



Healthy Indoor Environments

FOR THE HOMEOWNER WITH AN EYE ON THE VALUE OF THEIR HOME AND HEALTH

Volume 5 Issue 3

MONTHLY NEWSLETTER

Jane & Greg Gandee, Principals



703-212-7000

Christopher Coffin



Chris Coffin joined ServiceMaster in 2003 with a comprehensive background in construction and project management. Since joining

ServiceMaster, he has worked diligently to master all aspects of the company and was promoted to Director of Training and Safety in March of 2004. His extensive training includes:

- ◆ WRT: Water Restoration Technician
- ◆ ASD: Applied Structural Drying
- ◆ Certified Lead Abatement Supervisor
- ◆ HAZWOPER 40 Certified
- ◆ CMR: Certified Mold Remediator
- ◆ Certified in Clean Space Encapsulation systems course by Basement Systems
- ◆ ServiceMaster Academy of Service
- ◆ MRT: Mold Remediation Technician

If you would like to contact Chris with questions or for further information on ServiceMaster's many services, please contact him at chris@servicemaster-dc.com.

-Comments & Opinions-

Please let us know if there is specific information or topics that you would like to see included in our newsletter. If you have questions/comments on this article, please email us at: info@servicemaster-dc.com.

BUTLER: THE CLEANEST YOUR CARPETS CAN BE

Christopher Coffin
Director of Training & Safety

If you open your yellow pages to the carpet cleaning section, you will find a dizzying number of companies to choose from. Many people assume that all companies are equal, but nothing could be farther from the truth. At ServiceMaster of Alexandria, we have a different approach to cleaning carpets. Let's take a look at what sets us apart from everyone else:

The Equipment:

Most companies use a hot water extractor of some type to clean carpet. Portable units are cheap but do not extract enough water, leaving excessive moisture behind. Truck mounted units are the most powerful, and the best truck mount available is built by Butler. After careful research, we purchased a Butler unit this past May to offer our customers the very best cleaning system available. Butler has been

making truck mounted units for over 25 years, ensuring the most efficient and reliable design. The cleaning system is actually driven by the V-8 engine in the van, giving us unparalleled cleaning ability that no electric motor or small gas engine can hope to match. Our system is the top of the line, with upgraded heat, vacuum, and brand new hoses, wands and accessories, and each unit is assembled at the Butler headquarters in Massachusetts. Other manufacturers simply ship their units to a local shop to try and figure out, resulting in each van being set up differently, adversely affecting effectiveness and efficiency.

The Process:

Unlike our competition, our Butler is used only to clean carpets. Some companies use their extractors for floodwater extraction in addition to carpets. That's right, the same equipment that was used on a



Featuring

- ◆ State-of-the-art cleaning solutions and equipment
- ◆ **NEW** high-powered truck mounted Butler extraction system

We Guarantee

- ◆ Our Prices - no hidden charges
- ◆ Unmatched quality workmanship - thorough, deep cleaning
- ◆ Courteous, insured, professionally trained technicians

**We'll do it right,
or we'll do it over!**

sewage backup yesterday might be cleaning your living room tomorrow! This is never a concern with ServiceMaster of Alexandria. Our technicians wear shoe covers and latex gloves to avoid marking anything in the house. We start by vacuuming the carpet and pre-treating spots. Our technician will then apply a pre-treatment to the entire carpet and allow it to work while he turns on the unit and brings in his equipment. Starting in the farthest room away, each area will be cleaned. Unlike many other companies, we use only pure hot water in our rinse & extraction to ensure that nothing but clean carpet is left behind. (Many companies apply chemicals in the hot water rinse, leaving residue in the carpet fibers. This is faster but does not truly clean the carpet.) The hot water rinse is over 200 degrees,



much hotter than comparable units thanks to our upgraded heater. Our enhanced blower/vacuum unit then ensures that as little moisture as possible gets left behind.

A Customer Service Approach:

Our Butler unit is only assigned 4-5 jobs per day to allow adequate time for each home. Rather than attempting to produce as much volume as possible, we strive to be the company that our customers call again. *We would love to add you to our list of repeat customers.*

Call ServiceMaster of Alexandria today and feel the difference tomorrow!



7551 Fordson Road
Alexandria, VA 22306

Phone: 703/212-7000
Fax: 703/836-0818

*The clean you expect
The service you deserve*

Carpet Care Tips

Vacuuming

Almost 85% of the soil on a carpet is dry soil brought in by the soles of shoes. Dry soil is abrasive and can damage the carpet fibers causing accelerated wear. This soil is best removed by regular vacuuming. It is also important to monitor the soil level in the bag of your vacuum. Change it when it is half full.

Spot Removal

When removing spots, always apply a small amount and blot it with a clean white cloth. Next, rinse by wetting the cloth with water and blot it onto the spot. Repeat until the spot is gone. Always BLOT never RUB!

Entrance Mats

Using entrance mats inside and outside of doorways will reduce the amount of soil brought into your home.

Regular Carpet Cleaning

Don't forget to call and schedule your carpet cleaning.

\$25⁰⁰ Off

Your Next Carpet or Upholstery Cleaning

Call **703-212-7000**

to schedule an appointment.



Promotion Code: **SMN1105** • Disclaimer: All services provided by ServiceMaster of Alexandria, VA, Ft. Washington, MD & Washington, DC. Some restrictions apply. Areas over 300 sq feet are considered two or more rooms. Minimum Order \$175.00. Expires **2/28/2006**.