



**Andersens Carpet Cleaning West  
Side- Carpet Cleaning - Seventeen  
Mile Rocks**

## **Carpet Cleaning FAQs**



### **Do you have any affiliation with Andersens Floor Coverings?**

Yes, we do. We are their carpet cleaning division, servicing Brisbane CBD, Brisbane Northside, Brisbane Southside, East Brisbane and West Brisbane, the Logan district, the Ipswich district, the Toowoomba area, Gatton and the Lockyer Valley, and the Gold Coast and the Sunshine Coast, with more areas to follow.

### **What is hot water extraction cleaning?**

Hot Water Extraction is also known as “Steam Cleaning”. However, our system utilises a state of the art truck mounted system that supplies water at extremely high temperatures, as well as delivering additional suction power to remove the majority of water, dirt, grime and foreign materials from your carpets and upholstery.

### **What is the encapsulation cleaning method?**

The Encapsulation Cleaning method is a low moisture technique that utilises the latest in Polymer Crystalline Technology. The Polymer Crystals are applied directly to the carpet fibres and we then use our Planetary Rotation machine to work the crystals deep into the carpet pile. The Polymer Crystals surround (or “encapsulate”) the foreign materials in the carpet, and dry. The Polymer Crystals (along with the dirt, dust, grease etc) are then removed with regular household vacuuming.

### **How long will it take for my carpets to dry?**

Drying times vary. Most methods take between 2-6 hours. Factors affecting drying times include:

- Humidity
- Ventilation
- Carpet thickness
- Water retention qualities of the carpet fibre
- Competence of the cleaning technician

Until your carpet is completely dry, most professional carpet cleaners recommend wearing socks so that the oils and/or any dust or soil from your feet do not come off on the damp carpet.

### **Why are soaps and shampoos so bad for carpet? We use them to clean everything else.**

Carpet is an extremely absorbent material and therefore makes it very hard to completely rinse away all the soap or shampoo that is used while cleaning it. Compacting the issue, soaps and shampoos are made from petroleum surfactants, which come from breaking down fatty acids, glycerol, or oil based products. When left in your carpet these products actually attract and hold dust, soil, and other oils, making your carpet soil faster than ever before.

### **Does professional cleaning make my carpet wear faster?**

No. Dust and soil act as abrasives when trapped in your carpet, causing it to wear prematurely. Regular professional carpet cleaning protects your investment.

### **How often should I clean my carpets?**

The obvious answer to that question is *"it depends how heavily soiled/stained they are"*. However, some carpets may not look soiled because of light use. We recommend that, to maintain the life and look of your carpets, you clean them at least once a year. However, if your carpets need to be cleaned more often than that due to heavy traffic, or due to spots or other spills, then have them professionally cleaned as needed.

**Call Andersens Carpet Cleaning in Seventeen Mile Rocks today at 07 3376 7677!**