

CONSUMER'S GUIDE TO CARPET CLEANING

By Eric Bollmann
Zerorez® Carpet Cleaning

Read this guide and you'll discover:

- How to avoid 4 carpet cleaning rip-offs!
- 6 costly misconceptions about carpet cleaning.
- Crawlin' critters and crud: A guide to the slime, grime and livestock that's seeping, creeping and galloping through your carpet.
- Which methods clean best.
- 8 mistakes to avoid when choosing a carpet cleaner.
- The importance of value and price.
- Why you want a clean, healthy, residue-free carpet.
- 100% no-risk guarantee.
- 4 steps to a fresh, clean, healthy and residue-free carpet.

Provided as an educational service by



Zerorez

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Dear Homeowner,

Choosing a carpet cleaner isn't easy.

Why? Because you're bombarded with misleading advertising, confusing claims and simply bad information.

From super-low prices and high-pressure sales – to unqualified technicians, near-worthless cleaning methods and exaggerated claims – how do you ever find a qualified, competent, professional carpet cleaner?

You start by reading this Consumer's Guide. In this fact-filled booklet, you'll discover how to avoid four carpet cleaning rip-offs, eight mistakes to avoid when choosing a carpet cleaner, and four steps to a fresh, clean, healthy and residue-free carpet.

We wrote this guide to help you better understand carpet cleaning. Now, with this information, you can make a better informed, intelligent buying decision.

A lot has changed since we originally published this guide in 2003. Carpet cleaning is still a big part of what we do, however we now also can guide you in the right direction toward rug, upholstery, tile, stone and hardwood floor cleaning.

And if you have any questions about carpet or any other cleaning matter, you're invited to call us at 949-387-2222. We've dedicated our business to educating consumers. We'll be happy to help you in every way possible.

Yours truly,

Eric Bollmann

Zerorez

Specialists in Carpet Cleaning



ERIC BOLLMANN

...is one of owners of Zerorez. He has been in the Cleaning Service Industry for over 20 years, is a certified master rug cleaner and has served as the President of the Carpet & Fabricare Institute.

My company is certified by the Institute of Inspection Cleaning and Restoration Certification (IICRC), we are also a Woollsafe[®] approved service provider and are a platinum rated service provider by the Carpet and Rug Institute (CRI).

Zerorez is also the proud recipient of the prestigious Angie's List Super Service Award in 2011, 2012, 2013, 2014 and 2015.

I have dedicated this business to helping homeowners get the highest return from their carpet and hard surface floor covering investment. I welcome your inquiries and will gladly answer your questions over the telephone or by e-mail at ebollmann@zerorezsocal.com.

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HOW TO AVOID 4 CARPET CLEANING RIP-OFFS

RIP-OFF #1: UNBELIEVABLY LOW PRICE. To some degree, all of us are attracted by low price because we want to work within a budget. But some carpet cleaners use price as the bait for their false and misleading advertising. They offer a cheap price—usually between \$3.95 and \$9.95 per room—and then, once they’re in your home, they pressure you into buying “add-ons.” It’s as if you were buying a car and found that the dealer was charging you extra for the tires and steering wheel. Carpet cleaning is not as cheap as some unethical carpet cleaners would like you to believe.

RIP-OFF #2: BAIT AND SWITCH. Dual process carpet cleaning describes the process of shampooing or heavy preconditioning, followed with hot water extraction cleaning. Unfortunately, unethical carpet cleaners often use dual process as a bait-and-switch technique. Here’s how it’s done: first, they “bait” you with a basic cleaning (single process) at an unbelievably low price. Then, when you call, they try to “switch” you to more expensive dual-process cleaning. If you don’t fall for their switch and choose their basic service, you’ll likely receive poor workmanship with no guarantees.

RIP-OFF #3: UNSUPPORTED CLAIMS. “THIS CLEANING METHOD IS THE BEST.” You’ll read this in almost every ad. You’ll hear this from virtually every carpet cleaner. Remember this: the method that’s best for you is the method that achieves your goal. If you want a method that dries quickly, then a method that takes a long time to dry isn’t the best for you. So before you choose a carpet cleaner, identify your objectives. Then select the method that best reaches those objectives.

RIP-OFF #4: OUTDATED BELIEFS. “HOT WATER DAMAGES YOUR CARPET.” Years ago, many people believed this was true because their carpets were damaged by “technicians” who didn’t know how to properly clean using hot water. But today, we know it’s false. By washing and then rinsing your carpet with hot water, your carpet is thoroughly cleaned—in the same way that the person who

showers and then rinses off the dirt and soap will be much cleaner than the person who takes only a sponge bath. Obviously, each carpet cleaner will be biased towards his own method. And each method does have advantages. So I suggest you look to what carpet manufacturers say. Shaw Industries, the largest carpet manufacturer in the world, recommends only hot water extraction cleaning with a truck-mounted unit used by firms that are IICRC Certified.

6 COSTLY MISCONCEPTIONS ABOUT CARPET CLEANING

MISCONCEPTION #1: You should wait as long as possible before cleaning your carpet.

No. Dirt is an abrasive-like sandpaper. Every time you step on your carpet, you grind dirt into the carpet fibers. This cuts your carpet, just as if you had used a knife. A dirty carpet will not last as long as a clean carpet. And while vacuuming helps—by itself, it’s simply not enough. The longer you wait to have your carpet cleaned, the more damage you do to your carpet and the faster it wears out. Most carpet warranties have frequency suggestions depending on usage, anywhere from every 3 months to as long as 18-24 months.

MISCONCEPTION #2: The only reason to clean carpets is to remove the dirt.

No. As you probably know, outdoor air contains pollens, fungus, bacteria, air pollution, cigarette smoke, car exhaust – and hundreds of other chemicals. When you come into your home, you carry those pollens, bacteria and chemicals in your hair and on your skin, clothing and especially on the bottom of your shoes. Not surprisingly, all those chemicals and toxins wind up in your carpet.

If you have allergies, asthma, emphysema, or other breathing problems – one major source of your problem could be the pollens, fungus, smoke and chemicals in your carpet.

MISCONCEPTION #3: One method of carpet cleaning is as good as another.

No. The dry cleaning methods – which are dry foam, dry chemicals and dry compounds – do not rinse your carpet in any way. Instead, they leave a dirty residue. You might say they clean your carpet only halfway. The most effective cleaning method is hot water extraction.

Hot water extraction means a hot water cleaning solution, under high pressure, is forced into your carpet and then power vacuumed out of your carpet. Shaw Industries, the world's largest carpet manufacturer, not only recommends hot water extraction as the primary method of cleaning carpets, it has made it a requirement as to maintain the warranty on their carpet products.

Carpet cleaners use one of two types of hot water extraction. If they use a large unit that operates from a van or truck outside your facility, it's called truck-mounted extraction. If they use a small unit that can be brought inside, it's called portable extraction. Shaw's first choice is the truck-mounted unit – and it recommends the small, portable unit only in areas where the truck-mounted unit won't reach.

The truck-mounted extraction cleans much better because it heats the water to a higher temperature – which breaks up the dirt, bacteria, chemicals and pollens in the carpet. Then the machine uses high suction to draw the dirt and chemicals out of your carpet. This is the method my company uses.

MISCONCEPTION #4: Having the right equipment is all a company needs to clean your carpets properly.

Not true. Many companies own hot-water cleaners but very few companies teach their employees how to use them properly. This is why it's important that you choose your carpet cleaner carefully. The best cleaning companies are those that have been certified by the Institute of Inspection, Cleaning and Restoration Certification, known as the IICRC. Before you choose a carpet cleaner, ask to see proof of the company's IICRC certification. If they don't have them, don't use them!

MISCONCEPTION #5: The company that offers the lowest price is the company you should hire.

No. I've seen so many problems arise from low(est)-bid companies that I suggest you NEVER hire the company that quotes the cheapest price. The two most common problems are:

(1) The price you're quoted may not be for the services you want performed. The company may be equipped to only remove the surface dirt from your carpet. But you may want bacteria, fungus, pollens, dust mites and tobacco residues, that reside deeper in your carpet removed as well.

(2) The price you see advertised may not be the price you pay. Many homeowners have learned that the low price they saw advertised only lasted until the carpet cleaner got into their home. Then they were pressured into paying a lot more for a variety of add-ons. (Some carpet cleaners even break the law by using illegal bait-and-switch tactics.)

MISCONCEPTION #6: Any honest carpet cleaning company should be able to give you an exact price quote over the telephone.

I wish this were true, but it isn't always the case.

Honest, reputable carpet cleaning companies usually will price their jobs in one of two ways. Either they price their service by the room or area (usually it will cover from 150-200 square feet). Or they will price it based by the square foot.

There really is no right or wrong way. It primarily comes down to a question of efficiency and valuing a client's time. We've chosen to price our service by the area and therefore can give you a cost estimate based on the number of areas you're looking to have cleaned.

Where pricing by phone does become challenging is when there are special circumstances such as persistent pet odor or staining issues. In those cases we can give you a "guestimate" by phone and have our service technician evaluate the situation on-site and quote you an exact price.

CRAWLIN' CRITTERS AND CRUD: A GUIDE TO THE SLIME, GRIME AND LIVESTOCK THAT'S SLEEPING, CREEPING AND GALLOPING THROUGH YOUR CARPET.

Asphalt. Bacteria. Car exhaust. Chemicals. Dirt. Dust. Dust mites. Earth. Food particles. Fungus. Germs. Gravel. Grease. Grime. Grit. Hair. Industrial waste. Lint. Mud. Pet stains. Pollens. Pollutants. Rock. Sand. Scum. Smoke. Soil. Soot. Tar. Tobacco smoke. Urine. Vomit.

Plus, don't forget living creatures, such as dust mites, fleas and critters that live, hide and breed in your carpet.

The key to a healthy living environment is the removal of these potentially harmful substances. A lot of them get walked into your home on the bottom of shoes. A key element to keeping a big portion of this soil and grime out is the smart use of walk-off mats at key entry points.

Carpet acts as a giant filter in your home, and filters need to be cleaned. As you think about the amount of foot traffic that your carpet receives, it's no surprise that frequent vacuuming and regular cleaning need to be part of its upkeep. And too often we see a lack of cleaning (especially the professional kind) being the problem and not the carpet itself.

Carpet has developed an undeserved reputation. As the lack of proper cleaning lets the carpet get dirtier and dirtier, it's now the carpet itself that gets the blame for its poor upkeep.

Various studies have shown that a well maintained carpet actually keeps the indoor living environment healthier. It does this by keeping dust, dirt and pollutants trapped in the carpet fibers and not allowing them to become airborne as on tile, stone and hardwood surfaces. Thus keeping these harmful substances out of your breathing zone. This is in stark contrast to advice given by some medical professionals to remove carpet from the indoor living environment to help people with asthma. Well maintained carpet will actually help and not harm your indoor health.

WHICH METHOD CLEANS BEST?

Dry foam: The carpet cleaner applies shampoo to your carpet, allows it to dry, and then, without rinsing, sucks the dried shampoo into a vacuum. Can you imagine applying shampoo to your hair, allowing it to dry and then removing the shampoo from your head with a vacuum? This method leaves dirty residue in your carpet, which is one reason dry foam is not very effective.

Absorbent pad (bonnet cleaning): This method is similar to dry foam, except that the company sets a large cotton bonnet on your carpet and with a floor polishing buffer machine on top “buffs” the carpet. The rotating motion causes the bonnet to absorb dirt from your carpet. This method is also called bonnet cleaning. Bonnet cleaning is like trying to use a large cotton towel or mop to rub the dirt out of your carpet. It’s not very effective.

Dry, absorbent powder: The dry-compound method spreads a moist, absorbent powder through the carpet. The powder is allowed to dry and then sucked into a vacuum. This method leaves dry sponge particles at the base of the carpet yarn. And because the carpet is not rinsed, this method is not very effective either.

The challenge with the three methods of cleaning we just covered is that they visually can make a carpet look better and therefore give you the illusion that your carpet is clean. When in reality most of the dirt remains in your carpet and what’s worse is that the remaining soil is now mixed with a cleaning chemical that also remains behind in your carpet.

Hot water extraction (steam cleaning) : This is a fancy way of saying that a hot water cleaning solution under high pressure is forced into your carpet and then power vacuumed out of your carpet.

In a recent Technical Bulletin, Shaw Industries, the world’s largest carpet manufacturer, “recommends the hot water extraction system, which research indicates provides the best capability for cleaning.”

You can choose from two different types: Truck-mount extraction, which is done with a large machine mounted on a truck or van. Or portable extraction, which is done with a smaller, portable unit.

On which type to choose, Shaw's Technical Bulletin states: "[cleaning] can be done from a truck-mounted unit outside the facility with only the hose and wand brought inside, or where a truck-mounted unit cannot reach, by a portable, self-contained system brought into the facility."

As you can see, Shaw recommends the truck-mounted unit first. And this isn't surprising. You see, the **truck-mounted unit cleans much better** because it heats the water to a high temperature – and shoots the cleaning solution into the carpet at higher pressures. This breaks up the dirt, bacteria, chemicals and pollens in the carpet. Then the machine produces huge vacuum volume to draw the dirt and chemicals out of your carpet. **This is the method our company uses.**

No question, the most effective way to clean carpeting is with a truck-mounted, hot-water extraction unit. It's the most powerful cleaning machine on the market and the only machine that cleans your carpet of dirt, harmful bacteria, fungus, chemicals, pollens, tobacco residue and dust mites.

Some people believe that hot water damages your carpet, but this isn't true. By washing and then rinsing your carpet with hot water, we clean your carpet completely – in the same way that the person who showers and then rinses off the dirt and soap will be much cleaner than the person who takes only a sponge bath.

What Makes Zerorez an even better choice. Zerorez uses a patented process to take plain tap water that we first filter and purify and then modify through electrolysis into Empowered™ water that has the ability to clean without the addition of chemicals or soap. This soap-free cleaning leaves carpet soft, clean, healthy and residue-free.

8 MISTAKES TO AVOID WHEN CHOOSING A CARPET CLEANER

MISTAKE #1: Choosing a carpet cleaner based on equipment alone.

No question, your carpet cleaner needs first-rate equipment. But he also needs something else. He needs employees who are skilled at operating that equipment. Many companies own hot-water extractors, but very few companies teach their employees how to use them properly. The best way to know that the carpet cleaner's employees have been properly trained is to make sure the cleaner has been certified by the Institute of Inspection, Cleaning and Restoration Certification (IICRC). Before you choose a carpet cleaner, ask to see written proof of the company's IICRC certification.

MISTAKE #2: Choosing a carpet cleaner based on low price.

Low price could be a problem in four ways: (1) low price can be the bait that attracts your phone call. But once the cleaner gets into your home, he pressures you into a much more expensive job. (2) Low price can be for single-process cleaning. Rarely does the consumer know what this means and, when told, ask s for dual-process cleaning instead, which costs much more. (3) Low price means the carpet cleaner has cheap equipment, which will not effectively clean your carpet. (4) Low prices may mean your cleaner is cutting corners in other areas of his business. Is he adequately covered by liability and workers comp insurance? Are his workers actual W-2 employees or 1099 sub-contractors?

MISTAKE #3: Choosing a carpet cleaner based on a single telephone call.

Instead, use the internet to your advantage. Do a little investigating on sites such as Yelp and Angie's List to get a better feel for the company's reputation. Although even reputable companies can end-up with a bad review here or there, a string of them will usually point to a pattern and be a red flag.

MISTAKE #4: Choosing a carpet cleaner who doesn't offer a money-back guarantee.

In my view, every carpet cleaning company should be fully accountable for its work. And if you aren't pleased with the job in every way, you shouldn't have to pay for it. Period. Not all carpet cleaners offer a guarantee. Or, if they do, the guarantee may be "limited." Ask the carpet cleaner if he offers a money-back guarantee. And while you're at it, also ask what will happen if a spot comes back or a carpeted traffic area re-soils quickly?

MISTAKE #5: Choosing a carpet cleaner without getting comments from his other clients.

Any carpet cleaner can say anything about his past jobs. And, sadly, some of what he says may not be true. Make sure you ask for references or read comments from current customers so you can depend on the carpet cleaner and his work.

MISTAKE #6: Choosing a carpet cleaner who isn't certified by the Institute of Inspection, Cleaning and Restoration Certification (IICRC).

If your carpet cleaner isn't a close friend, you may not know whether he has the knowledge or experience to clean your carpet well. If you want to be sure you're hiring a competent professional, make sure he is IICRC certified. The carpet cleaner must earn that certification through study, experience and successful completion of formal, written examinations. In effect, cleaners who are certified by the IICRC have earned a college degree in carpet cleaning.

MISTAKE #7: Choosing a carpet cleaner who isn't a member of the Carpet and Fabricare Institute (CFI).

CFI is a trade association of carpet cleaners who are dedicated to:

(1) honest, ethical business practices, (2) staying current on the latest methods for carpet and upholstery care, cleaning and restoration, and (3) the highest possible level of customer service. You're making a wise decision when you have your

carpets cleaned by a member of the Carpet and Fabricare Institute.

MISTAKE #8: Choosing a carpet cleaner who doesn't use a truck-mounted hot water extraction system.

You might expect this from me, since my employees and I use this type of system. But there are several good reasons. Portable hot water systems are good, but they aren't as good as truck-mounted systems. Truck-mount systems are the Rolls Royce of carpet cleaners. Compared with portable hot water systems, truck-mount systems use hotter water, higher pressure and stronger suction. So all the way around, you get a much better job. No two ways about it.

THE IMPORTANCE OF VALUE AND PRICE

Price is what you pay. Value is what you get.

When selecting a carpet cleaner, you have to choose from a wide variety of cleaning methods and price points.

Shaw Industries, the world's largest carpet manufacturer, recommends hot water extraction from a truck-mounted unit, and using a portable unit only in areas where the truck-mounted unit won't reach.

Here's why: a truck-mounted unit cleans much better than a portable unit for three reasons:

(1) It heats the water to a higher temperature. For every 18 degree increase in temperature above 118 degrees F, you double the water's cleaning ability. So if the water temperature is 136 degrees F, it will clean twice as well as water that is 118 degrees F. 154 degree water will clean four times as well as 118 degree water. And so on, until you reach a water temperature of 250 degrees F.

What Makes Zerorez an even better choice. Not only does the Zerorez system clean at high temperature, its patented process also has a sanitizing effect. Cleaner and healthier.

(2) It shoots the cleaning solution into your carpet at higher pressures, which breaks up the dirt, bacteria, chemicals and pollens, 300 to 400 pounds per square inch is the optimum pressure for truck-mounted hot water extraction.

(3) The machine uses stronger suction to draw the dirt, chemicals, bacteria, pollens and tobacco smoke residue out of your carpet.

Not surprisingly, having your carpet thoroughly cleaned with truck-mount hot water extraction costs more than renting a shampooer at the corner grocery store.

If you bought the cheapest carpeting you could find, then renting a small shampooer might be all you need. No question, it will get out some of the dirt – but the key word here is “some.” It will not get out many of the pollens, chemicals, bacteria and dust mite residues that reside deep in the carpet pile.

On the other hand – if you want your carpet to look good and give you years of dependable service – then you need to take extra good care of it. This means you need to have it cleaned by a skilled, qualified technician at least every six months to one year, depending on the amount of soiling and foot traffic it receives. And you need to have it cleaned thoroughly and sanitized, as only a truck-mount hot water extractor can do.

WHY YOU WANT A CLEAN, HEALTHY AND RESIDUE-FREE CARPET!

Which is more important to you: a clean carpet – or a clean, healthy and residue-free carpet? Yes, I assure you, there is a BIG difference.

Each carpet cleaning method has advantages and disadvantages. Some methods will dry quickly but only get out some of the visible dirt. Other methods will get out dirt and grease. Still others will get out virtually everything. And, to be sure, some are more expensive than others.

If all you want is a cheap, rinse-the-dirt-off-the-top cleaning – which you might find for around \$15-\$25 per room – then I respectfully ask that you call another company.

But if you want to protect your health – if you want to protect your investment in carpeting – if you want to protect your family from the countless bacteria, fungus, pollens and dust mites that reside in your carpet, then you're invited to call me.

The truck-mounted hot water extraction is the most effective cleaning system available today. Likewise, it's one of the most expensive units on the market. But we buy these units for a good reason: more and more families want the good-health benefits that come from having a fresh, clean, healthy and residue-free carpet.

What makes Zerorez an even better choice:

Patented, green-cleaning, process. Although there are many fine, honest and reputable carpet cleaning companies in Southern California. And I count some of them amongst my friends, none of them have the cutting-edge, true green cleaning capabilities of the Zerorez cleaning system.

Empowered water – sanitizes as it cleans. You see, we have a patent on this unique cleaning technology. At the heart of our system is the process where we turn every day tap water into purified, high-alkaline, empowered cleaning water.

We make this water at our facility with a generator that, through an electrolysis process, turns every-day tap water into Empowered water that sanitizes as it cleans. Every morning we fill our cleaning vans with this water to be used at your home.

No soaps, detergents or toxic chemicals. This water acts as a cleaning agents without the need to add soaps or detergents. Another benefit of our empowered water is that it will dislodge old residue from prior cleaning attempts and flush them out of your carpet. Leaving your carpet truly fresh, clean, healthy and residue free.

JUST BRUSH-OFF THE DIRT OR REALLY CLEAN?

Have you ever seen how dirty a little boy's pants get when he plays outdoors? If you have, then you know you can brush off his pants and make him think they're clean. Or, if you want the job done right, you can machine wash them in hot water and detergent and you'll KNOW they're clean.

The same is true for your carpet. You can hire someone for \$50 to \$75 who will "brush off" your carpeting and make you think it's clean. Or, if you want the job done right, We'll wash your carpets with empowered hot water using our state-of-the-art cleaning machine and you'll KNOW they're clean.

So if you want a thoroughly clean carpet – if you're willing to invest in your family's good health – you're invited to call us.

We'll give you customized cleaning quote based on your exact needs and specifications. And if you give us the go-ahead, you're further protected with our.....

100% NO-RISK "You GOTTA Love-It" GUARANTEE

We want you to be super-pleased – in fact, absolutely delighted – with every carpet cleaning job we do. So every job comes with our iron-clad, risk-free "you gotta love-it" guarantee. What does this mean? Simply this: if you aren't happy with our work, we'll re-clean for free. And if you still aren't pleased, you pay nothing. Not one cent. You love it or you don't pay! Many companies don't guarantee their work – but we feel nothing is more important than your complete and total satisfaction. We stand behind every job 100%. If you ever have any questions or concerns about our work, please call us right away.



4 STEPS TO A FRESH, CLEAN, HEALTHY and RESIDUE-FREE CARPET

If you're thinking about having your carpets cleaned, we encourage you to follow these four steps:

STEP #1: Make a commitment to yourself to get your carpets cleaned. The longer they remain dirty, the sooner they'll wear out. Plus, the longer you have to breathe all the pollen, fungus and chemicals that hide in your carpet.

STEP #2: List your objectives. Do you want only the visible dirt removed, something you could do yourself with a rented shampooer? Or do you want all the bacteria, fungus, chemicals, dust mites and all the other substances that have worked its way into and onto your carpet removed?

If so, it will require a hot water truck-mount cleaning system of the kind that we use? Do you want to work with an honest, reputable company – or are you willing to risk working with the company that offers you the lowest price – knowing that the company might not be in business tomorrow?

STEP #3: Ask questions. The way you learn about a company is to ask specific questions and listen carefully to the answers. Here are eight tough questions to ask a carpet cleaner before he (or she) begins to clean your carpet:

1. What method of carpet cleaning do you recommend?
2. What type of equipment do you use to clean carpet?
3. What will your equipment remove from my carpet?
4. How often should I get my carpets cleaned?
5. What training have you had in cleaning carpets?
6. Do you carry liability and workers-comp insurance?
7. Are you certified by the IICRC and will you show me your certification certificates?
8. Is the cleaning technician who will be coming to my home an employee or a sub-contractor?

STEP #4: Once you're satisfied that you're working with an honest, competent professional, invite him into your home and ask for a specific quotation in writing. A written (or

electronic) quotation gives you the assurance that you know exactly what your job will cost – no surprises.

By following these four steps, you'll gain all the information you need to make an informed, intelligent decision. If you want a quick, cheap carpet cleaning job, many companies in the phone book or the Pennysaver can help you. (This truly shows how much changes in a 10 year time-span since this guide was first published. Phone books and the Pennysaver are gone, replaced by the internet). Or you can rent a shampooer from the grocery store and do the job yourself.

But if you want your carpeting to be completely and healthfully cleaned – removing the bacteria, fungus, chemicals, pollens, tobacco products and residue from prior cleaning attempts – then we invite you to call us.

We'll be happy to answer all your questions and provide you with a cost estimate over the telephone. To reach us, call 866-937-6739 or 949-387-2222.

THANKS AGAIN!

...for reviewing our new and updated CONSUMER'S GUIDE TO CARPET CLEANING. I hope you found this information helpful.

If you have any questions or comments – or if you'd like us to give you an exact quotation to clean your carpet - please call us at 949-387-2222 or toll-free at 866-937-6739.

We've dedicated our business to consumer education and service. We'll be pleased to help you in every way. We look forward to your call.

Thanks!

Eric Bollmann

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“Zerorez is the best carpet cleaning company out there!”

“We've been using zerorez for a few years now in several of our homes and even though they cost more than the companies who use chemicals, it is well worth the extra money for both quality of service and knowing that it is chemical free.”

Jojie B.
Long Beach, CA
4/26/2015 – Listen360 Review

“Love this company’s service!”

“I have been using them for years...ever since they first started service in Orange County. I was drawn to Zerorez over other carpet cleaners, because of their no-shampoo, no-chemical approach. I am always amazed at the results (and my standards are very high). All the stains disappear and my carpets look like new again, every time! I would give 10 stars if I could!”

Karen T.
Laguna Hills, CA
3/21/2016 – Yelp Review

“I had not had my office carpet cleaned in over a year and they look like new!”

“They did an excellent job in a professional manner. I had not had my office carpets cleaned in over a year and they look like new. Prompt, friendly and very easy to deal with. I recommend them without reservation.”

Julia M.
Sherman Oaks, CA
10/22/2015 – Angie’s List Review

Check out our unfiltered reviews here:

<http://zerorezsocal.com/reviews/>