

ARCS Checklist: Hiring a Professional Rug Cleaner

This checklist is provided to help consumers understand ARCS recommendations regarding the process of rug cleaning. ARCS advises consumers to read and understand the following information before hiring a rug cleaning company.

Is the company able to show proof of ARCS membership and certification?
 Does the company provide a pre-cleaning inspection? Preexisting conditions should be discussed Rug type and construction should be identified
Does the company properly remove dry soils from the rug prior to cleaning?
Are cleaning and rinsing procedures discussed? There are a variety of cleaning methods, ask which will be used.
Does the company follow grooming procedures?
Does the company properly dry the rugs in a timely manner? Rugs must be dried in a timely manner so that the rug doesn't bleed, mildew or change.
Does the company have a set of post cleaning correction procedures?
Does the company have proper quality control procedures in place??
Does the company follow a set of finishing procedures? Do they offer post-cleaning inspection?
Request an explanation from the company if any questions above were answered "No"

The Association of Rug Care Specialists (ARCS) is dedicated to advancing the art and science of rug care, educating rug care professionals, raising consumer awareness about quality rug care, and cultivating relationships with leaders in rug care related industries. Founded in 2010 the association is made up of some of the finest rug washers in the world and collectively has thousands of years' experience caring for area rugs. ARCS host's tours, technical conferences and educational programs designed to train the next generation of rug care professionals.