This time can vary greatly depending on the amount of furniture to be moved, how soiled the carpet is, and any necessary spot removal treatments. For our premium care service, there is a lot more steps, so this will take a longer time to clean, time information below;

Premium Care Package; 20 m² to 25 m² = 1 hour of cleaning

Standard Service: 35 m² to 40 m² = 1 hour of cleaning

Move Out Service: 50 m² to 60 m² = 1 hour of cleaning

How long will it take for my carpet to dry?

Dry time is affected by type and thickness of the carpet, water retention qualities of the carpet fibre, humidity, temperature and air flow to the area. With our premium care package a drying process is included, you can see the difference in packages on this page; [Residential Carpet Cleaning](#). Generally our drying time with our premium service is between 2 and 6 hours.

Many of our customers are worried about the winter season so they don't want to get their carpets cleaned, our winter in the Orange and Bathurst area it can get very cold, as we all know. That's why we have developed the premium care cleaning process that includes drying steps and procedure for our technicians to follow. We *guarantee* that if you get your carpets cleaned in the winter time that they are walk-on dry within 6 hours.

Alternatively; Using fans, opening windows in any rooms cleaned and turning your air conditioning or heating system on, depending on the time of year, can help accelerate drying time. You may walk on your carpet immediately after cleaning, but avoid wearing street shoes, as they may re-soil your



carpet. We suggest wearing clean rubber soled shoes or by putting a plastic bag around your shoes until the carpet is dry. Be especially careful when walking from damp, carpeted areas on to non-carpeted areas to avoid slipping.

How to Choose a Reputable Carpet Cleaning Firm

Not all carpet cleaning companies are alike. In fact, the difference in the quality of service from one cleaning service to another can be astounding. With so many claims and diversity of equipment and technology available, how do you go about choosing the right carpet cleaning company?

It can be difficult because there are usually many choices available. The following are a few guidelines to follow that can help you make the correct option:

Be careful when selecting a carpet cleaner to attend your landlord's properties. In the carpet cleaning, there is so much variation of what you get for your money; it's important to know what to look for.

Please find some things that are important:

- **Make sure you are choosing a Trained Professional –**
Carpet cleaning is an ever-changing field. Skilled professional carpet cleaners are aware of such changes and continuously improve the services they offer. Make sure the carpet cleaner you choose is professionally schooled and trained and ask whether that schooling is updated on a regular basis. The finest equipment alone does not guarantee results. Be sure the carpet cleaner has at minimum a basic certification level to ensure they know what chemicals to use on what carpets, how much water to use, how to treat stains etc. McArdles technicians are all IICRC qualified and are educated weekly with continuing education with the Australian Cleaning and Restoration Academy.
- **Equipment – Can the equipment do the job?** McArdles has invested heavily in equipment; we have top of the line high powered portable and truck mounted carpet cleaning machines. Along with this, we have rotary scrubbers, rotary jet cleaning wands, we have taken carpet cleaning to the next level!
- **How the cleaner will clean the carpets –** The cleaning procedure is critical, will the carpets be vacuumed for the price, will the carpets be agitated, does the carpet cleaner know about bacteria, urine treatments, and stains? McArdles offers a full-service solution to cater for every possible scenario within the industry, and we have the equipment to do it.
- **Service Guarantee –** If you're not happy with the job, what will happen? In today's world, a service guarantee is so important to ensure the quality of work. McArdles has a reputation to uphold, and we stand by our quality and service levels so that should there be any issues we would be more than happy to return at no additional charge to fix such problems.
- **Customer Reviews & Recommendations. –** Ask the carpet cleaning company for names of previous customers. Gauge how reluctant or eager they are at granting your request. Call the references and find out about their cleaning experience. Ask about the cleaner's appearance, the manner of presentation, the condition of their equipment, ability to answer questions, etc. Find out if the overall cleaning experience was pleasant and would they go back to the same



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firm. Don't forget to go online to review sites such as Google, and Facebook for more information.

At McArdles, we stand behind the quality of all areas of our services. We want you to feel comfortable enough to call us again when your carpets need cleaning.

Why Choose McArdles?

We at McArdles believe we fulfil all the requirements of a reputable, dependable, professional cleaning firm.

- Our technicians are schooled and trained in every facet of cleaning weekly and they attend schools to update their learning on a regular basis.
- We have completed our Wool Safe Certification.
- All our cleaning equipment is continuously maintained and updated according to the latest developments in the field.
- We can provide you with a list of satisfied customers in your area upon request and would be happy to do so.
- We appreciate any opportunity to visit with you and look forward to serving you.

Like all textile materials, the beauty and life of a carpet depend largely on the care it is given. Proper maintenance can add years of attractive life. Specific maintenance procedures for carpet are determined by the characteristics of where the carpet is installed. In general, though, proper maintenance involves regular vacuuming and periodic cleanings by professional methods. While vacuuming maintains the surface appearance of a carpet and keeps the level of soil in the pile at an acceptably low level, it can only remove particulate soil and surface dirt. Therefore, other methods of cleaning are periodically required to improve the appearance of the carpet.

The 'hot water extraction' or 'steam cleaning' method of carpet cleaning is usually better than other methods for removing oils, grease, and other forms of matter that cause soiling on the carpet. It is best used by professional cleaners with trained personnel and equipment that is up-to-date and specifically designed for the safety of your indoor environment.

Our technicians come to your home or business fully equipped to perform whatever method of carpet cleaning (hot water extraction/steam cleaning, dry cleaning, etc.) is best for your situation. You can be assured they will provide you with the best possible service, backed by years of training and experience.

We stand behind the work we do. Our intention is to give you an experience you will be happy to repeat the next time your carpets need cleaning.

Why Not Do-It-Yourself Carpet Cleaning?

Like most decisions, the choice between having a carpet cleaned professionally and doing it yourself is frequently based on financial considerations. Electing to use a rental unit rather than a professional cleaner may end up being 'pennywise and dollar foolish'. More times often than not the cost of hiring your carpet cleaning equipment is not worth the savings.

Before deciding to 'do-it-yourself', several points should be considered:



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- Carpet cleaning is an intricate process. Carpet cleaning by 'do-it-yourself' methods may not enhance the appearance to the desired level. Consumers, in most cases, have had little or no previous experience operating the machines.
- There is a good possibility of misuse and/or overuse. Machines that can be rented for 'do-it-yourself' cleaning, such as shampooing and/or hot water extraction or 'steam' cleaning, can leave some residue on the carpet. If the carpet is shampooed many times, the residue can accumulate, leading to various problems, such as severe foaming on later cleanings, stickiness, an increased attraction to soil, etc.
- Successful cleaning by rental machines is largely dependent on the experience of the operator. Improper use can leave the carpet overly wet, causing possible backing delamination, odour from development of mould/mildew fungi, cellulose browning, colour run, shrinkage, and other related problems. This can happen, especially in areas of repeated high-volume use, or 'traffic areas.' One or two passes of the cleaning wand may not be sufficient to enhance the appearance of such areas. Attempts to clean them repeatedly can cause over wetting and its attendant problems.
- 'Do-it-yourself' cleaning by the dry-absorbent compound method will not cause such problems as over wetting, colour run, shrinkage, etc. But it, too, can mean some headaches. If the final vacuuming operation is not thorough, some of the powder will be left in the carpet pile. With repeated cleanings, enough cleaning compound can accumulate to cause some discoloration by its own presence.

The obvious conclusion is that carpet cleaning by 'do-it-yourself' methods is not a substitute for professional cleaning. It can, at best, merely postpone the need or reduce the frequency of professional cleanings. Rental units lack adequate power and consumers usually lack the expertise to succeed in properly maintaining carpet and prolonging its attractive life.

Why do prices vary with other carpet cleaners?

When comparing prices, we are the best value for money carpet cleaners within the carpet cleaning industry. Please bear in mind that we are professionally trained/certified, are fully insured with over 20 years of experience in the industry, have the best professional truck mounted equipment and accessories available and offer a 100% satisfaction guarantee.

Our price also includes full analysis/treatment of all spots/stains, free sanitising and deodorising, we don't rush our work, and we use furniture protectors and corner guards to look after your home and furnishings when using our cleaning equipment. There are also no hidden fees or additional charges. There is a reason we are an industry leader, and that's because we do things properly.

Spots, Stains and Furniture Indents



Will All the Carpet Stains Come Out?

Trained cleaning technicians will treat all stubborn stains and tough spots with solutions prior to cleaning to eliminate as many stains and spots as possible. A company usually cannot guarantee that all stains and spots can be removed, but they will use professional formulas and apply experience to get out what general cleaning cannot. If stains or spots are determined to be permanent, the cleaning technicians should let you know about other viable options with you before completing the job. This service is called our stain removal service.

What are those ugly black lines around the edges and under doorways?

If you have light coloured carpet, you may have experienced these dark lines that appear on the carpet. This soiling is called **filtration soiling** because it comes from air passing through the carpet as it is attempting to get through the crack between the carpet and the baseboard or under a closed door. As the air passes through the edge of the carpet pile, this microscopic soiling is deposited there (hence the term filtration soiling). This occurs over a significant period and is hard to notice until a build-up has occurred.

This type of soiling is difficult to remove because the soil particles are so fine that they penetrate deep into the carpet pile, sometimes into the backing of the carpet. Can it be removed? yes but may be required to use additional chemicals with additional charge, with specialised products, time and effort, reasonable results can sometimes be achieved. To help prevent filtration soiling, vacuum and wipe the edges of the carpeting on a regular basis.

What Causes Forgotten Spills to be Visible After Professional Cleaning?

Sometimes stains that have been hidden by soil are revealed after cleaning. These stains, which did not immediately cause discoloration, are often from a spilt liquid containing colourless sugar that remained on the fibres.

After prolonged exposure to the air, these stains changed to insoluble brown stains. The stains may look like brownish discolorations, but often they remain unnoticed because of the accumulated soil covering them. Some food and drink stains may inevitably turn even darker from the necessary drying action after a thorough cleaning.

Other kinds of stains can be caused by water soaking through and dissolving materials that cause browning or dissolving fugitive dyes from the back of the carpet, rug or upholstery. Because the fibres act as wicks, moisture will rise to the surface to evaporate, and discoloration will be left.

Consumers who try to remove stains by using the wrong cleaning compounds and procedures may only make the stained areas more noticeable. To lessen the possibility of stain damage, immediate action should be taken, if possible. We recommend trying to absorb any spillage as soon as possible by use of paper towel or white fabric cloth (to avoid colour transfer)

Our professional Technicians use speciality cleaning and spot removal treatments to improve the appearance of forgotten drink spills — cola, coffee, tea, alcoholic beverages, soda and others.



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When we clean your carpet, rug or upholstery, we have given you the best cleaning possible, done by skilled professional technicians using scientific method standards specifically recommended by the leaders in the carpet, rug and upholstery cleaning industry. But even with the best treatments, some coloured residue or caramelised sugar stain, resulting from the prior spillage, may remain.

Why Do Some Spots Reappear After Professional Carpet Cleaning? (Wicking)

Have you recently had your carpets cleaned, only to find a mysterious spot appear where it may not have been noticeable before? Or was the Technician successful in removing certain spots when the carpet was just cleaned and still damp, only to have some spots reappear after the carpet had thoroughly dried?

The above are common situations that can occur during carpet cleaning known as reappearing spots or wicking. This is caused by staining matter from a prior spillage which has dried down at the base of the carpet pile. Although the surface staining may have been partially or fully removed from the tips of the carpet pile fibres, some of the discoloured matter remained behind, unseen and hidden down in the pile.

During our cleaning audit at the start of the cleaning process the technician will advise you if the type of carpets needs to be dried before we clean so the premium care package may be the best option to prevent wicking from occurring. A thorough wet carpet cleaning, the hidden spot normally becomes moistened or wetted. Once wet, the stain becomes mobile and wicks up to the top surface of the pile as the carpet dries.

Since wall-to-wall carpet dries from the bottom up (wicks up), this leaves the top part of the pile as the last to dry completely. And this is how the mysterious spotting matter now wicks or finds its way up to the carpet surface.

If the area is small, you can easily remove the spot by lightly moistening it (with a spray bottle of water) and then blotting with absorbent white towelling.

If spots have wicked up after McArdles has provided our carpet cleaning service in our home or business, please call our office as soon as possible after your cleaning appointment. We will be more than happy to come back to work on removing the reappearing spot or spots.

Why Do I Still have Stains on My Carpet/Upholstery After It Has Been Professionally Cleaned?

A spot that cannot be removed is what we call a STAIN. Stains are permanent. The staining material has been absorbed by the fibres of the carpet or upholstery and just like a dye, may permanently discolour or recolour the fibres in the stained area.

It is also possible that the prior spillage or stain produced a damaging chemical change to the fibre and its original dyed colour. Such colour changes are usually permanent and cannot be reversed or returned to their original colour.

Some Common Cause of Permanent Stains on Textile Furnishings:

#Pet Urine. Urine in carpets pollutes the air quality in the home environment because of the bacterial action taking place beneath the carpeting. It is usually more cost effective to replace wall-to-wall carpeting and the padding beneath than to attempt urine decontamination. Typically, the broadloom carpets that use latex in the construction cannot successfully be urine decontaminated since it becomes trapped in the glue. Urine stains can lead to permanent discoloration. This discoloration may be visible before carpet cleaning or it may become evident during or after the cleaning process.

Diverse types of fibre react to urine differently. Some cause a visible stain almost immediately, others do not show stains. Urine odour, of course, will be evident on all fibres and cannot be removed by any cleaning method alone. We do offer a guaranteed urine odour removal procedure for certain types of

area rugs. Our Technicians are qualified to give you sound advice on how best to proceed when faced with urine odour and/or stains on your carpet. For more in-depth information, please see Urine Odour Treatments.

- All methods of carpet cleaning and the proper conditions and situations in which to use them.
- Drink Spills. Spills of coffee, tea, cola, and other drinks can also cause permanent stains, especially on wool, some nylons, cotton and silk. Even 'stain resistant' nylon carpets can be permanently stained by HOT coffee, HOT tea, other conventional foods, bleach, household chemicals or medicines
- Over-The-Counter Acne Creams and Medications. These may cause lightening or colour changes on textile furnishings. However, these changes may only appear during or after the carpet cleaning. The chemical culprit and primary cause of these discolorations is Benzoyl Peroxide. It is a bleach and a powerful colour remover, but often does not become fully activated until the moisture in textile (usually carpet) is increased, such as during carpet cleaning or humid weather.
- Miscellaneous Household Chemical Compounds. There are numerous other household chemicals that may produce stains, such as some pesticides, ammonia, strong cleaners, chlorine bleach or peroxides, chlorine from pool or spa water, furniture scratch remover, shoe dye, chemical preservatives, cosmetics, and many more.

Can you remove Iron Burns?

An Iron burn is not a stain; this is where the heat from the iron has melted the carpet fibres, it's damaged the carpet and no matter how much cleaning we do this iron burn cannot be removed from the carpet. A frequent practice to hide an iron burn in the carpet is using carpet patching. The process involves removing the iron burn with a Carpet Layers knife and patching in a similar piece of carpet into the hole.

Maintenance



How Should I Maintain My Carpets After Professional Cleaning?

Regular vacuuming is one of the best maintenance activities you can do on your own. Most vacuuming, however, is done too quickly and even the best household vacuums can't be as effective when you move too fast. A vacuum with a powerhead is the best to be using with your carpet. Give your vacuum time to lift the carpet pile, agitate it and remove the soils. Most soils are dry and can be eliminated properly if vacuumed promptly and properly. Spills should be treated as soon as possible to avoid staining. Before leaving your home, your carpet cleaning technicians should recommend the time for your next professional cleaning. Following their suggestion as well as your carpet manufacturer's requirement should help keep your carpets looking fresh for years.



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Types of Soils and How to Lessen Their Impact on Your Carpeting:

Gritty Soils.

The majority of dry particulate matter (gritty, unattached soil) distributed throughout your home comes from the outdoors and accumulates in the entry areas. This type of matter constitutes about 80% of the soil in a carpet. These soils are detrimental to the aesthetics of your carpet and the indoor air quality of your home and will eventually lead to the abrasion of the carpet fibres. Abrasion happens when these soils scratch and produce pits on fibres, dulling them and making them appear to be more soiled than they are. Grit also produces a cutting action that removes fibres and shortens the life of the carpet. Daily vacuuming of traffic areas and overall vacuuming at least once a week can successfully remove these types of gritty soils between cleanings. Entry mats at all entrance areas in residential and/or commercial settings can also significantly reduce soils between cleanings. These mats should be vacuumed and serviced frequently. This will enable them to remove soils as they are walked on opposed to getting stuck between your carpets.

Oils and Greases.

Oils and greases are the matter that gives carpet its dirty look. They are composed of sticky oils and greases containing tiny pieces of soil materials. The longer oily soils remain on the fibre, the more difficult they are to remove. Thorough professional cleaning can remove most of these types of soils. Some oily soils change chemically and produce a yellowish film on the fibre that is impossible to remove. Other oils dissolve into some synthetic fibres, becoming part of the fibres themselves. These cannot be removed without damage to the fibre. The use and maintenance of entry mats will also help to lessen the impact of oily soils on your carpet.

Accidental Spills or Spots.

These should be treated as soon as they occur to prevent any permanent staining. Most carpet being produced today is milled with stain-resist or stain-repellent qualities. While these stain-resist qualities are extremely effective, no carpet is stain proof. The longer a substance stands on a carpet, the higher the risk of it permeating the fibre. To reduce your risk of staining, address each spot immediately, if possible.

How Often Should I Have My Carpets Professionally Cleaned?

As explained above, vacuuming alone, although essential, cannot maintain the appearance of a carpet at an acceptable level for long. Depending on several factors, the appearance of any carpet will ultimately reach an unacceptable level. At that stage, cleaning is necessary by a professional. The frequency of such cleaning will depend on a carpet's use conditions, soil conditions, fibre type, construction specifications, colour, etc. It is best to schedule a professional cleaning when traffic areas begin to show soiling. For some, this could mean once every six months, for others once a year or longer.

In general, a residential carpet requires cleaning within 1 to 1 1/2 years (especially in the traffic areas) and certainly before two years of use (and possible abuse).

We send out reminders to our customers when it has been at least one year since their last cleaning. We offer various discounts throughout to year to returning customers as well as to our Facebook fans.

Are Cleaning & Carpet Maintenance Programs Available?

For some of our customers with high traffic or unusual soiling problems in their commercial or residential environment, a planned cleaning & carpet cleaning maintenance program is available and may be appropriate.

Commercial Carpet & Cleaning Maintenance Programs. Let McArdles business service protect your facility from premature carpet replacement. Our Cleaning & Carpet Cleaning Maintenance Program can be customised to meet your specific needs. Our planned, pre-scheduled appointments will keep your carpets looking clean while contributing to your company's positive image. Regular professional carpet cleaning & cleaning can improve your indoor air quality as well as help prolong the life of the



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carpet. Our team will work with you to assess your individual needs and create a maintenance program that is both effective and timely. Please contact our office for more information. We offer detailed contracts which specify all carpeted areas to be maintained by McArdles to assure a prominent level of appearance using equipment and supplies that adhere to industry standards. These include the utilisation of multiple carpet cleaning methods, all of which are non-toxic, environmentally friendly, pH balanced and residue free. All methods of carpet cleaning and scheduled visits will be thoroughly discussed before cleaning. McArdles will furnish Material Safety Data Sheets for all cleaning compounds used in the planned cleaning, along with explanations of each compound's relevance to the cleaning process. Various combinations of cleaning methods and chemicals can be used throughout the contract and will be specified. The responsibilities of both the business customer and McArdles will be completely outlined and thoroughly explained.

Residential Cleaning & Carpet Maintenance Programs.

Carpet Cleaning & Cleaning Maintenance programs are also available for our residential customers. Regularly scheduled maintenance can be performed to keep the carpets in your home at a prominent level of appearance always while providing you with savings that will be hard to resist! Please call our office for details (02) 6361 8447.