



Carpet Advantage is a professional carpet cleaning and repair company. Locally owned and operated; we've been cleaning and revitalizing carpets in Northeast Ohio since 1989.

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carpet-advantage.com

## Renewal Carpet Cleaning

### Who is Carpet Advantage?

Carpet Advantage maintains an ongoing relationship with your property.

Your property management team wants  
Thank You for renewing  
your lease and  
they are offering a  
complimentary carpet cleaning in  
your apartment.

#### 1. Do I have to be home?

No, you don't have to be there. Many residents give us permission and keys to enter at the leasing office. *Go out and have some fun — your carpet will be clean when you come home!*

#### 2. How long will it take to clean my apartment?

About an hour, perhaps longer if heavily soiled.

#### 3. Do I need to move furniture?

**No need to move couches, large tables, beds, etc.** We clean all carpeting we can reach. If you could pick small end tables, waste cans, shoes and other small items, it would be helpful and appreciated!

In fact, if you don't walk under a large piece of furniture like a couch or a bed, the carpet should be perfectly clean. Traffic areas contain the real dirt — that's our focus and specialty.

#### 4. Do your technicians move furniture?

**Our employees are not allowed to move large furniture for their own safety.** Plus, it's not really necessary — if you don't walk under a large piece of furniture like a couch or a bed, the carpet should be perfectly clean. Traffic areas contain the real dirt — that's our focus and specialty.

#### 5. Should I vacuum before a carpet cleaning?

**We kindly ask that you vacuum before we arrive.** It really helps! While our machinery has a vacuum, it's designed for water extraction — not large pieces. We appreciate anything you can do to make the process easier and cleaner!

#### 6. Will you respect my privacy?

Of course! Simply close any doors to rooms you don't want us to clean. **Our staff never opens a closed door. We honor your space.**

#### 7. What if I have a cat or dog?

At Carpet Advantage, we love animals! We understand that most animals (especially cats) don't like vacuums and loud noise. *It's always a good idea to contain any furry members of the family before we arrive.*

**Special note: We will need to access at least one bathtub to get hot water for cleaning.**

## 8. How long should the carpet take to dry?

**During cold months when heat is on, your carpet can take up to 6-8 hours to dry completely.**

In the summer, keep all windows closed for at least 24 hours because of humidity — otherwise your carpets won't dry properly.

**Fans can speed up the drying process dramatically.** Our technicians will automatically turn on any fans to help dry the carpet. *It helps if you can let us know where fans are or or leave them out.* We're happy to do the rest!

## Safety First!

We appreciate the opportunity to clean your carpets and freshen your home. For your own safety, keep in mind — walking from a damp carpet to a hard surface is slippery. Please be careful!