



WHAT TO EXPECT: BASIC PACKAGE

READY TO WORK. The Crystal Vista crew will arrive at your home, at the time you scheduled for, in a logo-marked vehicle and Crystal Vista branded shirt or hoodie. The lead technician will greet you and answer any questions that you have about the cleaning, and review what is included in the BASIC PACKAGE.

JOB PREPARATION. We will need the use of your home's ground water, so be sure to have your hose bibs turned on from inside the house. We will either hook up our pure water machine to your water, or fill our buckets up when using a squeegee. Some windows require us to remove your screens from the inside before cleaning, so inside access will be required to remove them unless you have chosen to do that for us ahead of time.

EXTERIOR CLEANING. The technicians will begin work on the exterior windows. Outside windows are most often cleaned using a water-fed pole and pure water technology, eliminating the use of ladders. Any water droplets you see will dry clear. Patio doors will be cleaned by hand using a squeegee. Occasionally we will clean all glass with squeegee.

EXTERIOR FRAMES AND SILLS. The technicians will wipe away cobwebs, dirt, and grime with a dry rag or brush.

FINISHING UP. Upon completion, the lead technician will meet with you to do a final walk around the home. This will be your chance to point out anything you'd like addressed before you are billed. **Please look at everything carefully because we really would like to finish the job while we are there!**

A JOB WELL DONE. After the final walkthrough, you can pay for your services in several convenient ways: onsite using a credit card via our tablet reader, cash, or check. Customers who are not home at time of service will be emailed an invoice that can be paid online within 15 days of service.

RAIN GUARANTEE: The BASIC PACKAGE includes a 1-Day Rain Guarantee. This means that if it rains within one day of your cleaning, we will come back and touch up any spotting upon request.

Not Included with the basic package is screen cleaning, small basement windows, detached garage windows, garage door glass, skylights, any interior glass and storm door windows; unless included additionally in quote.

A MEMBER OF OUR OFFICE STAFF WILL CONTACT YOU VIA PHONE/EMAIL IF THE CREW IS RUNNING AHEAD OR BEHIND SCHEDULE