



## **Customer Preparation Guide – Steam Empire Cleaning**

### **1. Make the Area Accessible**

- Clear the areas to be cleaned for easy access.
- Remove all breakable items (lamps, collectibles, etc.).
- Move small items off the floor (wastebaskets, plants, toys, briefcases).
- Medium-sized furniture (tables, chairs, sofas) can be moved. We will return them and place protective padding under wood/metal feet.

### **2. Beds & Upholstered Furniture**

- To clean under beds: please move the bed out or lean the mattress against the wall.
- Upholstered furniture should be accessible from all sides and kept away from delicate flooring.
- Loose cushions will be arranged properly during cleaning. Allow furniture to dry completely before reassembling.

### **3. Pets & Safety**

- Keep pets in a safe area during cleaning.
- Ensure front doors or access points are secured to prevent pets from escaping.
- Children should avoid playing on damp carpet until it is completely dry.

### **4. Special Instructions & Concerns**

- Please inform us about any special stains or areas requiring extra attention.
- Vacuuming baseboards, ceiling fans, or furniture backs beforehand is recommended but optional.

### **5. Teflon Protector & After-Care**

- If Teflon Protector is applied, avoid walking on treated areas for at least 12 hours.
- Leave plastic tabs/blocks under furniture for 24–48 hours.
- Use caution when stepping from damp carpet to hard surfaces.

### **6. Parking & Access**

- Please arrange a parking spot as close to the front door or cleaning area as possible.

### **7. Large or Heavy Items**

- Large/heavy items (pianos, china cabinets, entertainment units) will remain in place. We will clean up to the outside edges.

Thank you for helping us provide the best cleaning service possible!