

Delivering the best service to your client.

As some of you may know, we have been working on changing our systems a little to deliver the best possible results and customer experience.

Moving forward, we will be offering 3 different levels of cleaning based on our clients' needs or desires. Which are:

- The **GOOD** is the traditional Electrodry carpet cleaning system
- The **BETTER**, which is the newly introduced Electrodry Heavy-Traffic Dry-Cleaning system.
- And the **BEST** system available, which is the Electrodry Restorative Cleaning System.

What does this mean to you?

You will be delivering the best possible results leaving you and the customers more satisfied.

Every time you increase the value of the job, you will increase your commissions based on **JVI** (Job Value Incentive).



Electrodry Heavy-Traffic Dry Clean

Step 1 - Prevacuum

Conduct a thorough pre-vacuum. Use your edging tool to remove fluff and debris from the edges and corners of rooms as required.



THOROUGH PREVACUUM



Electrodry Heavy-Traffic Dry Clean

Step 2 - Wet-Pad

Work a clean, wet pad over the heavy traffic areas. This provides lubrication for the power brush (nylon brush under your rotary machine) and will break down surface tension in the carpet fibres to allow for greater penetration of the cleaning chemicals.

The wet pad should be free of E2 and other chemicals.



WET-PAD

Electrodry Restorative Clean

Step 3 - Switch to Carpet Brush

Change over the pad holder on the bottom of your polivac to the carpet brush using the quick release system.



SWITCH TO CARPET BRUSH



Electrodry Heavy-Traffic Dry Clean

Step 4 - Power Brush with Electro-Prespray

Spray the traffic areas with Electro-Prespray. Also, spray the brush with Electro-Prespray for additional lubrication.

Clean over heavy traffic areas with the brush evenly working the Electro-Prespray into the soiled carpet.



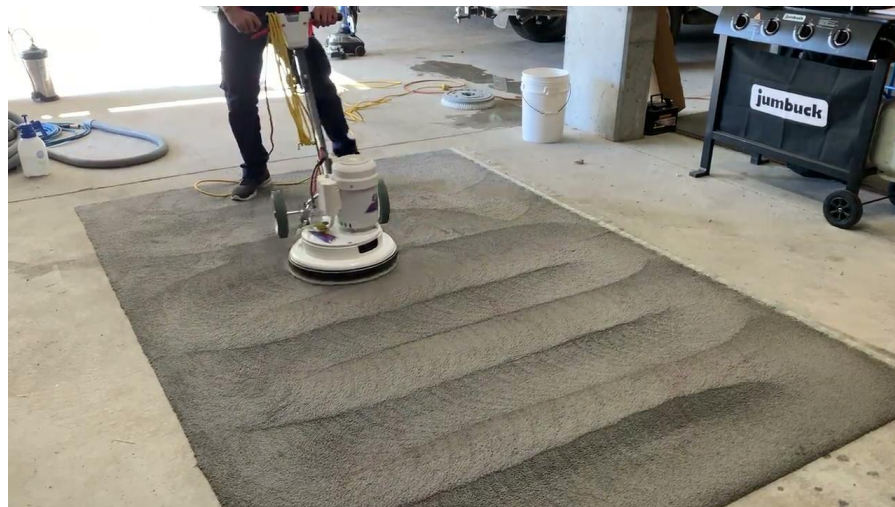
POWER BRUSH & ELECTRO-PRESPRAY



Electrodry Heavy-Traffic Dry Clean

Step 5 - Dry Clean

Complete the standard Electrodry Carpet Dry Cleaning Process. Increase the amount of E2 used in your bucket to 400ml per 10 litres of water to ensure that you effectively neutralise the higher levels of alkalinity present in Electro-Prespray.



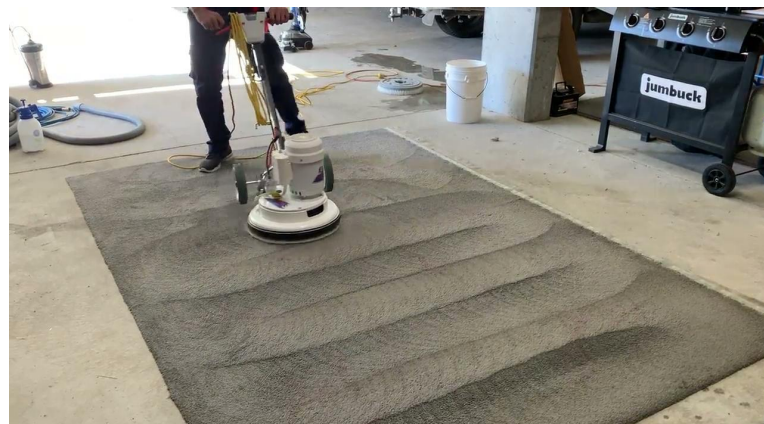
DRY CLEAN



Electrodry Heavy-Traffic Dry Clean

Step 6 - Dry Pad and Grooming

Use a dry pad to remove excess moisture, apply Electro-Shield™ and groom the carpet.



DRY PAD



GROOMING

Electrodry Restorative Clean

The **BEST** possible carpet cleaning system is a combination of steam/hot water extraction with dry cleaning. Hot water extraction cleaning flushes out high volumes of particulate soiling whilst the Electrodry Carpet Dry Cleaning system provides unrivalled stain removal results.

Most Electrodry technicians carry a Magnum hot-water extraction unit (a bigger white machine), whilst some technicians carry larger tile cleaning units. These machines are all capable of steam cleaning. Please note that if you do not have one of these machines, you will be upgraded.

To provide this process, even if you do have a Magnum you will need to have a steam cleaning wand (floor tool). Please speak to your manager if you need this.



Electrodry Restorative Clean

Step 1 - Prevacuum

Thorough pre-vacuum. Use your edging tool to remove fluff and debris from the edges and corners of rooms as required.



THOROUGH PREVACUUM

Electrodry Restorative Clean

Step 2 - Polivac With Damp Pad

Work a clean, wet pad over the heavy traffic areas. This provides lubrication for the power brush (nylon brush under your rotary machine) and will break down surface tension in the carpet fibres to allow for greater penetration of the cleaning chemicals.

The wet pad should be free of E2 and other chemicals.



POLIVAC WITH DAMP PAD



Electrodry Restorative Clean

Step 3 - E9 Platinum PLUS Application

Apply E9/Platinum PLUS to the carpet. We suggest applying the product 2 rooms at a time.



E9 PLATINUM PLUS APPLICATION



Electrodry Restorative Clean

Step 4 - Switch to Carpet Brush

Change over the pad holder on the bottom of your polivac to the carpet brush using the quick release system.



SWITCH TO CARPET BRUSH



Electrodry Restorative Clean

Step 5 - Polivac With Carpet Brush

Use your polivac with the carpet brush, as you would use with a normal bonnet pad over the prepared carpet.

When using the brush on the polivac, it will feel similar to a bonnet cleaning pad, but less responsive. Ensure that you do not run the brush dry as this will burn the carpet.



POLIVAC WITH CARPET BRUSH



Electrodry Restorative Clean

Step 6 - Traditional Steam Cleaning

Perform a traditional steam clean using your extraction unit (extra training will be provided for this).

When doing the wet pass, ensure you overlap the next pass at least a $\frac{1}{4}$ width of the wand. After a wet pass, always ensure you follow with a post vac.



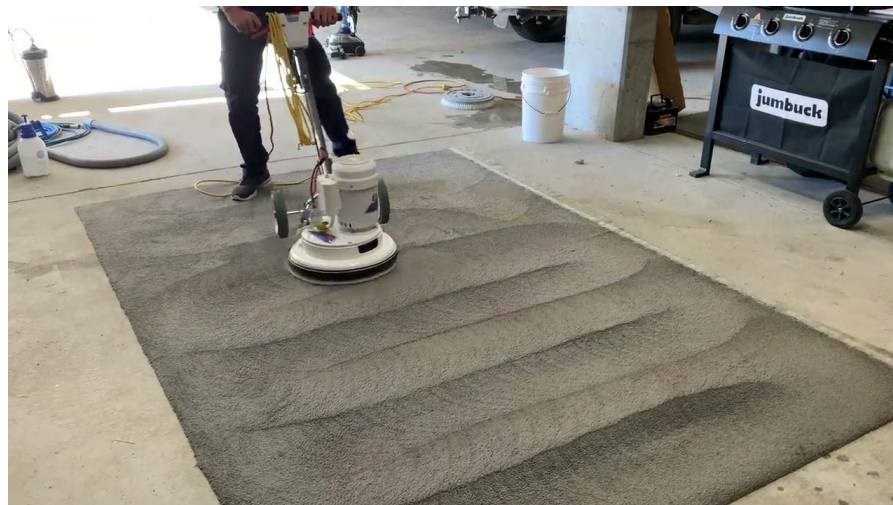
TRADITIONAL STEAM CLEANING



Electrodry Restorative Clean

Step 7 - Traditional Electrodry System

When the hot water extraction process is complete, return to the traditional Electrodry system. Complete a standard carpet dry cleaning process to remove stains and further soiling.



DRY CLEAN

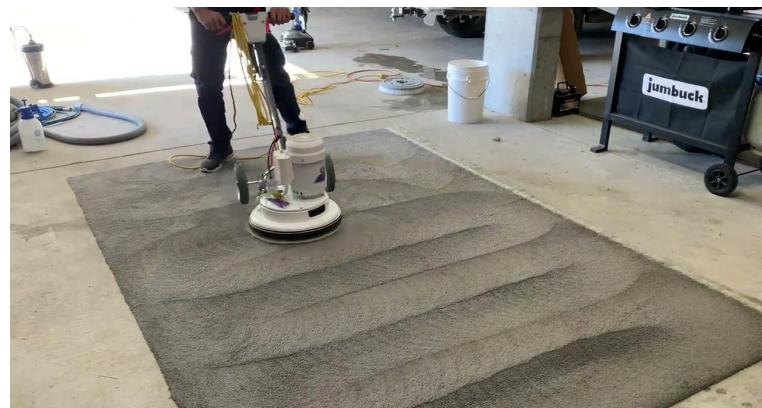


Electrodry Restorative Clean

Step 8 - Dry Padding & Grooming

The restorative clean requires a lot more moisture than the standard dry cleaning service. Excess moisture can be removed by cleaning with a dry bonnet. Simply clean over the carpet with a dry pad, flipping or changing the dry pad every 8 - 10 sqm.

Finally, Apply Electro-Shield and groom the carpet.



DRY PADDING



GROOMING

HOW TO DEAL WITH WOOL

Electrodry Restorative Clean - Wool

When dealing with wool, complete the Restorative clean, but without the power-brush. The power brush may damage loop pile carpets.



HOW TO SPOT WOOL CARPETS

Electrodry Restorative Clean - Wool

First Ask you Customer!!!!

Remember to rub test

If it is warm = Wool

If it is hot = Nylon

If it is burning = Polypropylene



Warm = Wool



Hot = Nylon



Burning = Polypropylene

