

Mini Consumer Guide by

[Zap-Clean](#) is a full member of the National Carpet Cleaners Association. If you are looking for a professional in our industry we recommend you choose one through the NCCA



How To: avoid rogue traders in the carpet and upholstery cleaning industry

Avoiding The Most Common Mistakes:

- Carpets or upholstery stay wet for days on end
- Re-soiling quickly after being cleaned
- Dishonesty and zero integrity
- Unprofessional cleaning machines (e.g Rug Doctor)
- Guaranteed stain removal
- Very cheap 'special offer' prices (too good to be true?)
- Not caring for you or your property

Carpets or upholstery stay wet for days on end: This is a major issue. Unprofessional equipment (e.g. the underpowered cleaning machines cheaply hired at some DIY stores), or using professional equipment incorrectly leaves carpets wet. This is because the removal (extraction) of cleaning and rinse aid solutions is not good enough. Typically 2 buckets full of water are used to rinse out a living room carpet. A very powerful vacuum extraction machine is required to remove this efficiently. Damp carpets can generate mould as well as create nasty smells.

Re-soiling quickly after being cleaned: Many cleaning solutions become sticky when dry (e.g. fairly liquid becomes tacky around the top of the bottle). Cleaning solutions must be extracted completely post-clean. Underpowered machines are incapable of doing this, therefore carpets end up with a sticky residue, attracting dirt and re-soiling.

Dishonesty and zero integrity: As with any trader coming into your home, honesty and integrity are of paramount importance to the homeowner. Choose your tradesmen carefully. If you need help seek out an approved trader organisation and ask them for guidance. In our industry go to the NCCA (National carpet Cleaning Association). A good business relies on recommendations, referrals and repeat clientele.

Unprofessional cleaning machines (e.g Rug Doctor) give inferior results: As already mentioned, small, unprofessional extraction machines like 'Rug Doctor' simply cannot perform to the standard of a professional machine in the hands of a qualified cleaning technician. If someone turns up with a hatch back or small van and lifts out a 'Rug Doctor' type cleaning unit, you will NOT get the best clean possible for your carpet or upholstery.

Guaranteed stain removal: It's a simple fact that it's impossible to remove all stains. Professional training and equipment is required to give the best possible results. Zap-Clean never guarantee stain removal. But I should add, magic is often achieved!

Very cheap 'special offer' prices (often too good to be true?): A common tactic used by rough traders, known as 'bait and switch'. Once the trader is in your home the price soon rises with add-ons like: deodoriser, *stain removal treatments*, *pre-treatments*, *scotch guarding*, *room is 'bigger than expected'* etc. It can be very difficult to get rid of rough traders. **Please report them to the police.** Zap-Clean will always confirm the total price (in writing) for the complete job prior to starting work.

Not caring for you or your property: Would you let an uninsured, unaccountable, unprofessional tradesman into your home? Cleaning carpets is a time consuming job involving mutual trust. We move your furnishings, electrical goods, keys, money (yes, we see it all the time). We find 'lost items' down the back of your furnishings, it's your property. Zap-Clean will treat your home with respect and integrity.

Zap-Clean is a full member of the National Carpet Cleaners Association. If you are looking for a professional in our industry we recommend you choose one through the NCCA (www.ncca.co.uk).

The Common Law of Business Balance

It's unwise to pay too much, but it's worse to pay too little. When you pay too much you lose a little money - that is all. When you pay too little you sometimes lose everything, because the thing you bought was incapable of doing the things it was bought to do. The common law of business balance prohibits paying a little and getting a lot, it can't be done. If you deal with the lowest bidder, it is well to add something for the risk you run, and if you do that you will have enough to pay for something better.

John Ruskin 1819-1900