

J & M Inc.

"It Just Takes One Call ... And We Do It All"

480-706-0737

CERTIFIED

- ✓ Air Duct Cleaning
- ✓ Mold Remediation
- ✓ Complete Water Damage Drying & Restoration
- ✓ Complete Carpet and Floor Care



*"We Go A Step Beyond ...
To End A Step Ahead"*
James D. Moran, Founder

**J & M
S.T.E.P.
Ahead
Systems**

"Originator of the Guaranteed Satisfaction..."

S.T.E.P. - Ahead Customer Care Systems"

Speed / **A**dvanced **T**echnology / **E**thics / and **P**rofessional Practices

Carpet/Tile Care & Restoration

The Restorative "Hot Water Extraction" Carpet Cleaning Process



J & M uses (and is certified by the IICRC) the "Hot Water Extraction" method of carpet cleaning. This is the method recommended by the (CRI) Carpet & Rug Institute and most carpet manufacturers including Shaw Industries, one of the world's largest flooring manufacturers.

Beginning January 1, 2008 Shaw' Industries residential warranty information will state that any carpet warranty work must be completed by an IICRC Certified Firm.

This process includes the most powerful direct drive truck mounted cleaning systems for maximum temperature control and cleaning suction - to get your carpets as clean as possible.

These are the steps in our Premium Carpet Cleaning process.



Step 1 Inspection, where we set up walk-off mats and corner guards to protect your entryways from tracking / damage from hoses etc.

Step 2 Dry Soil Removal - We pre-vacuum the carpet from edge to edge. This step removes up to 79% of dry particles, increases cleaning effectiveness, and removes the dry soil before it gets wet and turns to mud.



Step 3 Move Furniture
Your furniture is moved on 'skidders' to prevent damage to the furniture and the carpet.

Step 4 Treat Stubborn Spots
We make every effort to remove troublesome spots without damaging your carpet.



Step 5 We Pre-Condition the ENTIRE Carpet . (This is the 1st step in soil suspension) PH balanced cleaning agents allow the dirt, oil and grease loosening detergents to work longer getting your carpets much cleaner than using extraction alone.

"Soil suspension, agitation and soil removal are the most critical steps in effective carpet cleaning. The goal of soil suspension is to separate soil from fiber surfaces."

Soil suspension is accomplished by the combination of four things:

- chemical action, (Pre-Conditioning Agents)
- elevated temperature (heat), (HOT Water Extractions)
- agitation, (The RX-20)
- and time.



Step 6 Agitate with Hot Water / Extract Contaminants / Rinse with Clear Water. The Soil Suspension is completed by using specialized equipment.

The RX-20 rotary action actually flushes and then simultaneously removes bacteria and soil through over 650 (cleaning passes) hot water injections and extractions per minute.

Nothing beats this machine for carpet care.

Your carpets will stay cleaner longer - because the units super agitation, combined with the it's weight, deeply cleans to the carpet's nap (foundation) flushing and extracting more soil and cleaning solution then a carpet wand ever could.



**Step 7
We Clean The Baseboards.**

**Step 8
Deodorize The Carpets.**

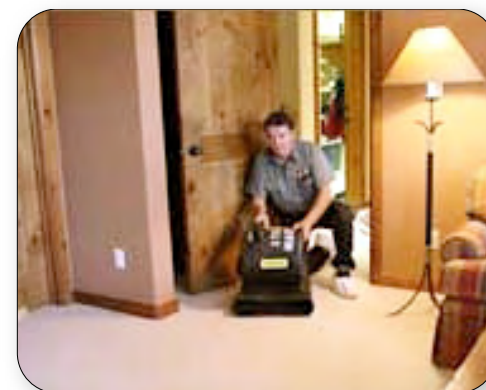
**Step 9
Reset The Furniture On
Blocking Tabs.**



**Step 10
Add New Carpet Protectant**



**Step 11
Groom the Carpet**



**Step 12
Set up the FAST DRY Fans**

J & M Services Overview

Carpet Cleaning & Restoration (rotary extraction)

- Carpet Dying
- Carpet Repair
- Carpet Stretching and Retacking
- Area Rug Cleaning

Tile & Grout Cleaning

- Tile/Grout Staining & Sealing

Upholstery & Drapery Cleaning

- Synthetic fibers (Steam cleaning)
- Natural fibers (Dry Cleaning)

Residential Air Duct Cleaning

Concrete Cleaning

Odor Elimination

- Extreme Odor Removal (Ozone Equipment)
- Pet odors
- Smoking odors

State-Of-The-Art Flood Damage & Mold Remediation (1 call does it all!)

- Quick Water extraction
- Quick Drying any size building or location
- Damage repairs
- Remedial Orchestration (remediation, relocation, air quality testing, rebuild of demolition)
- Rebuild of Remediated Homes
- Leak Detections - using Thermal Imaging Camera
- Air Quality Testing by Certified Microbiologist

J & M, Inc. Carpet Cleaning Services

Itemized Services and Equipment	Economy Service	Standard Service	Premium Service
* Hot Water - Truck Mounted - Steam Extraction	X	X	X
Cleaning / Extraction Equipment	Wand	RX-20	RX-20
Cleaning Meets Industry Standards Specified by Most New Carpet Warranties		X	X
Pre-Vacuum Carpet		X	X
Pre-Treat Spots	X	X	X
Pre-Treat the Entire Carpet		X	X
“Wand Clean” All Open Areas (Cleaning Around the Furniture)	X		
Move All the Average Size Furniture		X	X
“Super Clean” the Carpets Wall-To-Wall Using the “Amazing RX-20 Super Cleaning Extractor” **CRI “Carpet & Rug Institute” Recommended - Deep Cleans the carpet fibers from every direction at 650 revolutions per minute.		X	X
Wand Clean the Edges of the Carpet	X	X	X
Clean the Baseboards			X
Apply Carpet Deodorizer		X	X
Includes Carpet Protectant			X
FAST DRY Guarantee (3 hours) Utilizing Multiple Drying Fans			X
Groom the Carpet		X	X
10 Day Stain Guarantee	X	X	X
30 Day Stain Guarantee			X
Free Bottle of Spotter	X	X	X
Qualifies for Warranty Scheduling Discounts		X	X

* **Hot Water Steam Extraction** is the preferred cleaning method recommended by the (CRI) Carpet and Rug Institute and most major carpet manufacturers including Shaw Industries, the largest carpet manufacturer in the world.

** The (CRI) Carpet and Rug Institute has rated the **RX-20** with its “Gold Standard” for carpet protection and cleaning performance.

Additional Services for Your Home or Office

“Tile and Grout Cleaning”

“Have you noticed your tile and grout getting darker and darker in high traffic areas, counter tops or the bathroom?”

Eventually mopping, or surface cleaning just won't get your tile and grout clean dirt and soil can be absorbed into the grout between the tile and build up on tile surfaces, leaving your tile floor dull and dingy.

“You have 2 cleaning choices!”

1. Get on your hands and knees with a toothbrush, or
2. Lets us power clean your tile and grout.

Our powerful truck mounted cleaning system will restore the natural beauty of your ceramic tile and grout quickly and economically.

In addition your grout can be sealed or re-sealed either with a clear sealer or stained to the original color or a new color with an epoxy stain.



“Upholstery & Drapery Cleaning”



J & M's highly trained technicians are certified to safely clean your upholstery and drapery in the comfort of your home or office. Our truck-mounted cleaning system arrives on site and is equipped with multiple types of upholstery tools and dry cleaning equipment to effectively remove the difficult stains that occur from everyday use. Our dry cleaning method protects against fabric watermarks and shrinkage of drapes and window coverings.

“Ask About Our Multi-Service *Discounts*”

Get at least a **\$20 discount** on each additional service you choose while our service truck is at your location.

Gas is expensive, and my technicians WASTE about 1/3 of their days stuck in traffic on the freeway ... so if you can save us time we'll save you money.

I'll give you a \$20 discount on each additional service you choose because we're saving the time and money it takes to travel to your location. **When we save time and money we're happy to pass those savings on to you!**



“One Call Does It All”

480-706-0737

<http://www.jmrestoration.com>



J&M, Inc.

Certifications, Affiliations and Continuing Education



The Better Business Bureau (BBB)®

Serving Central and Northern Arizona

4428 N. 12th Street

Phoenix, AZ 85014

(602) 264-1721

<http://www.arizonabbb.org/>



The Institute of Inspection, Cleaning and Restoration Certification (IICRC)

has served as the Industry Guardian for the cleaning, inspection and restoration service industries for more than 30 years. As a non-profit certification organization, the IICRC helps ensure that you have access to trusted and trained cleaning professionals by establishing and monitoring certification programs and standards for these industries.



Founded in 1946, the **Restoration Industry Association (RIA)**, formerly known as (ASCR) Association of Specialists in Cleaning and Restoration, is the oldest and largest trade association for the cleaning and restoration industry. RIA offers an array of benefits to its members and strives to keep them informed of the latest technology and industry trends.



The Indoor Air Quality Association (IAQA) was established in 1995 to promote uniform standards, procedures and protocols in the Indoor Air Quality industry.



Chuck Dewald's Structure Drying School

The Chuck Dewald Structure Drying School has the distinction of being the original Structural Drying School of it's kind and the originator of the “Vortex Drying System”.



Dri-Eaz University

Dri-Eaz education is solely focused on teaching the science of drying. Founded in 1980, Dri-Eaz has been the leading provider of high quality, innovative products and solutions for the restorative drying industry.



Rescon Environmental “Moisture View / Thermography Training”

Rescon has been an industry training leader for over 20 years, and now offers a unique program that concentrates on thermography as a moisture detection tool.