



Eco Oven Clean Service Promise

We guarantee that every Eco Oven Clean will include:

1/	Confirmation of Booking:	we will text, email or phone you to confirm the booking at least 24 hours before the reservation.
2/	Arrive on time or advise otherwise:	Our bookings are within a half hour time frame. We endeavour to arrive on time but should it be necessary we will contact you to advise of any changes.
3/	Initial Oven Inspection:	An initial oven inspection will be carried out to highlight any issues such as broken seals, non functioning oven lights scratches or dents. The customer will be advised of these before any work starts.
4/	Prepare & Protect the work area:	Protective sheeting will be placed around the oven work area. Where required sheets will be placed on kitchen surfaces and cupboards. Our cleaning products are not corrosive in any way but some dirt and grease may splash out from the oven during cleaning.
5/	Remove oven parts for dipping:	All shelving, racks, hob stands, gas rings, fan covering plates are removed to our dip tank for cleaning. Approximately 50% of the oven cleaning takes place outside of the home using our bespoke electric dip tank. These items are left to soak in the tank for various lengths of time depending on the metal used in these parts.
6/	Oven light lens cleaned:	Where possible we will remove the oven light lens to clean it, this will improve visibility in the oven. If we cannot remove the lens we will clean it in place.
7/	Oven fan cleaned:	Where possible we will remove the oven fan to clean it. If we cannot remove the fan we will clean it in place.
8/	Oven door removed, split apart and cleaned:	Most oven doors can be removed and the glass panels cleaned on the inside and out. Where this is not possible the door will be cleaned in place.
9/	Oven interior cleaned :	The oven will be cleaned to a high standard, removing grease, carbon and food debris. This includes the oven floor, sides, back and roof (some oven roofs have externally fitted elements, where possible we will drop the element to gain access but this is not always possible).



Eco Oven Clean Service Promise

-
- 10/ Rinse and Polish: All oven parts and surfaces will be rinsed with clean water to remove any cleaning product residue before being re-assembled and tested.
-
- 11/ Re-assemble Oven and Testing : The oven parts are re-assembled and the oven is tested for heating, lighting and fan operation.
-
- 12/ Final inspection of oven: The oven is inspected for standard of clean and were necessary further cleaning is carried out, functionality and operation. The customer is left with the inspection sheet and advised of any care instructions or advice to help maintain the ovens cleanliness.
-
- 13/ Work area left clean: All sheeting, cleaning materials and tools removed and any carbon or debris removed. All waste products, generally paper towels, are removed to be disposed of by us.
- At no point will we use the home owners bins for waste disposal.
- All liquids will be disposed of in the outside foul drain where possible.
-
- 14/ Oven Handover: Post clean the oven will be handed back to the home owner for inspection.
- Any advisory points will be raised with the owner such as wear and tear noticed during the clean or suggested future cleaning schedules.