

## Frequently Asked Questions

Q. How do you charge ? Ans.. We charge by the square foot on room's, Hallways are by the running foot and steps are per step.

Q. What is included in the cleaning? Ans. Furniture moving if desired. Pre-conditioner to loosen the soils, Deodorizer & Sanitizer in the cleaning solution, Spot treating is for stubborn soils such as tar, grease, gum etc. If you have a plush carpet it is groomed after completion to help bring back the nap and also helps speed up the carpets dry time.

Q. Do I need to vacuum my carpet before the cleaning? Ans. If you vacuum on a weekly basis it is not necessary to vacuum. If carpet is being cleaned after a remodeling has taken place, we do ask that you vacuum before we arrive.

Q. Do you move furniture? Ans. Yes we move furniture at no extra charge. We do ask that breakable items be removed from what we will be moving. Items such as, pictures, lamps, glassware etc.

Q. Do you place anything under the furniture when placing back? Ans. Yes, we either place Styrofoam blocks or clear plastic tabs under, depending on the piece of furniture.

Q. What type of cleaning system do you use? Ans. Hydra Carpet Cleaning has the worlds most powerful hot water extraction machine to dry your carpets in half the time of any other truck mount system in our area. We use 250 Degree Hot Water and the vacuum is three time stronger than any other system available in the industry.

Q. How much of my homes water will you be using? Ans. None!! Hydra Carpet Cleaning has a 250 gallon fresh water tank inside the truck.

Q. How long will it take for my carpets to dry? Ans. Weather conditions play a big part in dry time as does the type of carpet. Plush carpet takes less time than Berber carpet. Berber is a denser fiber and holds more moisture. Under ideal conditions of 60 degree and above with low humidity Plush carpets can be dry in 4 to 12 hours, and Berber carpets in 12 to 24 hours. Dry times can also be reduced with increased air circulation in the home. The more air circulation the quicker the dry time.

Q. How often should my carpets be cleaned? Ans. Carpet manufacturers recommend every 12 to 18 months depending on the number of people residing in the home. If you ever have a carpet warranty issue the manufacturer will want to see a receipt showing that you have maintained your carpet within their guidelines. They now also require that it was cleaned by an IICRC trained professional such as Hydra Carpet Cleaning provides.

Q. Do you do weekends? Ans. We generally reserve weekends for commercial customers. Otherwise we do take late evening appointments for those of you that may not get off work til 5:00 or 6:00 pm. We will make some exceptions for weekends if need be.