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FREQUENTLY ASKED QUESTIONS

What if it rains?

Not to worry! It's the dust and dirt on the glass that causes spots on the glass. The rain that falls from the sky is clean and will typically not leave any spots on clean glass. But we want to leave every customer completely satisfied. So if your newly cleaned windows get rained on we will do our best to address any concerns that you have.

What's in the water?

We don't use any strong chemicals in our water. Just simple soap and water. It doesn't take any special formula to make the windows sparkle like that. Just good old-fashioned hard work, and the experience to not leave any streaks behind.

How often should I get the windows cleaned?

It's really up to you. We find that getting your windows cleaned twice a year will keep things looking good pretty much all year long.

Do I need to be home while you are working?

No you don't! We have such a good reputation that many customers will give us access to their home even when they are not there. If you need to go to work or run errands, no problem. It's a big advantage to know that the owner of the business himself will be there doing the work in your home.

What time of year is the best time to clean the windows?

Whenever they look dirty! Many customers want them cleaned after the pollen settles down in the Spring, and many others want them done in the Fall along with the gutters. But those are our busiest times, and in our climate we can wash windows all year long. So we can provide better pricing in mid-summer and winter months.

Do you clean the sills and frames?

We can provide several levels of service depending on your needs.

Everything from outside only, to all the nooks and crannies. As long as it is discussed ahead of time, we can offer different pricing options to cater to any client's expectations.

When is the best time to get the gutters cleaned?

The best time is right after all of the leaves are off of the trees in the Fall. Or anytime you see evidence that they are overflowing.

Do you use poles?

Almost never. For residential situations, we have found there is really no shortcut to using a ladder and squeegee to do it the old fashioned way. Some companies try to do it faster and cheaper by using poles instead of ladders. But it doesn't take much more time or money to do it right, and those are the kind of customers that we enjoy working with.

How do I know that my floors and walls will not be damaged?

We always wear shoe covers inside the home. Any ladders that are needed inside the home will be kept clean for inside use, or will have protection on them. We make every effort to wipe up water, use drop-cloths, and leave your beautiful home looking just the way we found it...but brighter!

Will pressure-washing damage my home?

Trying to "blast" the siding clean will leave an uneven and sometimes damaged result. Our process for cleaning the dirt, mold, and cobwebs on your home is one that relies on the bleach and cleaning solution to do the majority of the work. We only use as much pressure as is needed to loosen the debris and rinse it off thoroughly. We commonly wash around light fixtures, cameras, etc without any problems.

What about damaged or stained glass?

Hard-water stains from sprinklers or masonry runoff is common. And sometimes other issues will be only noticed once all of the dirt is washed away, like paint overspray. Our pricing is typically based on just washing away dirt and grime. But if other issues are found, we probably have a solution that is available, and we can always discuss that as an extra cost.

Do I need to move things away from the windows?

Not usually. We can work around most things just fine, and we expect to carefully move furniture or other items as necessary. Of course if you have items that are fragile, valuable, or sensitive, you may want to move those items yourself.

Is it cheaper if I pay with cash?

Cash is always good, but we don't offer a discounted price. We are an honest company and that means that it all gets reported either way.