

The following actions can cause permanent damage to a customer's property and thousands of dollars in replacement for Superior Cleaning. NEVER do the following:

- Never scratch items with abrasives (brillo, ajax, stone, TLX, rough side of sponge). These items can damage glass with a film cover, stainless steel, refinished tubs, jacuzzis. *NEVER USE BRILLO ON STAINLESS STEEL* Do not use paper towels on stainless steel. If you are unsure of whether or not an item can be used on a particular surface, DON'T USE IT UNTIL YOU ASK A TEAM LEADER.
- Never use terry towels on flat screen TV's and monitors. Use microfiber only.
- Never drag stove grates across stainless steel. Always lift it straight up.
- Never let bleach, Ajax, Tilex or EZ off come in contact with natural stone, carpet or wood. Remember, sometimes these products could get on the bottom of a bucket or leak if not closed properly, so be very careful with them.
- Never let a lot of water sit on wood. Do not use a lot of water when mopping. If you spill water on wood, dry it up immediately.
- Be very careful with glass, ceramics, porcelains, crystals etc.
- Never hit furniture or trim with the vacuum and do not lean ladders and equipment against walls. Do not replace furniture up against walls. Always make sure there is a small space.
- Never dent or scratch wood floors when moving furniture. Always have two people move it and look to make sure the floor is not getting scratched.
- Be careful about what you throw in the garbage. Something that might look like garbage to you might be something the client's kid made for them when they were 3 years old that they've kept for 20 years. If you're unsure whether it's garbage or not, don't throw it away.