



TOTAL LIFECYCLE CARE



TLC

SERIOUS PROTECTION FOR YOUR
CARPET INVESTMENT

Lees®

TLC Total Lifecycle Care

PROTECTING YOUR CARPET.

So that it looks better...longer

When purchasing carpeting for your business, Lees knows you're making an important investment in your company. Lees' TLC maintenance program is a comprehensive program that lets you select the level of maintenance you need — from quarterly cleaning to plans that cover every aspect of carpet maintenance. No matter which plan you choose, the Lees TLC program will help your carpet retain its appearance longer which gives you a greater return on your investment.

IT STARTS WITH THE PROPER SPECIFICATION

Lees' professionals begin the process by helping you specify carpet that meets your needs. Which Lees carpet you select depends on the environment in which the carpeting will be used and its performance expectations. The most important criteria are:

COLOR

Color is critical in the long-term appearance and maintenance of any installation. For example, in a heavy-traffic area like an entrance way, a light color cut-pile product is a poor choice, but a darker color in a loop construction will retain its appearance longer.

TRAFFIC

A Lees TLC professional will map out heavy, medium and light soil/traffic areas using a blueprint of your facility to custom design a carpet maintenance program to meet your needs.

- | | |
|----------------|--|
| HEAVY: | Outside entrances, corridors, elevators, lobbies, stairways and main aisles. |
| MEDIUM: | Secondary aisles, office spaces, meeting rooms and atriums. |
| LIGHT: | Back offices, conference rooms and executive areas. |

PREVENTING PROBLEMS BEFORE THEY HAPPEN

Lees TLC professionals also offer preventive maintenance to preserve the long-term appearance of your carpet providing a plan to trap soil before it reaches the carpet. By establishing walk off areas at building entrances where people can wipe off excess soil, carpet lasts longer and looks better.

DEVELOPING A PLAN

After the proper specifications have been determined, the TLC professionals then customize an effective maintenance plan to guarantee you get the highest performance out of your carpet.

CONTINUAL MAINTENANCE AFTER INSTALLATION

TLC is a total carpet maintenance program in which our personnel will come to your facility to pile lift and clean your Lees carpet. Lees incorporates a mixture of cleaning systems and will recommend the proper combination of systems based upon our customers needs. Lees also provides an audit of in-house maintenance on a monthly basis. Emergency service and training are also available. This is not a janitorial service, but rather carpet maintenance.

- THOROUGH CLEANING AND PILE LIFT
- AUDIT OF IN-HOUSE MAINTENANCE
- SHORT DRY TIME CLEANING METHODS AVAILABLE
- EMERGENCY SERVICE
- TRAINING

With Lees TLC, your carpet can keep a fresh, new appearance for years through our routine maintenance system utilizing cleaning processes designed for your situation.





THE BEST PROFESSIONAL EQUIPMENT

Lees TLC uses the latest technology in equipment including vacuum cleaners, pile lifters, bonneting and extraction machines. These machines enable the professional to clean the carpet thoroughly. Lees TLC professionals will also teach your janitorial personnel the proper manner of vacuuming, using slow, deliberate passes. A minimum of four passes, forward and backward, on the same area is necessary to effectively remove loose dirt.

RELIEF FOR SPOTS & STAINS

Lees can design a program to help you and your staff react to spills. Lees trains your people to blot the wet spill and use the DuraSafe Suction Block in conjunction with water. In those few instances when water alone is unsuccessful, we also provide you with the DuraSafe by Lees Instant Cleaner Kit.

Lees professionals use DuraSafe by Lees cleaning products exclusively on your Lees carpet. DuraSafe Products were specially developed to remove those spills that water alone cannot. All products in the DuraSafe line have a neutral pH level and are formulated to be safe to both the user and the carpet.



MONITORING FOR OPTIMAL RESULTS

Once Lees has established your initial maintenance program, it is critical that we monitor the results to ensure the optimum appearance and care of your carpet. It may be necessary to adjust frequencies of vacuuming, spot cleaning, and extraction to meet your maintenance objectives.

LEES TLC APPEARANCE RETENTION WARRANTY

- Lees will warrant the appearance of the carpet to stay within desired levels for 10 years from the original purchase.
- Levels of appearance will be warranted to be within industry standards based on normal wear and appearance.
- Control samples of each style will be used to determine these levels.
- Should the appearance fall below these levels, the warranty will be prorated based on 10 years.
- Warranty covers full installation cost less normal furniture removal.
- When replacement installation is done using the Lees LIFT System, furniture lifting will be covered under the warranty.

PROTECT YOUR CARPET INVESTMENT

Lees carpet is known for its durability and appearance retention. The Lees TLC program takes it one step further to ensure that your satisfaction in Lees will be as long-lasting as the carpet you've selected.

THANK YOU FOR CHOOSING LEES.

For more information about proper specification for your Lees carpet or about the Lees TLC program, please call our Technical Services representatives at

1.800.443.2241

Lees[®]
serious carpet.



Lees®

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