

# WINDOW COUNTING AND CLEANING

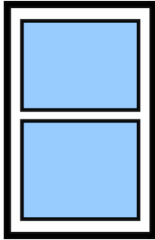
## Frequently Asked Questions (page 1)

### What will it cost to have my windows cleaned?

Count your windows (see below) and check our prices for the quantity you would need. It should give you a very close approximation of what the cost would be.

**Double Hung  
Windows**

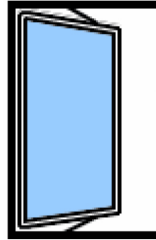
**Counts as  
1 window**



**Crank-Out or  
Casement**

**Counts as  
1 window**

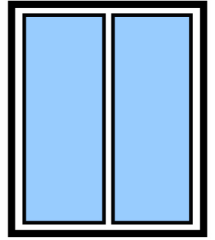
**\*\*For a row of  
Casement windows,  
each panel is to be  
considered a window**



**Sliding  
Windows and  
Sliding Doors**

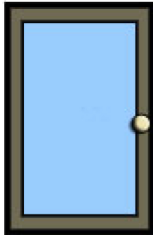
**Counts as  
2 windows**

**\*\*Each panel is  
a window**



**Full Glass  
Door**

**Counts as  
1 window**



**Arch Window  
or Specialty  
Shapes**

**Counts as  
1 windows**



**Sliding  
Windows and  
Sliding Doors**

**Counts as  
2 windows**

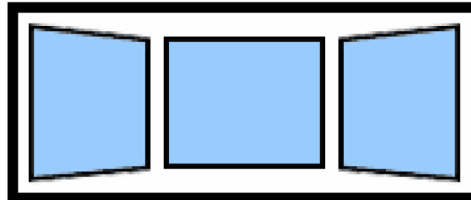
**\*\*Each panel is  
a window**



**Bay or Picture  
Windows**

**Counts as  
3 windows**

**\*\*Each panel is  
a window**



### How will my windows be cleaned?

All windows are cleaned thoroughly, by hand using standard washing supplies such as soft cloths, squeegees, and buckets.

### What do you use to clean the windows?

We clean with a combination of mild soap and water. We use non abrasive, environmentally safe products that will not leave streaks. We do not use any acid base products.

### How often should I have my windows cleaned?

We recommend that you have your windows cleaned twice per year to prevent hard water accumulation. Keeping them clean will extend the longevity of your windows and screens, and keep you aware of any potential problems with tracks, screens, or humidity build up between panes.

### Do I really need to have the inside of my windows cleaned?

Yes, typically we encourage you to allow us to do the inside and outside on our first service. After your first cleaning for the year, you can rotate from inside to outside cleanings. Inside windows should stay cleaner longer than the outside; except in cases where there is a smoker in the house, pets or other factors that may cause the interior windows to soil more quickly.

# WINDOW COUNTING AND CLEANING

## Frequently Asked Questions (page 2)

### How long will it take to clean my windows?

Window cleaning can take from 1 hour to 6 hours depending on a number of factors; the number of windows, the size of the home, the length of time since they were last cleaned, and window accessibility. Job specifications may also dictate the time it may take; cleaning French Style windows, storms, screens, skylights, etc. will clearly take additional time.

Once you have properly counted your windows, our staff should be able to give you an approximate time from start to finish.

### Do I have to be at home for cleaning?

If you are a first time customer, we prefer that you are home for your initial window cleaning service. We of course would like to meet you, go over the initial quote, and we would like you to observe how we perform the service. Additionally, we would be present to answer any questions, and to be assured that we have done the job to your complete satisfaction.

After your initial cleaning, we can make arrangements to clean while you are not home.

If you are having ONLY your outside windows cleaned, you don't necessarily need to be home, as long as we have a phone number to reach you during that time, and payment arrangements have been made. Additionally, outside screens and storms **must** be able to be easily removed and replaced from the outside.

### When is a good time to schedule my appointment?

We offer the following time slots:	Early morning:	8:00am to 10:00am	(arrival time)
	Mid Morning:	10:00am to 12:00 Noon	(arrival time)
	Noon Hours:	12:00 Noon to 2:00pm	(arrival time)
	Mid afternoon:	2:00pm to 4:00pm	(arrival time)

We also offer SAME DAY or NEXT DAY service when available. During busy season (spring and fall) we do ask that you try to give us approximately 1 week's notice, if at all possible.

### Do you offer service on the weekend?

Yes, we do have Saturday appointments available. During our peak season, we offer Sunday appointments as well.

### Is there anything that I need to do before your arrival?

We bring our own equipment and supplies. We do ask that all blinds and/or window treatments are open or tied back before our arrival and that there is a clear path to each window. Please remove any breakable nick-knacks, collectibles, or items of value on or around the window area.

### What if it rains on the day of my appointment?

We try to closely monitor the current weather conditions. If the weather is questionable on the day of your appointment, please contact our office toll free at: (888)808-1220

### Will the window washer wear shoe covers?

Out of respect for you and your home, our staff will either remove their shoes or wear shoe covers.

# WINDOW COUNTING AND CLEANING

## Frequently Asked Questions (page 3)

### Won't the rain make my windows dirtier?

No, not if they are clean. When your windows are clean, there is no dust or dirt for water to adhere to. However, if your windows are dirty, rain can simply attach itself to dirt that is already there, often making them look worse. Over time of course, more dust will accumulate and they will need to be cleaned once again. This is why we recommend your windows be cleaned at least twice per year.

### Why does it look like my windows are foggy, especially on cold or rainy days?

The more common reason is usually a broken or damaged seal between the windows. The rubber seal is what keeps the gas between panes from escaping. Your windows will look foggy because moisture gets inside, between panes. When it warms up, some of it may disappear for a while, however in some cases (like damaged sliding patio doors) they would likely need to be replaced.

### Why should I call a professional window washing company instead of a maid service to clean my windows?

Most maid services use products similar to "Windex", and paper towels which will not clean your windows properly; it will rub the dirt around which will create a static charge, attracting dirt and dust to your windows, but even worse, can scratch the glass permanently. Our window washers use only soft cloth, and professional window washing tools and equipment.

### What causes my windows to become dirty?

There are several reasons that windows become dirty, but the most common are dust, dirt, pollen, air pollutants, insect droppings and even bird nests. Excessive traffic and construction areas can be very hard on windows which may need to be cleaned more often than usual.

### My screens have never been professionally cleaned; they look like that have stains on them... will the stains come off when you clean them?

We cannot guarantee that all stains or spots will be removed during the screen cleaning process. We will do our best to try to remove as much of the stain(s) as possible. Screens that are not cleaned on a regular basis, will build up dirt and grime that can cause stains which can unfortunately become permanent.

### Are tracks and frames included in the price of window washing?

No. Basic window cleaning services included the cleaning of your window glass and wiping down sills. Cleaning the tracks and frames of windows requires much more time and is priced separately.

### Why do windows with non-removal grids (true divided lights) cost more?

It is much more time consuming to wash each individual pane (with its 4 sides) one at a time, as opposed to washing the whole window in one motion.

### Will there be a mess on my carpeting, flooring, or walls when your done?

Our professional staff will cover floors with drop cloths or towels to prevent anything from dripping on the floor. The cleaning staff will also be very careful to not mark up your walls.

### Can I trust the people that you are sending to my home?

Yes, both our company and technicians are fully insured.