



Carpet Cleaning Training



Carpet/Upholstery Cleaning Training

PLEASE NOTE – MACHINE CONTROLS MAY VARY BY AGE OR MANUFACTURER – PLEASE REFER TO THE MANUAL FOR YOUR SPECIFIC MACHINE IF YOU ARE UNSURE ON HOW TO OPERATE THE MACHINE. THE FOLLOWING TRAINING IS A GENERAL GUIDE ON SAFE OPERATION.

Safety basics

Only use a machine if you have been instructed to do so and trained accordingly.

Ensure you have the correct PPE – wear goggles, gloves and masks when dispensing chemicals. Ensure you have suitable non-slip footwear on when operating machinery.

Erect caution signs as required – use plenty so that larger areas have a visible sign from every approach angle/entrance. Don't remove signage until the floor is completely dry.

Use the ramps provided when putting the machine in and out of the van. Make sure you are parked in a safe area when loading and unloading. Do not lift the machine up or down stairs – use the lift or discuss access with your manager when no lift is available.

Pre-use Machine Checks

Check the chord with the machine unplugged, before each shift to check the cable for breaks or bare wires. **NEVER** use a machine with such defects on the cable, attach a warning to the machine and inform management that a replacement is required immediately. If using a battery powered machine, perform the same safety check on the battery charger cable.

If a mains machine, only use it with an RCD circuit breaker between the plug and the socket.

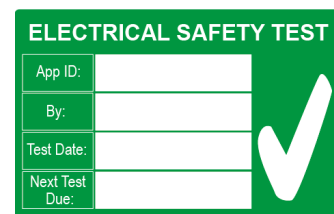
If machine is battery powered ensure it is always charged prior to use.

Check that the machine PAT test is in date - report to management/Spotless office if not.



Carpet/Upholstery Types

Understanding what chemicals and processes can be used on different types of carpet is essential to ensure safe and effective cleaning that doesn't permanently damage the carpet. As examples, cleaning antique furniture might suck stains through on to upholstery where it is filled with horse hair or traditional stuffing materials, or over-wetting wool carpets will cause them to shrink and detach from carpet grippers. If you're unsure about the materials, always discuss this with your manager before proceeding. As we are mostly cleaning commercial carpet tiles and commercial office chairs, the cleaning process is less risky, but don't hesitate to speak with your manager if you are unsure.



Also check that you **aren't placing furniture with water based coatings such as wood stained feet/legs onto damp, just cleaned carpets** - the stain can leach out and stain the carpet.

Pre-treatments

When pre spraying or pre treating the carpet/upholstery, mix chemical and water in a bucket at the correct dilution rate. Stir the bucket well to ensure that the chemical is properly mixed and diluted. Use a pelican pump (one pump is 30ml) to ensure accurate dosing. Stir well before pouring in to the sprayer or bucket. Accurate dilution is essential for safe and effective cleaning.

Pre-treat spot stains with the sprayer, or depending on the stain type, use a treatment and an appropriate hand brush to carefully work the treatment into the pile of the carpet.

A carpet cleaning brush should be used to agitate all areas of carpet with the pre spray, to work it into the pile and release the soil. This is an essential part of the process which will loosen the dirt before it can be removed by the machine.

Once the pre-treatments have been worked into the relevant areas and agitated, the treatment and soiling should be removed before it dries. The pre-treatment and soiling is removed by use of the hot water extraction machine.

Machine Operation

Mix the rinse agent

As above, correctly mix the rinse chemical with hot water at the advised dilution rate and pour in to the clean tank of the machine. It should be thoroughly mixed before pouring it in NOT mixed in the machine as this does not work. Add de-foamer to the mix - this is to ensure that foam doesn't enter the motors, damaging the machine.

Start the machine

With clean and dirty hoses fully connected and the cleaning wand ready, start the vacuums and pumps by turning the relevant switches on.

How water extraction

Work systematically through the areas to ensure no areas of carpet are missed, holding down the trigger, spraying rinsing agent into the carpet, draw the wand back towards you so that the suction head vacuums the rinsing agent and soil up into the wand and into the dirty tank, as it passes over the carpet. The machine should do the work, there shouldn't be a need to heavily scrub or use the wand aggressively.

Emptying the dirty tank

When working listen out for a change in the pitch of the vacuum motors - this indicates that the dirty tank is full. If possible, empty the dirty tank before it is this full, but it's important to stop working immediately if you hear the change in motor pitch, to avoid damaging the machine. Use the valve on the outside of the machine to release the soiled water into a bucket. Do so carefully and ideally over a hard floor or with a protective mat/sheet under the valve, to avoid dripping soiled water onto clean flooring. Empty the soiled water INTO A FOUL DRAIN ONLY. This means tipping it into a toilet or gully that receives foul waste - NOT a storm drain such as a gully under a down pipe that you see outside. Soiled water must not enter the storm drainage system. Clean the toilet thoroughly after depositing the waste into it.

Check the cleaning

Look for any areas of soiling that require further work but REMEMBER, over-wetting by applying more and more rinsing agent, is likely to cause damage to the carpet and won't improve cleaning, so be as sparing with the process as possible.

Once extraction is complete, set the pile of the carpet using a clean carpet brush, which will set the pile neatly and aid drying.

Packing up

Place clean water in the clean tank of the machine with no rinsing agent added. Remove the wand from the suction hose and carefully dip the lower part of the open end of the hose into the clean water. Allow a small amount to pass through into the dirty tank as this is cleaning the hose as it does so. DO NOT put the whole end under water when doing this as it will damage the vacuum motors. Rinse the dirty tank and empty it into a bucket as described above. Use the wand trigger to pull some of the clean water through and out of the nozzles to clean the pressure hoses. DO NOT leave rinsing agent in the clean tank or hoses as over time this solidifies and blocks the hoses and damages components.

Leaving site

Pack all equipment away and ensure that nobody will be using the cleaned areas of flooring/upholstery before they are dry. Leave caution signs erected as required.

Please look at the overview of the full process from our training and equipment provider, Prochem, on the next page.

CARPET CLEANING SPECIFICATION

BASED ON A CORRECTIVE CARE CLEANING SYSTEM

Approved by leading carpet cleaning authorities

10 Step

1

Inspection

Soiling: Check depth of soil and signs of permanent staining.

Fixings: Poor fixings may increase the risk of shrinkage.

Seams: Poorly jointed seams may split during cleaning through water or heat.

Backings: Type of backing may influence the method of cleaning. Some backings are prone to shrinkage.

From this information decide on the system and method of cleaning to be employed.



2

Dye test

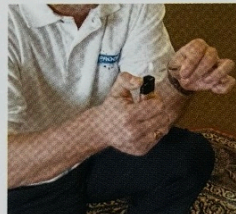
All colours must be chemically pH tested to ensure use of correct cleaning solution.



3

Fibre test

Fibre identification will help to determine use of correct cleaning solution. It will also assist pre-judgement on whether stains are removable.



CLEANING OPERATIONS

4

Comb pile

To separate and release matted pile for more effective dust extraction.



5

Power vacuum

To extract dust and grit and other dry soil to prevent turning dust into muddy residue.



6

Treat stains

Prior to main cleaning operation, to ensure that full depth of stain is removed.



7

Spray pre-treatment

Use a specially formulated traffic lane cleaner to dissolve greasy soils. Agitate to depth of soil.



8

Deep cleaning

Clean carpet overall using the system and method decided at the INSPECTION stage.



9

Hand cleaning

Clean all edges, stairs and other inaccessible areas by hand using appropriate method.



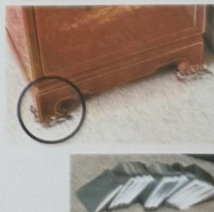
SATISFACTORY COMPLETION

10

Realign pile

Pile must be correctly set whilst damp.

Replace furniture only when necessary and place on protector pads or blocks.



Ensure adequate ventilation and/or introduce mechanical air mover.