

Omega Clean the Consumer's Guide to carpet cleaning.

Safe & Natural solutions

# Warning Read this carefully before you book a carpet cleaner!

In this guide Learn:

1. How to avoid 4 Carpet cleaning rip offs.
2. 6 Mistakes to avoid when choosing a carpet cleaner.
3. Which method cleans best?
4. The importance of value and price.
5. Safe & Natural Cleaning (Detergent Free)
6. What you will always get from Omega Clean.
7. Lastly the process to ask for.

Plus Our **100% No Risk Money Back Guarantee!**

## How to avoid 4 carpet cleaning rip offs.

- 1. Unbelievably low prices:** We all have a budget to work to and in today's economic climate low prices can be very attractive but: Some carpet cleaners use price as a bait for their false and misleading advertising. They will offer a really cheap price for example £10 a room and then once they are in your home they will try to pressure you into buying "ad-ons" or they will up the price because you have a pet or they will tell you pre spray is extra, it is a bit like buying a car and then having to buy the tyres! Proper carpet cleaning is not as cheap as some unethical carpet cleaners would have you believe.
- 2. Bait & Switch:** Carpet cleaning is a process made up several stages each as important as the next, if you respond to a bait and switch outfit they will break the different stages up into individual cleaning methods, if you opt for their basic clean you are likely to receive little or no service or clean with the operator squirting water into your carpet and barely extracting it, other terms for B&S are splash and dash or squirt and suck!! They will not guarantee their work.
- 3. Unsupported Claims:** "Our cleaning Method is the Best, the driest most thorough ever" The truth is that the best method is the method that suits you and your needs, the most important part of any system is the person behind it, don't fall for unnecessary hype. So before choosing your carpet cleaning company identify your objectives and needs and choose one which suits you the best.
- 4. Hype:** Some companies will tell you that you have to have a bolted in machine with a big engine to clean your carpets properly, they will blast your carpet with pressures exceeding 600psi when all you need to rinse carpets effectively is a minimum of 100 psi, and they will charge you extra for their own convenience.

## **6 Mistakes to avoid when choosing a carpet cleaner**

1. Choosing a carpet cleaner based on equipment alone, without question the company should use first rate equipment which should be set up outside your property but they should also be properly trained and be members of a recognised trade body such as NCCA, they should also be prepared to guarantee their work and do an onsite survey before agreeing a price also they should have insurance.
2. Choosing a carpet cleaner based on low price: there are several problems with this 1; they may be a bait and switch company who once in your house will try to up the price. 2, The carpet cleaner has little time or money to properly service and look after their equipment meaning it may not be functioning to its full and proper capabilities or 3,they will cut corners or not be as thorough as you wish.
3. Choosing a carpet cleaner on a single telephone call, ask them to visit and ask for their recommendations toward your carpet get a fixed quote, see if you like the look of them better that than on the day be faced with high pressure sales from a technician you don't like the look of and feeling committed to them.
4. Choosing a carpet cleaner who does not offer a full money back guarantee, every carpet cleaner should be accountable for their work, you shouldn't have to pay for something you are not happy with ask them if it is a full no quibble money back guarantee if not find one that does.
5. Choosing a carpet cleaner who doesn't have any testimonials to show you, ask to see references from past customers.
6. Choosing a carpet cleaner who is not a member of the NCCA, to become a member a carpet cleaner must meet certain criteria regarding training and insurance ask for their membership number. And check on the NCCA website [www.ncca.co.uk](http://www.ncca.co.uk) .

## **Which method cleans the best?**

There is no straight answer for this as all methods have their place and effectiveness in different circumstances.

For example I would not recommend encapsulation on a wool carpet neither would I recommend spray extraction on a natural fibre such as Sisal or sea grass.

What is important is that you employ a company who can recognise the various fibres and clean them with the correct method and solution.

## **The importance of value and price.**

Price is what you pay, value is what you get. If you choose to buy a cheap service or DIY machine from your local supermarket initially you may see a great improvement, usually down to optical brighteners in the detergent which is pumped into your carpet, because these type of services or these machines tend to be at the lower end of the spectrum they will not rinse out the residues left in the carpet pile or upholstery fabric which in turn only serves to clean peoples clothes or feet making our carpets or upholstery appear dirtier or duller than before you started.

**On the other hand:** If you pay a little more and hire a properly trained professional who knows how to operate their professional grade equipment, and using the most effective cleaning solutions your carpets will dry quicker and stay cleaner for a lot longer plus you will have a guarantee to fall back on should you not be happy.

**Safe & Natural:** At Omega Clean we only use safe organic solutions for your peace of mind; all of our cleaning solutions are derived from natural resources and are non-toxic to both humans and animals. They are all detergent free which means no residue left in your carpets or fabrics which in turn means **our cleaning stays cleaner and fresher for longer** simple as that.

## **What you will always get from Omega**

1. I guarantee a polite professional service.
2. I guarantee the quality of workmanship.
3. I guarantee value for money.
4. I guarantee to respond quickly and efficiently to any concerns you may have at any time before during or after the work is carried out.

## **Lastly the process to ask for:**

Carpet cleaning is a process which cannot be short circuited, each part is as important as the next ask the prospective contractor what their process is, if the following aren't on their list ask them why, if they give you a reason why not ask me and I will explain why they should:

1. Pre vac.
2. Pre spray.
3. Agitate.
4. Extract.
5. Groom.

**And finally.....**

**MY**

**100% No Risk Money Back Guarantee!**

As the owner and operator of Omega Clean I want to explain this very carefully because not only am I totally committed and sincere about this but I intend to build a business that my sons can come into when they are old enough so in other words I want to build a business which will last at least two generations, you can only do this by building quality and trust by offering a quality service underwritten by an ironclad guarantee which is that

*"I promise that if you are not happy with the standard of my work I will rectify it, if you are still not happy I will refund every penny,"*



***Andrew Evans***

***Safe & Natural***