

What the Experts Say...

Medical and scientific advances made within the last 100 years have been related to cleaning and cleanliness. Researchers have made a direct connection between dirt and the environment and the spread of infectious diseases. Therefore, public health is the most important reason for cleaning buildings

-Cleaning Management Institute

Indoor air pollution consistently ranks among the top five environmental risks. -EPA

“Protecting the Built Environment, Cleaning for Health”

-Dr. Michael Berry, Ph.D.

Benefits of a Clean Indoor Environment

- Higher productivity
- Increased Sales
- Higher Self-Esteem
- Friendlier Workplace
- Higher Wages

Other Services We Offer

- **Tile/Stone and Grout Cleaning**
- **Upholstery Cleaning**
- **Oriental/Area Rug Cleaning**
- **Cubicle Panel Cleaning**
- **Leather Cleaning & Conditioning**

FREE Cash OR Cleaning Through Our Referral Reward Program!

For each new customer that you send us, we will Reward you with a **10% referral fee** that can be used toward **CASH or FREE CLEANING!**

Simply refer your friends, neighbors, or co-workers, and we will reward you automatically. Remember that we offer a 100% money back guarantee, so you can be sure that we will take the absolute BEST CARE of your valuable referrals!

100% SATISFACTION GUARANTEED

Bock's Steam Star
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Overland Park, KS 66223

Phone: 913-438-7767
Fax: 913-685-7495

clientservice@steamstar.net
www.steamstar.net



Commercial Carpet Cleaning Service Information Guide



Mission Statement
Offer only the best speak the truth and always be good stewards of your trust.

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Restorative Carpet Cleaning

IICRC **Restorative Commercial Carpet Cleaning** is the first step toward an Interim Cleaning Program. Cleans to IICRC and manufacturer specifications and is designed to restore carpets to their best possible condition.

1. Pre-inspection to identify carpet age, condition, construction and maintenance history along with type and amount of soiling. Address safety, setup, and environmental guidelines.
2. Pile lift to dislodge dry particulate soils. This helps to prepare carpet fibers for cleaning.
3. HEPA vacuum to remove dry particulate soils that damage carpet fibers.
4. Pre/post spotting treatments as necessary.
5. Pre-condition all carpets to suspend soils and oils for maximum soil removal.
6. Agitate carpet fibers for even distribution of Pre-Conditioner
7. Hot water extraction to rinse and remove oils, soils and cleaning residues. (Possible Rotary Jet Extraction)
8. pH neutralization of carpet fibers to minimize accelerated carpet soiling.
9. Includes light furniture moving such as chairs and tables. We will block tab all furniture as needed. **Excludes all electronics, roll mats, and personal items.**
10. Speed dry with high velocity air movers to accelerate dry time.

Options:

Apply premium grade **carpet protector** to resist oils and soils.

Deodorizations of carpets with **organic** paring agent to neutralize indoor odors (not just mask the odors).

Interim Carpet Cleaning

Interim Commercial Carpet Cleaning will help you maintain your carpet at its highest level of appearance at lower cost than corrective cleaning methods. Simply put, we can provide economical carpet cleaning with a planned Interim Program that leverages your daily routine.

* In house staff should pre-vacuum carpets prior to Interim Carpet Cleaning procedures.

1. Pre/Post spotting treatments as necessary.
2. Pre-condition all carpets to suspend soils and oils for maximum soil removal.
3. Hot water extraction to rinse and remove soils, oils, and cleaning residues. (Possible Rotary Jet Extraction).
4. pH neutralization of carpet fibers to minimize accelerated carpet soiling.
5. Includes light furniture moving such as chairs and tables. We will block tab all furniture as needed. **Excludes all electronics, roll mats, and personal items.**
6. Speed dry with high velocity air movers to accelerate dry time.

Options:

Apply premium grade **carpet protector** to resist oils and soils.

Deodorizations of carpets with **organic** paring agent to neutralize indoor odors (not just mask the odors).

Bock's Steam Star uses only non-toxic and biodegradable products to ensure a healthy indoor environment.

Appearance Retention Cleaning

Appearance Retention Commercial Carpet Cleaning is low cost, fast drying, and designed for keeping high traffic areas presentable between Interim Carpet Cleanings.

1. Pre-condition open traffic lanes with an encapsulated polymer which crystallizes oils and soils for later vacuum removal.
2. Agitate carpet with special equipment for even distribution of Pre-conditioner.
- 3 Client **MUST** aggressively vacuum carpets the next day or when dry. Additional charges will apply for Bock's Steam Star to return to vacuum carpets. *No furniture will be moved

Options:

Apply premium grade carpet protector to resist oils and soils.

Deodorizations of carpets with organic paring agent to neutralize indoor odors (not just mask the odors).

Commercial Carpet Cleaning Frequency Chart

Traffic Soiling Rating	Professional Carpet Cleaner/Restorer	IICRC Certified Firm
Light <500ft traffic s per day	Interim Maintenance 1x3x Per YR	Restorative Cleaning 1to 2x Per YR
Moderate 500-1000ft traffic per day	3 to 6x Per YR	2 to 4x Per YR
Heavy 100-2500ft traffic per day	6 to 12x Per YR	3 to 6x Per YR
Very Heavy >2500 ft traffic per day	12 to 52x Per YR	6 to 24x Per YR

IICRC Reference Guide for Professional Carpet Cleaning