



## ***Services excluded:***

### ***1. Limitations on Appliance Disassembly by Cleaners:***

The cleaner will not disassemble or reattach any kitchen appliance parts such as doors, glass panels, or grills. These components require specialized handling and are excluded from the cleaning process.

**Important:** If you want these areas cleaned, it is the client's responsibility to dismantle these parts prior to the cleaning appointment and to reassemble them afterward. This policy ensures thorough and safe cleaning while preventing any damage or operational issues.

### ***2. Oven Roof Cleaning Exclusion – Safety & Appliance Protection:***

Oven roof cleaning is excluded from the service due to the presence of delicate heating elements and wiring that can be easily damaged by cleaning tools or liquids. Cleaning this area risks compromising the oven's functionality and safety. Protecting the oven roof is essential to avoid damage, ensuring the appliance remains safe to use and operates correctly, thereby minimizing the chance of costly repairs or safety issues.

**Important:** Engage a certified technician or appliance specialist from the same company to perform the oven roof cleaning safely. They have the appropriate tools, expertise, and experience to prevent damage and ensure the oven functions properly.

### ***3. Operational Limitations Pertaining to Blind Cleaning:***

Please note that blind cleaning is not part of the service. This is due to the specialized nature of the task, which requires additional time, specific cleaning techniques, and the use of appropriate chemical solutions to avoid damage.

**Important:** Blinds are made from delicate materials that can be easily warped, discoloured, or broken if not handled correctly. Proper cleaning also often involves disassembling components or using equipment not included in general cleaning services. For these reasons, blind cleaning is considered a specialized service that must be requested and quoted separately.

### ***4. Exclusion of Grout Cleaning Service:***

Grout cleaning is excluded because grout is a porous material that tends to stain and discolour over time due to its nature and exposure to dirt, mould, and mildew. Cleaning methods may not be sufficient to restore grout to its original condition without specialized treatments.

**Important:** Grout can absorb stains and harbour mould and mildew, which makes it difficult to clean effectively with surface cleaning. Many cleaning services focus on visible surfaces like tiles or floors but do not cover grout cleaning because it requires specialized products, tools, or dedicated grout cleaning service. Additionally, grout cleaning is often treated as an add-on service due to the extra time, effort, and cost involved.

### ***5. Stain Treatment on Painted Walls Not Included:***

Cleaning stains such as Coffee or tea stains, Food splatters or grease marks, Crayon or marker scribbles, Fingerprints and smudges, Ink or pen marks, Nail polish or makeup stains, Water spots or mineral deposits, Mould or mildew stains, Adhesive residue from tape or stickers, Smoke or nicotine discoloration on painted walls is generally excluded because aggressive cleaning methods can damage the paint finish, leading to peeling, discoloration, or degradation of the wall surface.

**Important:** Painted walls are delicate surfaces that can be easily compromised by harsh scrubbing, abrasive cleaners, or excessive moisture. Attempting to remove stains without the proper techniques or materials may cause the paint to peel, bubble, or fade, resulting in more extensive and costly repairs. Therefore, stain removal on walls is typically excluded from standard cleaning services to avoid unintended damage and preserve the integrity of the paint finish.