

How to choose a CARPET CLEANER

CONSUMER WARNING How to choose a CARPET CLEANER!

**As recommended by the
Australasian Carpet Cleaning Institute**

Have you ever had?

- Wet carpets that took days to dry?
- Carpets that go brown and patchy after cleaning?
- Carpets that get dirty quickly after cleaning?
- Sticky carpets?
- Smelly carpets?
- Bait and switch advertising, cheap advertised prices like 3 rooms for \$39 only to be pressured into paying hundreds of dollars more?
- Poor value for money?

Why does this happen?

The carpet cleaning industry is unregulated and until 1994 lacked any formal training with the result that the majority of operators have simply purchased equipment and called themselves carpet cleaners. They have never been formally trained on how to provide a quality clean. They are unskilled, unqualified and desperate for business. The results are ridiculous discount prices and hasty "in and out" cleans often resulting in long-term damage to your carpets. Your carpet is a major cost item in the household and needs to be correctly maintained to ensure you get value for money. That simply can't be done with cheap operators, the "splash and dash brigade" who only see you as an easy target.

Make no mistake carpet cleaning is a science that requires skills and expertise that can only be obtained with formal training.

All other trades undergo formal training with licensing. Carpet Cleaners should be no different.

How to avoid these problems!

Not all carpet cleaners are the same!

You need a certified technician. One who has been formally trained and qualified by examination. One who can identify the correct cleaning requirements and procedures that best suit your carpet.

You need a technician who will clean to Australian Standard as a minimum requirement. This standard is here to protect you by outlining guidelines for correct cleaning and maintenance procedures. A true professional can show you a copy of the standard for your perusal. You should ask any prospective carpet cleaner the following questions prior to allowing them into your home.

- Are you a formally qualified ACCI technician (**yes**).
You should ask to see a current photo ID card with their. certification number
- Do you clean to AS/NZ3733 -1995 (**yes**).
- Can you provide me with a pre-inspection and obligation free written quote? (**yes**).
- Do you offer a genuine guarantee? (**yes**).
- Note: A good indication of quality is presentation. Look for a well-presented uniform and sign-written van.

How often should I clean my carpets?

To protect your investment and your health, carpets need to be professionally cleaned each year right from the beginning. You wouldn't run your car for five years without regular servicing and expect it to perform like new. Your carpets are the same, you must service them regularly from day one for optimum performance. When cleaned and maintained correctly carpet life is significantly extended. So don't be afraid to have your carpets professionally cleaned regularly (at least every 12 months) even when they don't appear to be particularly dirty. It's the unseen soils, bacteria and allergens that cause the real damage both to your carpets and to your personal health.

How much should I pay?

Firstly a word of warning! Most untrained carpet cleaners charge by the room and we strongly recommend that you avoid this type of pricing. It is unfair, inaccurate and open to abuse. To avoid any problems we recommend that you only pay by the square metre. This way you only pay for exactly what you want cleaned. For example, a room may have fixtures such as a water bed, that leaves only half the actual floor space to be cleaned, on a room quote you would be only getting half the room cleaned yet paying for the full room.

There are generally two types of services that you can expect to pay for, however only one is recommended.

Basic Clean or Partial Clean.

The industry "standard" cleaning process involves only two cleanings stages. Firstly the detergent is sprayed onto the floor and then quickly rinsed with hot water. Although this is very quick and easy for the operator this type of "quick" clean is the reason why most people are disappointed with the results. This service usually costs around \$1-\$2/sm and will generally take 45 minutes to 1 hour for a 3 bedroom home. Unless this service is preceded with a thorough dry vacuuming with an upright dual motor vacuum cleaner it does not meet Australian Standards 3733-1995.

ACCI Multi Clean or Full Clean

This is the ultimate in cleaning services and involves multiple stages of cleaning (usually between five and seven) depending on the carpet type, age and condition. Because it involves three times the number of cleaning stages it also takes three times longer, usually two and a half to three hours for the same three bedroom home. Therefore the cost will reflect that and should be at least \$3-\$5/sm plus GST. Note: Extra services such as specialty spot and stain removal and Soil/Stain protection are available from a certified technician at an additional expense. Your needs and expectations will be discussed and quoted prior to commencement of any work.

Why Choose and ACCI Certified Technician?

Did you know that only 10% of all carpet cleaners have bothered to seek formal qualifications? It's no wonder consumers are confused about what to expect from their carpet cleaner.

An Australasian Carpet Cleaning Institute (ACCI) certified technician has undergone an extensive training program to provide you with the best possible service. ACCI technicians are not members of a group where the only requirement is to turn up to meetings and pay membership fees. Certified technicians with the ACCI must attend courses and pass examination prior to being issued with their membership. They are kept up to date with changes in the industry by ongoing educational programs and examinations.

ACCI technicians are used by major carpet manufacturers for warranty work and problem solving. You can be assured that they are trained to provide top quality workmanship.

Do carpet/upholstery protectors work?

Yes, but only when applied according to manufacturers instruction by a trained applicator. These products are an effective way to prolong soil and stain resistance and enhance carpet performance. For further information discuss your needs with your ACCI technician.

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