

# Port Crystal Cleaners

Commercial - Carpet & Tile - Flood Damage & Restoration

## Carpet Cleaning Information

### Carpet Cleaning Policy:

Our aim is to deliver a high-quality service at a reasonable rate to our valued clients and contractors. It is also most important to us that we safely and effectively clean the floor surface at minimal risk to our staff and to the end user. This includes using safer chemicals, neutralising and rinsing thoroughly and not using any chemicals that may cause damage the flooring.

To deliver such results, we use a 5-stage carpet cleaning routine on every job which is inclusive of:

- **Pre-Vacuum** – We use a commercial grade, specialty vacuum which is much more aggressive and thorough than a normal vacuum.
- **Basic Stain Treatment** – Most common stains such as oil, grease, general food spills, dirt etc will be removed during the cleaning process. Stains that can't be removed will be treated with a spot stain remover and if this isn't successful a further treatment may be required.
- **Deodorisation** – We use a 3-stage deodorisation process on every clean. This includes a fragranced shampoo which is sprayed on first, a final stage deodorisation which means that the water we rinse the carpet with has deodoriser mixed in. We also spray a small amount of deodoriser on the carpet after it has been cleaned before we leave.
- **Hot Water Extraction** – We use state of the art, Truck mounted carpet cleaning equipment. All this means is that our water is hotter, the carpet is left dryer and cleaner than using any other inferior methods (Portable machines, dry cleaning etc)
- **Conditioning Rinse** – This rinse which is mixed in with the water which rinses the carpet removes any detergent residue and conditions the carpet. This means that the carpet will stay cleaner for longer. It also means that there is no chemical residue left on the carpet which is ideal for people with sensitive skin or allergies.

Some of the common issues that may arise that are not inclusive unless stated are:

- Pet urine issues
- Coffee & furniture stains
- Dye, Ink or Artificial colouring stains

These can be specially treated by our trained technicians on request on a quote only basis.

### Capet Cleaning Guarantee

All our carpet cleaning services come with a 7-day guarantee. Should there be any issues with the cleaning, We will happily re-attend to the job at no extra cost to our client or the contractor. This is on the basis that what is being re-attended to was included in our original quote. We value the opinions of our clients and contractors and always aim to deliver the best possible results.

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## Flea Spraying Information

### **Flea Spraying Policy:**

Our focus when providing this service is to keep the health & safety of our staff, clients, contractors and even the next tenants to move in at the highest level achievable.

We use a combination of 2x pesticides when treating for fleas. The pesticides that we have chosen to use are the safest on the market for this specific application. This means that the residual left behind is much safer for human and pet contact than some of the other products on the market, which to us is most important.

When we conduct the pest treatment, we treat both the interior and exterior (when applicable). We treat the adult fleas, their larvae and their eggs. If the house is infested with fleas, the adults will be killed on contact. The eggs & larvae will not reach genetic maturity which means that they will not be able to re-produce. They will then come in contact with the residual pesticide and die. This process can take 1-2 weeks. If the house is infested with fleas these time frames should be taken into consideration. Vacuuming should be avoided until approx. 10-14 days after the treatment to ensure that pesticide contact with the targets is successful.

As a result of the above treatment, any spiders, cockroaches, ants or even bed bugs that come in contact with the treated areas will also be killed. Please note, although this has occurred, we haven't treated the property accordingly for these pests unless noted on the invoice/receipt.

### **Re-Entry Period**

Once the treatment has dried it is completely safe for both humans and animals to enter the house again. This generally takes 3-5 hours and we cannot stress enough that the house or property cannot be entered until this has occurred.

### **Health and Safety**

All our staff who have carried out the above procedure are licensed general pest controllers. We do so strictly following the NSW Pesticides act 1999. Should you require a copy of our SWMS (Safe work method statements) SDS (Safety Data Sheets) or a copy of the pesticide label, our operator will have these onsite or a copy can be emailed on request. On completion of the job a risk assessment will be emailed to the client in accordance with the above act.