

Frequently Asked Questions

What does the inside access dryer and vent cleaning include?

- * Access clothes dryer in each unit
- * Protect dryer and floors from scratches when moving dryer with appliance sliders
- * Vacuum and remove debris behind dryer
- * Vacuum and clean exhaust pipe with a combination of our high velocity three-motor HEPA vacuum (Rovac Retrieval Unit) and our rotating brush system, this removes all lint build-up and blockage from top to bottom
- * Clean and vacuum lint trap of dryer
- * Reconnect and test airflow
- * Access and clean outside outlet if accessible

Why should I have the cleaning done?

- * Eliminate a Fire Hazard
- * Reduce Dryer Times
- * Save Money on Utility Bills
- * Increase the Life of your Dryer

What time is the inside access cleaning?

The cleaning time frame is from 8am to 4pm on the date scheduled with the association. No specific or closer time frames are available. The technicians must clean in consecutive address order. There are too many variables, so the office is not able to give a closer time frame. Our experienced technicians know the best place to start and proceed to get all of the condos cleaned as quickly as possible.

Do I have to be there for the cleaning?

Yes, unless there is an on site contact with access or if you have made other arrangements for us to get in to clean e.g. neighbor with a key, home watch, hidden key, garage code, etc. If you have made other arrangements, please let us know. Otherwise, the technicians will not be able to get in to clean. We are bonded and insured.

What if I have renters?

You can still have the cleaning done. If your renter is not able to be there, let us know what arrangements have been made for us to get in to clean e.g. neighbor with a key, home watch, hidden key, garage code, etc.

Do I pay for the cleaning?

No, the association is taking care of the dryer and vent cleaning. The only cost to you is if you have a vinyl or damaged dryer hose which is a fire hazard, and the cost is \$13.00 (includes sales tax).

What do I need to do before the cleaning?

Please remove items in the dryer, on the dryer or around the dryer that will be in the way of the technicians moving the dryer forward to clean.