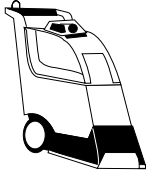


Carpet Care Procedures (continued)

Carpet Care

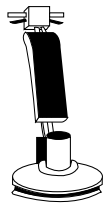
System 1 – Restorative Maintenance

Extraction Method



- 1) Vacuum the carpet thoroughly. Be sure any foreign material stuck to the carpet, such as chewing gum or tape, has been removed. Always wear clean tennis shoes when extracting.
- 2) Using a pump-up sprayer, pre-spray high traffic areas as well as any noticeable spots on the carpet with Traffic Lane and Solvent Spotter.
- 3) To begin the extraction process, add deep-cleaning, quick-impact carpet shampoo to the machine.
- 4) Be sure to use our Foam Control agent in the recovery tank.
- 5) Start extracting at a point farthest from the entrance to the room. Make one pass with the feed valve open while pulling the extractor toward you. Release the control valve before you reach the end of your pass.
- 6) To pick up more moisture, go over the same pass with the control valve closed. Continue to work across the carpet until the area is completely cleaned.
- 7) Rinse the carpet with fresh, clean water.
- 8) Apply a fast-drying carpet and fabric protectant using a pump-up sprayer, paying close attention to any high-traffic areas.

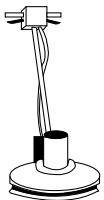
Rotary Floor Machine Shampooing



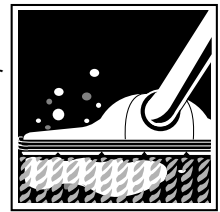
- 1) Vacuum the carpet thoroughly. Be sure any foreign material stuck to the carpet, such as chewing gum or tape, has been removed. Always wear clean tennis shoes when shampooing.
- 2) Mix the cleaning solution and pour it into the dispenser, (which is attached to the handle of the floor machine).
- 3) Clean the carpet, moving left to right, overlapping each pass.
- 4) Use Rotary Floor Machine in two directions to brighten extra-soiled carpeted floors. The foam left on the carpet will evaporate and leave the soil on the top of the carpet.
- 5) Vacuum up the soil, which now rests on the surface of the carpet.
- 6) Use a nylon hand brush for corners, projections and other areas that cannot be reached with the rotary shampoo machine.
- 7) Wipe any extra shampoo from furniture, baseboards and doors, using a clean, damp cloth or sponge.
- 8) Set carpet pile with carpet brush or rake.
- 9) Apply our revolutionary, fast-drying Carpet and Fabric Protectant, using a pump-up sprayer, paying close attention to any high, traffic areas.

System 2 – Interim Maintenance

Bonnet Cleaning



- 1) Thoroughly vacuum the carpet and all entrance mats. Remove any foreign material stuck to the carpet, such as gum, wax or tar. Always wear clean tennis shoes to bonnet clean. Remove any furniture as necessary.
- 2) Spray about 100 square feet with the Traffic Lane and Bonnet Cleaner, using a pump-up sprayer. Pay close attention to any spots or stains.
- 3) While wearing gloves, dip the bonnet into the shampoo. Wring it out and place your machine on the bonnet.
- 4) Clean the carpet, moving left to right, overlapping each pass.
- 5) When both sides of bonnet are filled with soil, rinse it out, reload with shampoo, and keep cleaning until the entire carpet is done.
- 6) To speed dry the carpet, go over it again with clean, dry bonnets, turning and changing them often.
- 7) After the carpet is dry, vacuum thoroughly and replace the furniture in its original position.



Carpet Care Procedures (continued)

Carpet Care

System 3 - Preventative Maintenance

Carpet Spotting



- 1) Obtain required supplies and safety gear.
- 2) Identify stain if possible.
 - a. Utilizing spotting chart, choose correct chemical.
- 3) Pick up any large particles of dirt.
- 4) Apply spotter around outer perimeter of stain, then fill in area.
- 5) Agitate with blunt end of a plastic carpet spotter brush; always direct brush strokes towards center of stain; wipe brush handle clean and put aside.
- 6) Using a clean white cloth, apply pressure in a blotting fashion to transfer the stain from carpet to cloth.
- 7) Repeat steps 3 - 6, if needed.
- 8) Rinse affected area with clean water and sponge. Blot dry and lift nap with carpet brush.
 - a. If stain is unidentified, begin with a solvent spotter and rinse.
 - b. If solvent spotter is ineffective, utilize an organic spotter and rinse.
 - c. If unsuccessful with organic spotter, choose a tannin spotter and rinse.

Upright Vacuum Method

- 1) Collect all equipment and safety signs
- 2) Post "Caution" signs
- 3) Vacate area of obstacles, if necessary
 - a. Include walk-off mats and soil/dirt/fifth such as gum
- 4) Plug vacuum into 3-prong grounded outlet
 - a. Inspect power card for broken or worn insulation
 - b. Be certain that all 3 prongs are present on power cord
 - c. Insure that sweeper bag is not full
- 5) Begin vacuuming at wall edge
 - a. Utilize side of vacuum with "edge cleaning" capability if so equipped
 - b. Utilize the "lawn-mower" method of long, overlapping passes if area to be swept is large
- 6) Replace all furnishings to original location
- 7) Replace all equipment