

Things for you to keep in mind ahead of window cleaning.

In order for us to have the best conditions to deliver a first-class service we kindly ask you to read through the following document. These preparations will help to ensure a smooth and qualitative result.

We will bring all necessary equipment and cleaning detergents. If you have windows over 3 meters high, which we can't reach with our extension shafts, a ladder is needed. We can only clean to a maximum height of 3.5 meters from the floor/ground. Please let us know if you can't provide a ladder as we can bring one for an extra fee.

For best result we recommend that you add a Frame wash to your booking.
Balcony wash is also an extra service we are happy to help you with.

Keep in mind that the starting time is only approximate, limited to morning or afternoon.
If you can't be at home, you are welcome to leave the key with us no later than 12:00 the day before the window cleaning. If you are a subscription customer we already have your key.

Good to know:

- We do not clean any windows that are damaged or those that can't be opened without any problem. Please inform us before arrival if there is any damage that we should take into account.
- Please note that older windows with scratches that have not been cleaned for a while are at risk of becoming more visible after cleaning as the cleaning process can emphasize any already existing damage. This applies in particular to windows in older apartment buildings near busy streets.
- We do clean skylights - if it is a window that turns around its axis. However, we cannot carry out any cleaning that needs to be carried out from the outer roof.
- We clean even if it rains or snows (we clean down to minus 15 degrees!).
- Due to the risk of damage, we do not clean blinds.
- We do not clean outside windowsills/ledges.
- There are multiple things that affect the exact time required for window cleaning. The size and shape of the windows, age of the glass, possibly lime deposits, how often they have been cleaned before, if you live near a busy street, renovations, etc.
- If you are a subscription customer and use your "timbank" hours for window cleaning, we first calculate the total cost for the assignment. However, window cleaning service is more expensive due to specialist skills and expertise. This means that the number of hours that we calculate beforehand and the actual hours we perform the service does not always match what is noted on the invoice.

What you as the customer need to prepare:

- Present keys to any window locks.
- Please move any bulky furniture and take down the curtains, if possible.
- Remove flowers and other objects from windowsills.
- Inform us before the assignment if you have any particularly sensitive floors or windowsills.
- If you have any newspapers/old sheets/protective plastics, we will protect any sensitive floor and windowsills.
- Let us know if there is anything else you think we should know before the window cleaning.