

Table 1

Carpet and Rug Cleaners ¹		Areas company serves*	Percent of surveyed customers who rated company "superior" for...					Number of complaints at local gov't consumer offices and (complaint rate)		CHECKBOOK's top rating (✓)			
			Overall performance and (number of ratings)	Doing work properly on first try	Neatness of work	Starting and completing work promptly	Advise on service options and costs	Letting you know cost early	Number of complaints at BBB and (complaint rate)	For quality	For prices of in-home cleaning (see Table 2)	For prices of in-plant cleaning (see Table 3)	
Averages			78%	77%	81%	81%	69%	78%					
Econo-Jet Carpet Cleaning 14312 Mount Oak Rd, Bowie, MD	301-390-9698	AX-AA-AC-DC-FC HC-LC-MC-PG-PW	93% (100)	91%	93%	93%	79%	92%	0	0	✓	✓	— ²
Elite Carpet Care PO Box 5799, Derwood, MD	301-921-6924	AX-AA-AC-DC-FC HC-LC-MC-PG-PW	86% (237)	81%	87%	91%	69%	88%	0	0	✓		
Express Carpet Dry 4607 Iris St, Rockville, MD	301-607-0099	AX-AC-DC FC-HC-MC-PG	70% (10)	70%	70%	60%	67%	70%	0	0		✓	— ²
Fiber Clean 9520 Gerwig Ln #B, Columbia, MD	410-290-8613	AX-AA-AC-DC-FC HC-LC-MC-PG-PW	64% (23)	57%	86%	78%	59%	95%	1 (— ⁶)	0			
Fowler Carpet Service 10554 Metropolitan Ave, Kensington, MD	301-949-3400	AX-AC-DC-FC HC-LC-MC-PG	74% (29)	66%	82%	62%	57%	75%	0	0		✓	✓
George Ayoub Carpet Care 45945 Trefoil Ln #160, Sterling, VA	703-356-6186	AX-AC-DC FC-LC-MC-PW	83% (18)	78%	89%	83%	80%	89%	0	0			
Guarantee Carpet Cleaning 19200 Orbit Dr, Gaithersburg, MD	301-258-7300	AX-AC-DC-FC HC-LC-MC-PG-PW	80% (104)	79%	82%	78%	72%	84%	0	0			
Hadeed Rug & Carpet Cleaning 6628 Electronic Dr, Springfield, VA	703-836-1111	AX-AA-AC-DC-FC HC-LC-MC-PG-PW	62% (273)	66%	68%	67%	55%	60%	5 (0.46)	30 (2.78)			
Hanna Ayoub Rug Cleaning 2614 Pittman Dr, Silver Spring, MD	301-562-4088	AX-AC DC-MC-PG	79% (34)	85%	82%	62%	61%	81%	0	0			— ³
Heaven's Best Carpet & Upholstery Laurel, MD	301-470-4433	AX-AC-DC FC-MC-PG	87% (83)	86%	87%	88%	85%	84%	0	0	✓		
JAT Carpet & Upholstery Cleaning 4439 Forest Hill Dr, Fairfax, VA	703-507-9152	AX-AC-DC FC-LC-MC-PW	95% (78)	92%	91%	88%	88%	94%	0	0	✓	— ⁵	
JCB Carpet & Upholstery Cleaning 13794 Deacons Way, Gainesville, VA	703-239-0406	AX-AC FC-LC-PW	100% (13)	92%	85%	100%	92%	92%	0	0	✓		— ²
Loudoun Carpet Care 129-C N Bailey Ln, Purcellville, VA	540-338-4300	LC	87% (30)	87%	93%	90%	82%	93%	0	0	✓	✓	✓
Manoukian Brothers 7814 Georgia Ave NW, Washington, DC	202-882-7847	AX-AC DC-FC-MC	94% (35)	94%	97%	94%	87%	94%	0	0	✓	— ³	
Metro Chem-Dry PO Box 223014, Chantilly, VA	703-378-2222	FC	80% (15)	80%	87%	93%	80%	93%	0	0		✓	— ²
Normandy Carpet Care 7621 Rickenbacker Dr #100, Gaithersburg, MD	301-740-2005	AX-AA-AC-DC-FC HC-LC-MC-PG-PW	73% (124)	72%	79%	83%	65%	82%	1 (— ⁶)	0			
Omega Chem-Dry 10026 Blue Banner Dr #LL, Germantown, MD	301-916-2020	HC-MC	67% (12)	58%	67%	75%	50%	58%	0	1 (0.28)		✓	✓
Poseidon Dry Carpet Cleaning 319 Mount Vernon Pl, Rockville, MD	301-279-7767	AX-AA-AC-DC-FC HC-LC-MC-PG-PW	89% (39)	87%	82%	92%	76%	87%	0	0	✓		— ²
ProClean Carpet & Upholstery 416 E Diamond Ave, Gaithersburg, MD	301-417-6527	AX-AA-AC-DC-FC HC-LC-MC-PG-PW	48% (29)	52%	55%	59%	54%	59%	1 (0.16)	4 (0.63)		✓	— ²
Quality Pro Cleaning Services 12916 Matey Rd, Silver Spring, MD	240-372-7477	AX-AC-DC FC-HC-MC-PG	86% (75)	86%	88%	85%	69%	72%	0	0	✓		
Remarkable Difference PO Box 230056, Centreville, VA	703-753-2722	AX-AA-AC-DC-FC HC-LC-MC-PG-PW	98% (42)	98%	98%	98%	95%	93%	0	0	✓		

FOOTNOTES ON PAGE 64.

*AREAS: AX=Alexandria; AA=Anne Arundel Co.; AC=Arlington Co.; DC=District of Columbia; FC=Fairfax Co.; HC=Howard Co.; LC=Loudoun Co.; MC=Montgomery Co.; PG=Prince George's Co.; PW=Prince William Co. Companies serve all or part of listed areas.