

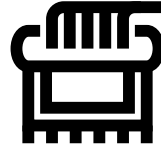
SIMPLE STEPS

HOT WATER EXTRACTION - CARPET CLEANING



1 PPE, TOOLS, EQUIPMENT & SUPPLIES

- Gather all Personal Protective Equipment (PPE)
- Gather all tools & supplies
- Extraction equipment, wands, etc.



6 AGITATE

- Use a groomer OR
- Use a counter rotating brush machine



2 INSPECT & ASSESS

- Evaluate & address any safety concerns
- Identify any pre-existing conditions: Document & Photograph
- Gather information from customer about carpet
- Identify fiber
- Pre-test solutions



7 EXTRACT

- Thorough rinse & extraction is critical

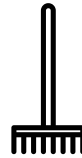


8 TAB & BLOCK FURNITURE



9 SPOTTING

- Remove any remaining spots, as needed



10 GROOM

- Use groomer to lift pile, as needed



3 DRY SOIL REMOVAL

- Remove large debris
- Vacuum thoroughly (Use a commercial upright vacuum)



11 DRY

- Add air movement when appropriate



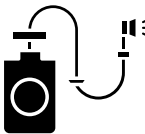
4 EXTRACTION UNIT PREP

- Truck Mount OR
- Portable



12 INSPECT, PACK & COMPLETION

- Check your work
- Remove all tools, equipment, & supplies
- Have customer sign any company required documents, certificates of satisfaction, issued bill, etc.



5 PRE-CONDITION

- Mix solution properly - follow directions
- Spray/apply solution onto carpet

DEVELOPED BY MARK VIOLAND, RESTORATION TECHNICAL INSTITUTE

SIMPLE STEPS IS A TOOL: UTILIZE BY APPLYING: COMPANY SPECIFIC POLICIES, SAFETY PROCEDURES, OTHER REGULATIONS, LAWS, ORDINANCES, LOCATION AND SITE SPECIFIC COMPLIANCE, CURRENT BEST PRACTICES AND STANDARDS OF CARE, ETC.