

Renue Systems  
Technical Procedures Manual  
Updated December 2020

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## Introduction

### · **What is Renue Systems?**

Renue Systems is the leading provider of comprehensive deep cleaning services primarily to the hospitality industry. We specialize in cleaning, restoring and maintaining such surfaces as carpets, drapes, upholstery, tile and grout, and marble, among others, services that our customers do look to maintain at high levels. We also handle situations such as odors, floods, smoking, cooking and pet rooms, and VIP visit and QA exam preparation. We consider ourselves experts in what we do and strive for our customers to view us that way. To that end, we aim to provide top quality, reliable, professional service at a reasonable price. Given that our customers are very busy and wear many hats we function to make their lives easier by being seen as dependable and high-quality problem solvers. Also, responsiveness is key to meet the needs of the dynamic 24/7 environment of our customers. It is important that we offer a very broad line of services so we are the vendor partner that can serve almost all our customers' cleaning and maintenance needs for their indoor (and many outdoor) surfaces. In sum, in keeping with our image we want to be viewed as the expert go-to comprehensive "we'll cure your headaches" partner.

## Our Customers

### • Who They Are

Our customers consist primarily of mid- and high-end hotels. These include those with the highest quality requirements. Many of our customers are part of international companies, so maintaining strong, uniform service across their properties is critical, in part because our customers do communicate extensively amongst themselves regarding their vendor partners. A number of customer relationships date several years or longer, and it is not uncommon for a key contact to use us at a hotel where he/she has transferred. As a testament to our strong relationships with our customers, we maintain preferred vendor status with many of our customers.

Specifically, the most common contacts at the property are the Executive Housekeeper (who oversees rooms) at the larger properties and the General Manager (who runs the hotel) at the smaller properties. Other key individuals include the Assistant General Manager (sometimes known as Director of Services), the Chief Engineer, and the Director of Food and Beverage. While we most commonly service guest rooms and guest room corridors, we do frequently address the ballrooms/banquet rooms, lobby and back-office. Occasionally, we will be asked to work on the swimming pool deck and outside pavement.

### • Etiquette

Most of our customers specialize in providing a quality stay to their guests. Part of that quality component is maintaining the appearance of their hotel assets and that's where Renue Systems comes into the picture. In remembering etiquette, it is important to include the guest. The customer's guest is our customer too! Keeping this in mind will also help you maintain another level of professionalism on the property. A check list of information needed prior to entering the hotel the first time may include:

- ✓ Where to park the vehicle.
- ✓ Which entry to use to bring the equipment into the building.
- ✓ Who to see upon entering – your contact person? You might get an alternate in case that person is off on the day of service. It is also great advice to call a few days prior to the appointment to be sure everything is still on schedule.
- ✓ Ask where your team is to take breaks and eat lunch on the property.
- ✓ Use only the employee washrooms when on the property.
- ✓ Speak softly when working in public areas of the hotel. Do not use foul language at any time while on the property.
- ✓ If given a master key, guard it with your life! Return it before leaving the property.
- ✓ On full-service hotels, check in with security before commencing work.
- ✓ If you smoke, smoke outside in a designated smoking area.
- ✓ Workers should not wear any electronic device on their head or music headset while working. This looks unprofessional and also prevents them from hearing hotel guests or hotel employees
- ✓ Never say no to a customer! Your team members should call their immediate supervisor for assistance on any question or request they don't know how to answer
- ✓ Do not empty any wastewater outside in a storm drain, bathtub or slop sink. Only empty waste water in toilets or other specified areas

Once you are on property a checklist of information needed from your contact person includes:

- ✓ The location of the hot water sources and waste drains that you are to use. You may also ask for a vacant room closest to the area you are working. Please leave the room in better condition than you found it.

- ✓ Inquire about the electrical outlets and ask them to identify some in the area where you'll be working that are on different circuits so you don't blow fuses.
- ✓ Find out if management will permit you to leave guest room doors open to enhance air circulation and drying. Some won't out of concern about theft of items from the rooms (like TVs).
- ✓ Clarify property procedures for cleaning any occupied rooms: Have guests been notified? Does management require staff or security attendance? Never, under any circumstance, walk away from an occupied room with the door open. Not even just for a moment for the fear that someone may enter the room and steal something or the guest may return and feel their security somewhat violated with the room being left open and unattended.

Always remember:

- Employees should be neatly groomed and wearing uniforms. Wristwatch and wedding rings are the only jewelry approved as part of the mandatory Renue Systems uniform. Any necklaces should be worn inside of garment. The Renue Systems uniform is composed of a colored shirt (currently black or dark blue) with our logo, khaki pants and an optional Renue Systems-logo hat.
- Never use anything in the guest rooms – it is for the guest (i.e., toilet, towels, garbage cans, televisions, radios, servi-bar, toiletries etc.). Our customers are VERY particular about their room's appearance and smell. Leave it as you found it or in better condition.
- Keep your equipment in the immediate area where you are working. Line up the equipment, hoses, and electrical cords along one side of the hallway, so staff and guests can easily pass on the other side of the hall.
- If and when you take a break, please place your equipment in a vacant room or on one side of the guest corridor.
- Use wet floor signs around your work area and where the carpet meets the tile to avoid a slip and fall accident.
- Be friendly and courteous to guests and employees, some of who may visit to observe your work. You never know who that person may be.
- When the job is finished, clean up the area, check for any bottles, equipment, work lists, or anything your crew might have left behind. Unobtrusively move the equipment back to the loading area. Notify the desk and housekeeping that you are leaving the premises.
- Importantly, our customer is in the customer service business, so we need to be of that mindset as well. Thus, several times per day both you and your crew should check in with your contact to show him/her the progress and ensure he/she is pleased with your work.

## General Overview

### · **A Note to International Franchisees**

This document refers primarily to measurements used in the U.S., but for conversion purposes here are some commonly used measurements:

1 sq foot = 0.09 sq meter

1 foot = 0.3 meter

1 inch = 2.5 centimeters

1 pound (lb.) = 0.045 kg

1 ounce (oz) = 28 gram

1 gallon (gal) = 3.8 liters

1 quart (q) = 0.95 liters

1-degree Fahrenheit = 0.56 degrees Celsius

### · **Fiber Identification and Carpet Construction**

Know how to I.D. your fibers. This will keep you from making costly mistakes when cleaning something you're not sure and it will show your customer your level of expertise. This chart will help you in the identification of all the different fibers out there. Almost all of your guestroom carpeting will be a synthetic fiber like nylon or polyester. In your full-service hotels, you will find the public areas like the ballrooms and hallways are almost always wool. Below we will cover the special procedure for cleaning wool carpeting.

## Fiber ID Chart

MATER- IAL	FLAME			ODOR	ASH			DISSOLVES IN	CLEANING PROBLEM
	Color	Action	Smoke		Shape	Color	Hardness		
<b>WOOL</b>	Orange	Sputters out	None	Burning hair	Irregular	Gray to black	Crumbles to a coarse powder	Clorox® bleach	Yellows with alkalies
<b>SILK</b>	Orange	Sputters out	None	Burning hair	Irregular	Gray to black	Crumbles to a coarse powder	Clorox® bleach and hydro-chloric acid	Becomes brittle in perspiration.
<b>RAYON</b>	Orange	Rapid burn	White puff at end	Burning paper	No glowing ember	Gray	None	Sulfuric acid	Brown with alkalies
<b>ACETATE</b>	Orange	Sputters	None	Vinegar	Shiny round bead	Shiny black	Hard	Acetone	Brown with alkalies
<b>COTTON</b> <b>JUTE</b> <b>SISAL</b>	Orange	Even burn	None	Burning paper	Glowing ember	Gray or black	Fine powder	Sulfuric acid	Brown with alkalies
<b>ACRYLIC</b>	White orange	Fast burn sputters	Black	Acarid, burned meat	Irregular	Black	Hard but crumbles	Warm dimethyl-formamide	Wicks with over wetness
<b>NYLON</b>	Blue base/ orange tip	Even burn	White puff at end	Celery or sealing wax	Round bead	Gray/ brown	Hard	Formic acid	Stain resistance
<b>OLEFIN</b>	Blue base/ orange tip	Fast and even burn	White puff at end	Asphalt or paraffin (candle wax)	Round bead	Light tan to brown	Hard	Dehydro-naphthalene. Floats on water	Wicks with over wetness
<b>POLY-ESTER</b>	Orange	Sputters	Black and very sooty	Sweet, fruity	Shiny round bead	Shiny black	Hard	Hot meta-cresol or boiling dimethyl-formamide	Difficult to clean

### • Chemistry

All of your chemicals have dilution ratios and instructions printed on them. Follow these instructions carefully and use a measuring cup when mixing chemical. Do not guess at the amount by pouring in open bottles directly into the machine or sprayer.

### • Safety

Again, read all the instructions on the label and take all precautions stated on the label. Properly dispose of any unused chemicals. Keep your SDS sheets with you for all chemicals in your van.

### • Carpet Cleaning Methodologies

**Hot Water Extraction** (steam extraction) - HWE: Is the method by which hot water is injected into the carpet fibers and is then vacuumed out using either a portable or truck mounted units. It is a restorative cleaning solution, the most preferred method of cleaning carpets by most carpet manufacturers and dry times vary from 2-6 hours depending on conditions.

**Low Moisture Cleaning – LMC:** This can be accomplished using a few different methods listed below.

1. **Bonnet Cleaning:** Very common interim cleaning process used by in-house staff at hotels. The system uses a chemical spray, a 175-rpm rotary scrubber and a bonnet pad. The process removes soil from the very top of the carpet fibers and usually dries within an hour.
2. **Host Cleaning:** A systems that uses a cleaning agent similar in looks to saw dust chips that are soaked in water, detergents and wetting agents and then scrubbed into the carpet and then vacuumed off. The process is an interim cleaning solution and the carpet is often dry to the touch within minutes.
3. **Encapsulation:** A chemical compound that is sprayed on the carpet fibers and agitated into the carpet fibers using a cylindrical brush machine. The chemical then forms a crystal-like substance around the soil, detaching the static bond between the soil and the carpet fiber. Once it dries (usually in about 45 minutes to an hour), the crystals then wick to the top of the carpet fibers through a capillary action and then are vacuumed off the carpeting. This is our preferred method of LMC.

#### • **Suppliers and Vendors**

We use a variety of vendors and suppliers, and occasionally they change as new products become available. We encourage suggestions from our franchisees regarding alternative equipment and chemical options. Our key vendors include:

- **Aramsco** soft and hard surface equipment.
- **Corechem** for many of our stone care chemicals and supplies.
- **Hawk Enterprises** for weighted floor machines.
- **Hydramaster** for extractors.
- **Jon-Don** for chemicals and for some equipment.
- **Midland Products** for our private label line.
- **Sandia Plastics** for soft and hard surface equipment.
- **Sunbelt Rentals** for renting water restoration and other equipment.
- **Tornado / Tacony** for some equipment.

We will help you select the appropriate equipment and chemicals and will place the order and arrange for shipment. With all of these vendors we have negotiated corporate pricing, which generally represents savings relative to retail price.



## Equipment

### • **Type of Equipment**

#### *Portable extractors:*

Your machines are portable extractors with dual vacuums for maximum water recovery and a solution pump capable of 500-1200 psi. Some of these extractors have heat as well. They have a solution tank upfront and a dirty water recovery tank in the back. We find portable equipment to be a competitive advantage for us for multiple reasons. Our team can mobilize to any floor no matter how tall the building may be. Truck mounted units only have so much hose length and loose vacuum suction the longer their hose is deployed. Our crews can unobtrusively work in any area of the hotel because with portable equipment, we don't need to run those long hoses from a van down hallways or hanging outside from windows. If your portable extractor breaks down most repairs can be done on sight whereas with a truck mount, if the trucks engine has a problem you are shut down and repairs on cleaning equipment usually require that van be dropped off to a repair shop and that can take days. Portable equipment is fraction of the price compared to a truck mount. Portable equipment of this size requires two 110 volt plugs to operate (internationally the voltage may differ). Make sure to plug into separate outlets and on different circuit breakers when operating the machine. All units come with 25 feet of solution and vacuum hose and a stainless carpet wand. Below are some helpful bullet points regarding your machines and proper operation:

- Always use hot water in the solution tank.
- Empty the solution tank when you have completed your work for the day. That cold water is of no use to us the next day and the machine is easier to load onto to the truck empty.
- Rinse out the recovery tank every night. Clean it thoroughly once per week. Leave the recovery tank lid off when storing the unit. If you don't do these things bacteria will grow in that tank causing some very foul odors to come from your machine.
- When transporting the machine empty across flooring, tip the unit back on its rear caster wheels.
- Empty the recovery tank each time you fill up.
- Use knock out defoamer if you see foam building up in the tank. This can be caused by prior cleaning on the carpeting where the chemical was not flushed out properly or an over use of chemical by an in-house staff.

### • **Preventative Maintenance**

Here are our recommended tips:

- Clean the exterior of your machine and wands on a regular basis. These machines are part of your image and dirty machines give your customers the impression that you are not a detailed organization.
- Clean the recovery tank on a regular basis.
- Store the units with the recovery lid off each night.
- Run white vinegar through the pump one a month. Take a short solution hose (priming hose) and recirculate the vinegar through the pump and back into the solution tank for about 5 minutes. This will help to reduce lime scale build up in your pump and hoses.
- Once per month spray a little WD-40 down the vacuum tube in the solution with the vacuums running. This will reduce rust from building up on the vacuums.
- Rebuild your pump with a rebuild kit whenever the pump starts to lose pressure.

## • **Repairs**

### **Pump Tec rebuild directions:**

All pump tech pump rebuild instructions and videos can be found on the web at:

<http://www.pumptec.com/html/literature-pumptec.php>

- Open the unit from time to time and check for leaks. Any loose hose fittings should be tightened.
- Clean the overflow trap with the white ball in it once per week. Carpet fibers can get trapped in there causing the ball not to lift when the recovery tank gets too full.
- Clean the recovery tanks of the machines on a daily basis.
- Remove lid on recovery tank ea. night before storing.
- Spray WD-40 into vacuum port once a month. Two seconds of spray is all that is needed.
- Remove pump head every four month to grease bearing seated in pump. Use a white lithium grease like Super Lube.
- Clean the exterior of the machine weekly for appearances.
- Check vacuum hose to tears and replace if necessary.
- Check solution hose for bubbles by handle and replace if necessary.
- Check male fittings to see if the brass is burred and replace if necessary.
- Clean the screens behind the T-Jets in your carpet wands monthly.
- Clean your carpet wands with a metal polish weekly.
- Tighten any loose screws throughout the machine.
- Remove handle assembly from dump valve and clean out any debris.
- Check to make sure pressure gauge is functioning property.
- Lube your pressure regulator every four months or so.
- Check the wheels on the unit to make sure the hubs are intact. Lube zerk fitting.
- Replace internal vacuum hoses when they become hard and no longer flexible.
- Replace internal water lines when yellowed and no longer flexible.
- If you have an internal in-line filter, disassemble and clean every 3-4 months and replace every 12 months or so.
- If you have a filter inside your clean water tank inlet, remove and clean on a monthly basis.
- Check your plug ends and replace if the prongs are loose or ground is missing.

## • **Van Contents**

Your van is your mobile warehouse and should contain everything you could possibly need on any given project. Have it with you or you will be traveling back and forth to your warehouse wasting precious time and money.

Here is a list of the four items that you should have on the truck at all times.

1. All equipment: Extractors, small spotting machine, blowers, wands, upholstery tools, sprayers, tool kits, buckets, moisture meters, demonstration cups, tile and grout equipment, cylindrical brush machine, hand vacuum, repair parts, furniture blocks and tabs, faucet adaptor and hose, marketing material, business cards, measuring stick, SDS sheets, extension cords, wet floor signs, etc.
2. Your van is part of your image. Have it properly logo' d and the exterior clean. Remember, you're a cleaning company and your customers have expectations of what a cleaning company should look like.
3. Keep your stuff organized and placed into containers and shelves in the van. If you're organized you can quickly find items when needed or see when you are missing something. Also, by keeping your equipment secure in the truck, it will lead to fewer repairs as things won't get broken in transport.

4. Chemical; bucket of Greasolv, 2 gallons of Neutral Renue, 2-4 gallons of Lemon and Rinse, 1 gallon of Knockdown, 1 gallon of Floorshizzle, 1 gallon of BG3, 1 gallon of Viper Renew, 2 quarts of Top Gum, 2 quarts of Spot-Out, 2 gallons of Concrobium or Microban, Stain Magic and Stain Magic for wool, Proxi Clean Spray and Walk Away, Red One, 1 gallon of Fiber Guard, 1 gallon of Odorcide 210 Fresh Scent or Chemspec Kill Odor Floral, 1 gallon of Odor X Un-Duz-It, 1 container of Saiger's Sauce Code Red, 1 container of Oxy Plus, dye kit and burn kit.

## Core Services

### • Carpet Cleaning 101

#### Synthetic Carpeting

##### EQUIPMENT

- Extractor(s)
- Extension cords
- Floor wand
- Vacuum hose
- Solution hose
- Pump sprayers
- Air movers
- Wet floor signs
- Empty bucket
- Faucet adaptor
- Clean rags
- Recommended: eye protection (when mixing chemicals), optional gloves

##### CHEMICALS

- Renue Greasolv
- Renue Neutral Renue
- Saiger's Sauce Code Red
- Oxy Plus Booster
- Knockdown Defoamer
- Renue Lemon - deodorizer
- Renue Rinse - textile rinse
- Fiber Guard, if requested
- T.O.P. Gum spot remover
- Spotting agents (you should have all spotting agents in your vehicle at all times as one never knows what type of stains could be lurking).

##### PROCEDURE

###### Procedure for Guestroom Carpet Cleaning

1. Knock on the door and identify yourself by saying "maintenance." You want to make sure you don't walk into an occupied room and startle a guest. Get a list of occupancy from hotel management before proceeding.
2. Prop open the room doors with doorstops or towels. (Do not wedge towels at the top of the doors-engineers do not like that)
3. Prepare the rooms by turning on lights, moving/pick up chairs, wastebaskets, luggage holders and other small moveable objects.
4. Turn the air conditioner on high cool or heat in the winter.
5. Prepare the solution tank of the extractor: 12-gallon hot water, then 4-ounce deodorizer, 10 oz Rinse. More rinse and deodorizer may be necessary if you are cleaning public space wool carpeting.
6. Prepare the hand-pump with Greasolv solution, 2 to 2 1/2 scoops per 1/1/2 gallon for average soil, use boosting agent for heavy soil. Fill sprayer with water first, and then add the Greasolv so the sprayer will not clog. Mix only what you need. E.g., if you only have 2 rooms left; don't fill your sprayer or machine tank as this mixture is no good the next day.
7. Pre-spray the room carpet before bringing in the extractor and hoses. Pre-spray should be applied 5 minutes or so before extraction; it should not be allowed to dry on the carpet surface. Only spray

at most 2 rooms before cleaning. Pay careful attention not to get overspray on the wall baseboard or furniture.

8. Apply pre-spray heavily in high traffic areas, such as in front of the sofa, the bathroom door and entry.
9. Extract and rinse the carpet, using about 300-400 psi – The higher psi effects dry time.
10. Using continuous spray, begin with the narrow spaces, then the open floor spaces, working from the back of the room towards the door. Wand strokes should be 1 ½' to 2' long in a 'v' motion, overlapping sideways about 1/3 of the wand width on average soil, closer in heavy soil. Each subsequent row of strokes should overlap about 3". In very heavy soil use multiple short strokes and additional vacuum strokes (no spray). As you come across them, stop to remove gum, wax, ink stains, paint, etc. Note any stains that do not come out to cover with management later.
11. Remember to do the closet and behind all doors.
12. Replace furniture, wastebaskets etc. as cleaning your way out of the room, turn off all lights, leaving the room rent-ready. Note: any items placed on wet carpet should have plastic/rubber feet. Do not place wood or metal on wet carpet.
13. Optionally, set up an air mover in the doorway threshold for about 15 minutes or so to hasten drying. A turbo fan will dry a room in about 2 hours or less under average weather conditions. Just a few minutes at each doorway entrance can significantly reduce dry times. Without the fan, dry time is estimated at 4 to 6 hours, but varies with humidity levels and air circulation.

### **Wool Carpeting** **PROCEDURE**

1. Do not use high alkaline pre-spray like Greasolv. It will damage the wool fibers with long term exposure. The high alkaline of this product can cause the dyes to become unstable and bleed into one another. Wool carpet should be cleaned using wool safe cleaners, low alkaline cleaners (8.0 pH or less) or acid-based cleaning detergents. We recommend Neutral Renue, Ecogent by Chemspec or in some more extreme cases Saiger's Sauce Code Red. To boost the effectiveness of these products, add Oxy Plus Booster (oxygenated cleaner). You should always test a section of the carpet first to ensure that no damage will be caused by your chemical selection. Never apply TOP GUM directly to the carpet using a sprayer. Always put a small amount of TOP GUM onto a white towel and apply using a blotting technique.
2. Do not clean a carpet unless it is lying atop an impervious surface that won't be stained or damaged by moisture or by brown color leaching from the carpet's jute backing.
3. For Axminster/Britons carpet; use Ecogent by Chemspec or similar chemistry as it is those products will not void the warranty.
4. Wool carpeting smells like a wet dog when cleaned. You can minimize the odor by post spraying a deodorizer like Lemon Renue or Odorcide 210 Fresh Scent or Chemspec Kill Odor Floral.
5. Increase the amount of pH rinse in your solution tank if using an alkaline cleaning agent to counter any alkaline detergents left in the carpet fibers.
6. Do NOT use Proxi Clean or similar chemical on wool carpet.

### **Soil Release Pre-Spray Formula for standard wool carpet:**

- Neutral Renue (our product for most wool and Light Color carpets, drapes, upholstery & panels) or other Renue approved substitute 10 ounces
- Hot Water (tap water) 1.5 gallons

\*If soiling conditions are bad use Oxy Plus Booster or replace Neutral with light dilution of Saiger's Sauce Code Red with Oxy Plus Booster. If not leave this step out.

- Mix solution well.

- Test the solution on an inconspicuous area of the carpet, checking for color-fastness or any other adverse effects; proceed if everything looks OK.
- Pre-spray carpet with solution
- Dwell time 5 to 10 minutes
- Agitate heavily soiled areas using cylindrical brush machine. Never use a rotary brush machine as this action may change the memory of the carpet fibers.
- Extract with hot water from tap; this is not hot enough to cause shrinking or other damage to the wool fibers.
- Vacuum as dry as possible
- Set air movers on it for as long as possible

Key to wool handling: Wool fibers are Hydrophilic. Don't get it any wetter than necessary and extract water as much as possible to expedite dry times. Wool fibers trap moisture and release it slowly by wicking it to the surface, where it evaporates.

### TIPS

Use as many air movers as possible and take slow and deliberate dry strokes when vacuuming the carpet with your dry strokes during the extraction process.

### DRYING TIME

Wool carpeting is hydrophilic and is slow to release moisture. Dry times can vary but if properly cleaned following the above instructions, carpet will dry in the usual window of 2-6 hours depending on conditions.

## **• Draperies and Sheers Cleaning 101**

### EQUIPMENT

- Extractor
- Extension cord
- Upholstery wand
- Drapery tool/Upholstery wand
- Spray gun attachment
- Vacuum hose
- Solution hose
- 2-gallon pump-up sprayer
- Ladder (if drapes or tall)

### CHEMICALS

- Greasolv
- Neutral Renue
- Oxy Plus Booster
- OMS (Odorless Mineral Spirits)
- Renue pH Fiber Rinse
- Renue Deodorizer
- Top Gum

Solution tank prepared with hot water, deodorizer, and rinse

### PROCEDURE

1. Examine for stains, ink, and wax; pre-treat these with the appropriate agents, after testing for colorfastness.

2. If there are rips, tears or other problems with the draperies, record these circumstances to your property contact. You don't want to get blamed for something you didn't do.
3. Draperies with a vinyl blackout stitched to the drapery are usually safe to wet clean and won't shrink. All others should be tested first to ensure shrinkage will not occur.
4. Spray the valance (vacuum first if it looks dusty) and each pleat; top to bottom, with Greasolv solution or one with a lesser pH is the drapes are light in color.
5. Avoid spraying the ceiling or walls, wipe off any over-spray. Also, be sure the window is not wet/spotted. (Hotel Etiquette)
6. Use the extractor, set the water pressure at about 150 psi or lower, spray using the spray gun (or upholstery/drape tool) and extract each pleat, working top to bottom, from one side to the other.
7. Drapes are usually dry in about 1hr.

### TIPS

- Pull Blackout drapes closed prior to spraying. This will keep any overspray off the windows, cutting down your clean-up process.
- Wear a paper mask and safety glasses when spraying or mixing any chemicals.
- All chemicals can be mixed in the tank. The sprayer on the hand-tool is a finer spray for applying chemical.
- Use vacuum and solution hose separately – weighs less.
- Sheers are very light and tend get sucked up into upholstery tool easily. I suggest using out larger, stainless, vacuum extension or the smaller upholstery tool with the vacuum regulator set to “open” to avoid sucking up the sheer into the tool.
- Note: Some properties require flame retardant to be reapplied after cleaning drapes. This is done with UNSMOKE Un-Flame fire retardant solution, applied per label at an additional charge.

### DRYING TIME

1-2 hours

## **Upholstery Cleaning 101**

### EQUIPMENT

- Extractor
- Extension cord
- Upholstery wand
- Drapery Tool/ Upholstery Wand
- Spray gun attachment
- Vacuum hose
- Solution hose
- 2-gallon pump-up sprayer
- Ladder (if drapes or tall)

### CHEMICALS

- Greasolv
- Neutral Renue
- Oxy Plus Booster
- OMS (Odorless Mineral Spirits)
- Renue pH Fiber Rinse
- Renue Deodorizer
- Top Gum

## PROCEDURE

1. Examine for stains, ink, and wax; pre-treat these with the appropriate agents, after testing for colorfastness.
2. Spray all upholstery surfaces with Greasolv solution or Neutral Renue depending on color and sensitivity of material.
3. Use the extractor, vacuum set about 200 psi or less, to rinse and vacuum each surface, starting with the back, then arms, seat cushions, and front edge. Use extra care on the heavily soiled areas – front edge of arms and seat cushion, and the headrest on the back.
4. Make sure to clean both sides of the cushions and back of any sofas.
5. On stubborn spots re-treat with Greasolv spray or TOP GUM and extract.
6. Leave the cushions sitting on edge to enhance drying. Do not lay flat on sofa/chair, drying process will be slowed and they could start to mold.

## TIPS

If cleaning microfiber upholstery, do not press too hard with your extraction tool during the cleaning process and post wipe all material with towel or velvet brush to remove the lines left during the extraction process.

## DRYING TIME

1-2 hours

## **• Tile and Grout Cleaning 101**

### EQUIPMENT

- 1200 psi portable extractor
- SX-15 or SX-12
- Gekko wand
- 17"-175 rpm rotary auto scrubber or cylindrical brush machine
- Bristle brush attachment for auto scrubber
- White pad for auto scrubber
- Sprayer
- Extension cords
- Wet floor caution signs
- Air movers
- Foam squeegee
- Scrub brush
- Wood broom pole
- Buckets
- Mop
- Drape and tape
- 40x microscope

### CHEMICALS

- Floorshizzle (high alkaline cleaner)
- Viper Renew or BG3 (acid cleaner)
- Knockdown defoamer
- Premium Stone and Grout Sealer (water-based)



## PROCEDURE

First you will want to place caution cones or signs around your work area. Tape off any stainless steel or brass around baseboards, elevator cabs, washroom stall enclosures or front desk trim. Read the directions for proper dilution ratios. If cleaning a lobby area, do a section at a time to allow hotel guests and employees pass by you without disturbing your work or creating a slip and fall hazard. Fill your extractor with hot water or attached hose for hot water supply. Hook up auto dump hose if desired. Place Knockdown defoamer in recovery tank of extractor to reduce foam caused by cleaning detergents. Choose a cleaner to start with. The most common product to begin cleaning with is an alkaline product (Floorshizzle) and mix chemical in pump up sprayer. Alkaline products are used to clean most soiling in lobby areas and restaurants. Restaurants especially, have a high buildup of F.O. G's (fat, oil & grease) and those materials are best dissolved using alkaline like Floorshizzle. Acid solutions are good for removing rust and mineral deposits like on pool decks or in public washrooms. Spray the section of the floor you are working on with your chosen cleaning detergent and give the product ample dwell time, 5 minutes is the norm for most products. Now, depending of the overall buildup of contaminants on the floor, you will either scrub that section of the floor with a rotary scrubber, cylindrical machine or just go straight to your SX scrubber attachment. Careful not to leave the dirty slurry sitting on top of the tile too long or it will get absorbed back into the grout. Scrub the areas (edging) closest to the walls with your scrub brush attached to the wooden broom pole. Change your attachment to the Gekko tool to do a final rinse pass across the tile floor. If you notice any stained areas in the grout, apply an acid cleaning agent and scrub (do not put this product on natural stone tiles). Place your air movers on the floor to speed dry the tile and grout. Once the floor is dry, typically just a few minutes, determine if an additional cleaning is needed using a product on the other side of the pH scale from what you started with. So, if you cleaned first with Floorshizzle (an alkaline), you would then re-clean with your acid product following the same procedure you used for the alkaline. Acids will cause microscopic abrasions to the top of the grout often making them appear cleaner and brighter.

Once the floor is clean and dry now is the time to apply a sealer. Sealers will help the grout to repel the pollutants on the floor and that dirty mop water that the nightly cleaners like to mop with. Ceramic and porcelain tiles are not porous and applying sealer to them will do nothing. Your objective is to apply the sealer to the grout. You can apply a water-based seal by just pouring a small amount onto the floor and spreading it across the floor using a foam squeegee. There are also grout sealer "sticks" on the market that look like whiffle ball bats that have a roller wheel affixed to the end of them. You would apply the sealer directly to the grout lines using a checkerboard pattern. After sealing the floor, you can buff the tiles to remove any excess sealer that may have gotten onto the tiles when sealing the grout.

## TIPS

If using an acid cleaner like Viper Renew or BG3, be careful not to get any acid sprays onto stainless steel or brass around baseboards, elevator cabs, washroom stall enclosures or front desk trim. The acid products will etch these materials.

Some grout will not come clean. Grout is either sanded or unsanded but almost all are made from cement and cement is very porous. It will absorb dirty water and pollutants over time that is difficult to remove. If you've ever watch someone mop a floor, after 5 minutes of mopping the mop water is filthy and they are basically just spreading that dirt around and it's being absorbed into the grout.

**Do not** use an acid cleaner on marble, limestone, sandstone or travertine floors. The acid will react with calcium in the stone and etch the floor. If for some reason this does happen to you, it is

correctible through diamond honing to remove that etching. You can use an acid on granite without issues but always test an area before cleaning.

When cleaning a dirty, greasy kitchen, mop an acid onto the floor first and give a dwell time of 5-10 minutes. Many times, the floor has a buildup of alkaline on it from the nightly mopping the hotel staff does with alkaline degreasers. You can typically tell you have a problem if the floor seems real slick and slippery when you walk across it. After you mop the acid off the floor, then clean with your machine, attachments and Floorshizzle your alkaline cleaner. After you've completed that process, if your grout lines are still dirty you may want to spray an acid again to try and brighten up those grout lines. Give appropriate dwell time and extract the product off the floor using your Gekko or SX-12.

Acid cleaners are effective in removing the grout haze from newly installed tiles. The acid works on breaking down the alkaline contained in grout.

If you encounter staining that will not come out, try using a metal brush to remove a thin layer of grout. Also, use your 40x microscope to ensure grout was not previously painted. Possibly, the wrong color grout was used in a previous repair.

### DRYING TIME

Cleaning of the floors will dry almost immediately. Grout sealer will take 30 minutes to an hour depending on type of sealer used.

## **• Mattress Cleaning 101**

### EQUIPMENT

- Extractor with hoses
- Extension cord
- Upholstery wand
- Drapery Tool/ Upholstery Wand
- Spray gun attachment
- Vacuum hose
- Solution hose
- Hand Sprayer

### CHEMICALS

- Greasolv
- Neutral Renue
- Renue pH Fiber Rinse
- Renue Deodorizer
- Disinfectant (Concrobium or Microban)
- Proxi Clean Spray and Walkaway

### PROCEDURE

1. Clean the same way as upholstery. Pre-treat urine stains with Odor X Un-Duz-It.
2. If 'sanitizing', apply a disinfectant with a hand-pump, not saturating the mattress, but getting it wet enough to stay wet for the 10 minutes required to kill the microbes. Wear a mask during the application to avoid breathing the spray.
3. Leave it propped on edge or side of bed against wall to dry on all sides.

## TIPS

Be careful not to get overspray on headboards or surrounding furniture.  
Spray Proxi Clean on any bodily fluid stains that did not come out with the cleaning.

## DRYING TIME

1-2 hours

### • **Mattress Recycling/Replacement 101**

Along with mattresses often box springs are included and sometimes bed frames.

## EQUIPMENT

- Trash can dolly (purchase from Home Depot or elsewhere)
- Large, metal mattress dollies (at least 4 for a project covering 100+ - purchase online)
- Talon Fire Sprinkler Tool (purchase from <https://quickstoptool.com/products/talon/>)
- Renue neon safety vest (1 per worker – purchase from Renue)
- 44-gallon rubber trash can (purchase from Home Depot or elsewhere)
- Small step ladder (purchase from Home Depot or elsewhere)

## PROCEDURE

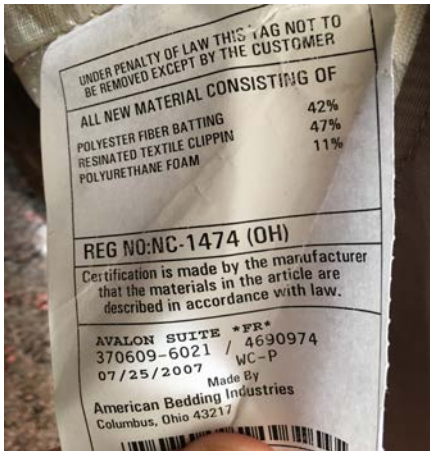
Send out this questionnaire to obtain details of the project.

- How many rooms total at the property are being serviced?
- What amount of king vs. queen / double mattresses?
- Does this include box springs or only mattresses?
- What are the measurements of the existing mattress that are to be replaced?
- What is the timing for the project and is there a set schedule for completion of individual floors? If a set schedule, how many rooms are to be done each day?
- Is there an area where the new / old mattresses can be stored till they are picked up like a meeting room?
- Is there access for the semi tractor-trailer to park during pick up? Do you have a loading dock?
- Are we setting up new bed frames as well or are we to use the existing ones?
- Are there any new headboards that need to be installed? If so, are these simply attached to the bed frames or hung on the wall?
- Will the hotel allow for the service in occupied rooms? If you decide not to allow for service in occupied, please understand that this will extend how long the project takes and also increase the cost of project.
- Are there other trades working in the rooms at the same time? If so, how will this affect the bedding replacement?
- When will the new product arrive to the property?
- Please send pictures of the TWO mattress tag(s) so we can confirm the material can be recycled.
- Do you have service elevators? Can we have exclusive use of either a service elevator or guest elevator during our service?

## TIPS

- Consult with Renue to obtain contact information of our primary mattress recycler, but there are others in most cities

- Ensure every question on the questionnaire is answered by the property manager including photos of the mattress tags. Those photos are needed by the mattress recycling company to confirm they can actually be recycled. Very few cannot be recycled, and in that case, the best approach is having a local disposal company haul them away.
- Example mattress tags:



- Ensure you or someone trustworthy is on the project the entire time managing people and logistics. The project manager's role is to point people in the right direction and make calls to the recycler and possibly the delivery company.
- Ensure whoever is ordering the mattresses requests early morning deliveries, say between 7am and 9am. If there are no mattresses to install there is wasted time.
- Provide service in occupied rooms and move in a contiguous fashion or to maximize productivity.
- Obtain a master list of the rooms so you can check them off when complete.
- Request late afternoon pickup for the mattresses that are being recycled, preferably between 4pm and 5pm.
- For small or limited stay hotels there will not be a staging area. We suggest renting and having delivered to the property what is called a dead trailer for storage of new or old mattresses. More than one may be needed depending on how much material is being delivered, when it is being delivered and how much labor is on the project. It is recommended that you visit the property beforehand with orange caution cones and mark off this area so no one parks there. Sometimes these hotels have only one or two places where a trailer can park for the duration of the project and you do not want to have a guest car blocking this area.
- Ask for the deliveries to be spread out according to how many rooms you anticipate installing in a day.
- Keep handy the phone number of the driver of the disposing/recycling company. You can typically fit about 150 pieces or so on to a trailer. Look to see how the new ones come on the trailers and pack your outbound loads the same to take advantage of the space. Remember, you pay by the trailer load so you want to pack them full.
- Tear the new mattress bags at the top by hand. The seam splits nicely and becomes a big trash bag for you to stuff the other bags into. You will have a lot of trash doing this and the property will need to schedule additional trash pickups during your install.
- If you have a service elevator, that is great. Try to get exclusive use of it during your install. Otherwise, you may have to use the guest elevator. Mornings and afternoons are challenging with guests coming and going but the middle of the day traffic is light. You may find it easier to drag old ones down the stairs. Watch box springs with nails that may be sticking out as they can damage the lips of the stairs.

- Request two members of housekeeping to work closely with you to open doors, remove bedding and install new bedding and mattress covers if needed.
- Have a cooler with water available for your team. Have lunch delivered and then keep moving.
- Watch for overhead sprinkler heads when moving mattresses up and down hallways. Some ceilings are low and you can bump one and flood the hotel.
- To address this issue, we have sourced a sprinkler head clip that we strongly recommend having in your toolbox.
- Count new mattresses and box springs as they come out of each trailer so you will only be held accountable for the correct number. Plus, the truck driver will ask you to sign the paperwork.
- Count the number of mattresses and box springs you pack on each truck as they are loaded into the recycler/remover and confirm it in writing with the truck driver.
- Don't stack old mattresses outside if it might rain. Water-soaked items will not be allowed on the truck.
- Old mattresses weigh more than new ones.
- If you are handling bed frames, visit the hotel and see how the old ones come apart. Request information on the new ones to see how they go together. If possible, ahead of time obtain a new one so you can do a dry run of putting one together. The process of tearing down of old frames and installing of new ones takes one worker approximately 20-30 minutes per bed.
- Old bed frames can be hauled away by a metal recycler. Contact one and tell them to arrive at the end of each day to pick up a load.
- If you have some loads for recycling and cannot fill a truck every day, have a trailer left on property and picked up when ready.

### **Talon Fire Sprinkler Tool**



### **Mattress Dolly**



## • **Carpet Dyeing 101**

### EQUIPMENT

- Spotter/portable extractor
- Extension cords
- In-cup water heater or microwave oven
- Cleaning towels, white
- Barrel pipettes (droppers)
- Spoons or measuring devices
- Straight edge, such as a 6" plastic ruler
- Knap brush
- 1-liter sprayer

### CHEMICALS

- Bleach neutralizer
- pH adjuster
- Liquid Dye Prep
- Dye powders
- Hot water

### PROCEDURE

1. Identify the carpet fiber – nylon or wool can be re-dyed. Olefin and polyester cannot be dyed.
2. Evaluate the stain.
3. If it is white or just lighter in color, and the fibers look like the rest of the carpet, it can probably be re-dyed.
4. If the fibers look shriveled, and are withdrawn from the surrounding carpet, the fibers are chemically burned and will not take the dye very well. You may be able to remove the burned portion similar to burn repair. If you have good fiber a little further down then you can successfully dye it. Otherwise, you will have to patch the area.
5. If the area has turned a "neon" color or a color outside of the original – i.e., bleach will cause a green carpet to yellow, turn lighter green or white, but if this same green carpet has turned sky blue or pink that is usually indicative of an acid burn. You may be able to first treat the area with a controlled bleaching process and then dye the carpet.
6. Fill the portable extractor or Spotter with hot water.
7. Spot rinse the area thoroughly to eliminate any soap/dirt/chemical (most housekeeping products that contain bleach also have a detergent in them. The dye will not adhere to the fibers when they are coated with soap.) Be sure to vacuum as much water back as possible.
8. Prepare the bleach neutralizer solution in a small sprayer, using about 3 tablespoons of granules in a pint of hot water and apply to stain.
9. Vacuum off the moisture, making the carpet as dry as you are able.
10. Prepare the dye solutions: 1 cup hot water, 6 drops each of pH adjuster and Liquid dye prep, then respective vegetable dye powders to match the colors in the carpet. Mix them a little lighter first, since you can always make it darker. Use a portable cup heater or a microwave oven to reheat the dye periodically to keep it steaming hot. Make sure all the grains of dye powder are dissolved, so they don't leave areas of intense color on your work. For future reference, make a record of the dye formulas you used on each property.
11. Use the Barrel pipette to apply drops of dye directly to the pattern, starting with the lighter colors. Vacuum frequently to remove the moisture. Keep the dye mixture hot to open the carpet fibers to accept the dye. If the color is too light after vacuuming, reapply the dye to get more color into the fiber (you may have to darken your dye bath), vacuuming frequently to remove excess water and keep the dye from spreading.

12. For stripes or adjacent colors likely to bleed into one another, press the straight edge between the colors while applying color and vacuuming.
13. When satisfied with the color, go to the next darkest color and repeat until the entire stain is re-dyed.
14. If you make an error, immediately apply color remover.
15. When finished, vacuum dry and use the knap brush to blend the repaired carpet knap into the surrounding carpet.
16. Severe stains may lighten substantially over the next few weeks, requiring a return visit to touch them up.
17. Remind the property – No Cleaning the Area for 48 hours.

### TIPS

Use a microwave to **heat** your dye bath. Always **neutralize** stain before applying dyes. Always **vacuum** after application of dye to keep colors from bleeding into one another.

### DRYING TIME

1-2 hours

### **• VCT Stripping and Waxing 101**

Vinyl tile is most commonly found in the back-office hallways seen only by employees. Some of our customers want this cleaned 1) to make the workplace more enjoyable for their employees and 2) because food carts and other items bring in dirt from dirty VCT to other more visible parts of the hotel.

### EQUIPMENT

- Room closed or Wet Floor Signs
  - Drape and Tape
  - Rags
- Measuring cup
  - Dust mop
  - Scraper or putty knife
  - Plastic garbage bags
  - Goggles & Gloves
  - Water source
  - 2 mop buckets (I-Stripper & I-Rinse Water)
  - 3 Mop heads (2 cotton and one rayon) and two mop handles, properly labeled for stripping & rinsing
  - 175 Rotary Scrubber
  - Stripping pads (black)
- Polishing pads (white)
- Wet-Vac or extractor
- Air movers

### CHEMICALS

- Neutral floor cleaning agent
- Sledgehammer Plus Floor Stripper
- Brilliant 25 Low Speed Floor Finish

### PROCEDURE

1. Place wet floor signs around work area.

2. Place drape and tape around areas not intended for service or on sensitive material like stainless or brass on elevator doors.
3. Tape off areas and put rags under doorways to prevent stripper from seeping onto surfaces that you do not want to strip off.
4. Remove any furniture or entrance mats from areas and sweep or dust mop the entire floor surface with an untreated dust mop.
5. Use a scraper or putty knife to remove any sticky substances.
6. Double check that all loose debris has been placed in the trash.
7. Prepare stripping solution in your mop bucket using warm water. Protect yourself with goggles and gloves when handling products. Follow dilution ratios. Prepare a bucket of plain, cool rinse water and your neutral cleaner. Label two separate mops (I strip & I rinse.) using your cotton mop heads.
8. Dip the stripper cotton mop head into the stripping solution, and starting from the far corner of the work area, apply a generous amount of stripping solution. Use a figure 8 or S pattern to assure optimum coverage. Work in small sections at a time. Allow the stripping solution to sit on the surface for approximately 10 minutes. (Make certain it does not begin to dry.) Apply more solution if necessary. At the end of the ten minutes, scrub the wet floor with the rotary scrubber, using 175 rpm's or lower and a black pad. - Notice the gray liquid, "slurry" that begins to form. This is the old finish turning into an emulsified state.
9. Pick up this slurry with the wet-vac or extractor. Repeat this procedure until the entire work area has been stripped.
10. Remove the tape and rags. Clean floor with neutral floor cleaner to neutralize stripper. Make sure all stripper is completely removed. We recommend cleaning the floor twice with a neutral floor cleaner.
11. Allow the floor to completely dry. Enhance the drying process by using your air movers.
12. Check the surface for two things: shiny spots or alkaline residue. If shiny spots are evident, spot strip that area again. If a gritty powder is evident, that is indicative of an alkaline residue left behind from the stripper simply rinse again.
13. Once the floor is completely dry, prepare to seal and finish the floor. Place a trash bag into a clean mop bucket and pour in your wax. DO NOT DILUTE.
14. Dip mop head into the wax solution, and starting from the far corner of the work area, apply a light or thin amount of wax. Use a figure 8 or S pattern to assure optimum coverage. Cover the entire floor with the first coat of wax. Wait until the first coat has completely cured before stepping onto the floor. Times may vary but most will dry within 15-30 minutes (use your air mover to enhance dry time). Repeat the process 3-4 additional times depending on the solids content of your wax. If your wax is 20% solids, you will want to apply a total of 5 coats to reach a 100% solids coating.
15. After the last coat has dried sufficiently, buff the floor with the rotary scrubber, using your white pad to enhance the reflectiveness of the wax and remove any air bubbles that formed in the wax. For an even brighter shine, using a high speed burnisher may be necessary.

### TIPS

- Take your time applying the wax.
- Ring your mop head out well before applying the wax and move slowly across the floor to avoid causing air bubbles in the wax.
- Double your figure 8 pattern when applying wax. If you notice bubbles after coating the floor, buff the floor in between coats.

### DRYING TIME

15-30 minutes in between coats. The floor is fine for foot traffic after last coat has dried sufficiently to the touch.



## **PTAC Cleaning 101**

Note that a PTAC is formally known as a Packaged Terminal Air Conditioning unit. It is a unit that can be easily removed and is commonly found in limited-service hotel guest rooms.

### **EQUIPMENT**

- Portable extractor with hoses
- PTAC tray(s)
- Pump up sprayer
- Hand gun power washing attachment
- Towels
- Humidity gauge
- Coil comb
- Battery powered drill and screw bits
- Screw driver
- Vacuum crevice attachment

### **CHEMICALS**

- Coil cleaning chemical (Simple Green – sold at Home Depot)

### **PROCEDURE**

1. Shut off power at circuit breaker (if needed).
2. Remove power quick coupler from HVAC unit — located under unit on right side usually held on by two screws and a black access cap.
3. Remove dirty air filter and vacuum off.
4. Remove plastic front cover to gain access to front coil and components of unit.
5. Unscrew the four screws on each side of unit holding the PTAC to the wall sleeve. Sometimes these screws are missing. Notify engineer and replace.
6. Slid the unit out of the wall sleeve and place in PTAC tray.
7. Prop up one side of PTAC tray so that water from the cleaning collects to one side of the unit making it easier to extract dirty water and debris.
8. Remove access panels to both interior and exterior coils.
9. Cover control board (electrical components) with cellophane wrap so it does not get wet. Caution should be taken not to spray water near these components during cleaning.
10. Spray interior coils with Simple Green cleaning solution.
11. Pressure spray coils / fins with low psi (about 50-75psi) water and extract
12. Inspect upper drain pan and hose. If plugged or restricted, we will remove and flush to assure proper drainage.
13. Spray exterior coils with Simple Green cleaning solution.
14. Pressure spray exterior coils / fins and fan blades with low psi water.
15. Clean and extract debris from lower pan that can restrict proper drainage.
16. Inspect lower drainage trap. If plugged or restricted we will remove and flush to assure proper drainage.
17. Vacuum wall sleeve. DO NOT spray wall sleeve. This dirty water can stain the exterior of the building.
18. Slide unit back into wall sleeve and replace for bracing screws.
19. Replace plastic cover.
20. Install new air filter or cleaned filter.
21. Connect power quick coupler and replace black cap and screws.

22. Test unit to make sure it is working properly.

### TIPS

- Watch closely as you disassemble the unit so that you know how to properly reassemble it. Keep all your screws in a small container off to the side during cleaning.
- Note that some of our customers may have a different protocol so be sure to check with Renue if in doubt.
- Please be careful not to get any PTAC thermostat wireless receivers wet as they could stop functioning. The wireless receiver unit, assuming there is one, is typically located under the front cover on the lower right-hand side and under the control board, although it may be located in a different spot. It is usually identifiable by a small antenna. See the picture below. Try covering the entire area with a shower cap and avoid spraying water anywhere near that area. A best practice is to cover the sensor and control board since that entire area is the most sensitive area on all PTACs regardless if there is a wireless receiver or not. Thus, you should always avoid spraying water there. During normal cleaning, water does collect in the area under that side of the evaporator coil so we recommend vacuuming any standing water. There is less of a concern on units that have hardwired thermostats, but newer units and newer hotels tend to have wireless receivers. As always, turn off the PTAC unit first at the wall thermostat before you start your cleaning. If unsure whether the unit is wireless or hardwired ask the engineer. If wireless we encourage you to ask the engineer to show you exactly where the wireless receiver on the PTAC unit is located. If the wireless receiver does get wet unfortunately the unit likely will not turn on and will need to be replaced. The unit and associated programming of it can be costly. Lastly, and very importantly, **do not clean or spray the blower wheel on Trane units.**



### • **Smoking Room Cleaning 101**

#### EQUIPMENT

- Extractor with hoses
- Thermo Fogger
- Extension cord
- Upholstery wand
- Drapery Tool/ Upholstery Wand
- Spray gun attachment
- Vacuum hose
- Solution hose

- Hand Sprayer
- Air mover
- Towels
- Buckets
- Demo Cups

## CHEMICALS

- Renue Greasolv
- Knockdown Defoamer
- Thermo 55
- Renue Rinse - textile rinse
- T.O.P. Gum spot remover
- Spotting agents
- Odorcide 210 Fresh Scent or Chemspec Kill Odor Floral
- Thermo and or Wet Fogging agent
- Mini Drain Pan Strips

## PROCEDURE

1. Prepare the room by moving atop the bed small chairs, wastebaskets, and other small moveable objects.
  2. Turn off the air conditioner.
  3. Move furniture away from the drapes.
  4. Prepare the solution tank of the extractor with 15 gallons of hot water, 10 ounces of Rinse.
  5. Begin with the draperies, using the smaller extraction wand and machine pressure set at 200 psi. Use the hand pump to spray the Greasolv mixture onto the drapes and valance, generally working left to right, then rinse and extract, also working left to right. [For a demonstration, remove some of the rinse water into a glass and label it. Rinse the tank with clean water before proceeding.]
  6. Next do the upholstery. Pre-treat any stains with TOP Gum or other appropriate agent, pre-spray, rinse and extract using 200psi. Leave the cushions standing so they get air circulation for faster drying. [For a demonstration, remove some of the rinse water into a glass and label it. Rinse the tank with clean water before proceeding.]
  7. Finally, do the carpet. Switch to the larger extraction wand. Pre-spray heavily in traffic areas, lighter in non-traffic areas.
  8. Rinse, and extract the carpet, using about 400 psi. Lift up the bedspread at the lower corners to get it out of the way. [For a demonstration, remove some of the rinse water into a glass and label it.] Leave the three-labeled glasses of wastewater atop the vanity – not on wood furniture.
  9. Hand wipe all the materials cleaned with a water and Odorcide 210 Fresh Scent or Chemspec Kill Odor Floral dilution.
  10. Wipe down all vinyl wallpaper and furniture with a dilution of water and Odorcide 210 Fresh Scent or Chemspec Kill Odor Floral.
  11. You can then fog the room using a thermo or wet fogger and appropriate fogging agent or spray material cleaned with a topical mist coating of Odorcide 210 Fresh Scent or Chemspec Kill Odor Floral.
  12. Turn on the air conditioner and open a window; replace furniture and objects to where you found them, using leg protectors under wood furniture that doesn't have plastic bottoms. Use a respirator if fogging.
- Skip steps 13 and 14 if you thermo fogged the room.
13. Set up the blower in the doorway to hasten drying.

14. For demonstrations, notify the head housekeeper and the GM that the room is complete; point out the labeled glasses and explain the yellow color in the upholstery is from nicotine, the gold-brown colors from smoke residue. To complete the cleaning or a smoking-room conversion, the hotel staff should launder all bedding and linens.
15. Mattress cleaning is optional; if it is to be done, the housekeeping staff should have removed all the bedding from the room beforehand. Clean both sides of the mattress and any visible stains on the box springs.

### TIPS

Do not put Odorcide 210 Fresh Scent or Chemspec Kill Odor Floral in your cleaning solution of the machine. You don't want to extract this product from material cleaned. It is meant to be a masking agent for the smoke.

### DRYING TIME

2-6 hours depending on conditions

#### • **Cooking and Malodor Room Treatment 101**

Same process as Smoking Room treatment but your chemical selection may vary. Also, cleaning of the stove top and stove vents will be necessary. Soak any vent filters in a solution of Odorcide 210 Fresh Scent or Chemspec Kill Odor Floral for 20 minutes or so during your cleaning and thoroughly rinse and reinstall.

#### • **Flood Restoration 101**

We will cover only light to mild water loss recovery during your training. Water loss and the proper treatment is a very involved offering and we strongly recommend that you **take a certified IIRCR WRT (Water Restoration Technician Course)** to get further educated on the principles of this service.

### EQUIPMENT

- Extractors
- Extension cord
- Carpet wand
- Drapery Tool/ Upholstery Wand
- Spray gun attachment
- Vacuum hose
- Solution hose
- Hand Sprayer
- Air movers (one to two per room or 1 per 350 sq. ft.)
- LGR Dehumidifier
- Moisture gauges
- Towels

### CHEMICALS

- Disinfectant (Concrobium)

### PROCEDURE

1. Give all your clients the mold/mildew instruction sheet that follows this page **BEFORE** they have the problem, so they know what to do when the inevitable happens.

2. The hotel staff must remove the furniture from the room.
3. If the spill included sewerage, wear protective clothing, goggles, and gloves. Depose of all material contaminated with sewage. Contains blood borne pathogens and we do not clean these materials by law.
4. Use the extractors to remove as much water as possible from the carpet. Keep count of the number of gallons extracted to report to hotel management for a possible insurance claim if the damages exceed their deductible.
5. Spray the carpet with Greasolv, rinse and extract. If too much water is present, dry extract carpet then proceed with Concrobium. Set appointment to clean carpet after it is completely dry.
6. Wearing respirators, liberally spray the carpet with undiluted disinfectant from the hand-pump. It is helpful to spray disinfectant beneath the carpet too, if possible.
7. Set up LGR (Low Grain Refrigerants) dehumidifiers and blowers up to assist drying.
8. You may want to float the carpeting if the padding is soaked. Do this by placing a blower under a far corner of the carpeting but above the padding.
9. Only replace furniture when room is completely dry.
10. Check back after a few days and check machinery and conditions of the room. If it has an odor re-apply your disinfectant if a mildew-type odor has recurred.
11. If the spill included sewerage, disinfect the machines with bleach and rinse them well with clean water to remove bleach residue.
12. Sewerage is also known as "Black Water". The EPA suggests pulling up the carpet, padding and disposing of all materials that came into contact with the sewerage; however, if mild from toilet overflow (above the trap) it can be treated and fixed.

### TIPS

We strongly suggest everyone take the WRT-IICRC certified course. Water restoration is a very detailed and comprehensive service.

If the affected areas are not dried quickly, mold can and will begin to grow. Mold and mildew spores are airborne and naturally occur everywhere, but they only grow, reproduce, and cause odors when the following conditions are met:

- Moisture
- Darkness
- Still Air
- Food is available— the principal food source is the soil in carpets or textiles. Most carpets are composed of synthetic fibers with latex backing, which contain no other food source. Natural fibers or jute backings can also provide food.

When a flood or water spill on carpet occurs:

1. Call Renue Systems to 1) clean the carpet to remove the food sources, 2) extract excess moisture from the carpet, and 3) set up a turbo-fans and dehumidifiers to dry it faster.
2. Renue Systems will apply a powerful FDA-approved disinfectant spray to the carpet to kill mold and mildew organisms and their spores. If the problem is in an advanced stage, up to three applications may be required to bring it under control or we may suggest calling in a Building Hygienist to further evaluate the extent of the problem and set a course for mold remediation.
3. Keep lights on in the room at all times.
4. To draw moisture out of the room air, and use a portable LGR dehumidifier if one is available. Turn the heat on in the room as well. The heat will add energy to the water molecules causing them to become active and release into the atmosphere of the room where the dehumidifier will catch these water molecules.
5. Keep one or more fans operating in the room to maximize air movement.
6. Change the filters in the air handling system frequently.

7. Continue these measures for at least a week after the odor condition subsides, and resume immediately if the odor recurs. Odors are likely to subside during the winter heating season and recur in the months of higher natural humidity.

### TIPS

Do not delay in taking corrective measures whenever carpet becomes wet – prevention of odor is MUCH easier than controlling it once it occurs!

If these measures are not effective, the source of the odor is probably not the carpet – it may be in the walls, ventilation system, or elsewhere. In this case a building hygienist service is needed to deal with the problem.

### DRYING TIME

Dry times can range from hours if not days depending on how severe the water loss was, response time and conditions. It is important to constantly check the equipment and conditions of the areas affected during the recovery.

### • **Blood Stain Treatment 101**

#### EQUIPMENT

PPE equipment:

- Latex gloves
- Goggles
- Shoe slip covers
- Respirator (if needed)
- Coveralls (if needed)

Small extractor with hoses  
or

Large extractor with hoses

Hazardous waste trash bags

Carpet wand

Drapery Tool/ Upholstery Wand

Spray gun attachment

Hand Sprayer

Pump up sprayer

Inject-o-mate

Water Claw

Buckets

Disposable rags

Paper towels

Caution signs

Tarp

#### CHEMICALS

- Concrobium disinfectant
- It meets EPA standards for hospital disinfectants and kills fungi and viruses including HIV-1 (the AIDS virus), Herpes Simplex Types I and II, and **all Influenza Type A viruses including H1N1**. Also, it is approved by the US EPA as a high-level disinfectant, fungicide, tuberculocide and Virucide (against HIV-1)
- Greasolv
- Renue Lemon Deodorizer

- Bleach

## PROCEDURE

Guest rooms or other areas contaminated or suspected of contamination with blood or body fluids must be specially treated to remove the contamination and disinfect all of the textile surfaces within the room to ensure the safety of hotel staff and subsequent hotel guests occupying the room. *When the extent and/or nature of the contamination are not known, the entire room and its contents must be treated as potentially hazardous. It must be assumed that there is contamination beyond that which is visible.*

### **Hotel Staff responsibilities:**

- Housekeeping staff should notify their supervisor as soon as a suspicious situation is encountered – when in doubt, wear protective clothing including gloves and a protective apron. Follow the hotel's Biohazard Response Procedure, including special disposal of the gloves and aprons used, as well as any trash from the contaminated room.
- Limit the number of people who enter the room to those who are needed to attend an injured or ill guest until medical help arrives; document the damage, including photos, and take steps to prevent odors or reduce hazards to staff and hotel guests.
- Hotel management should notify Renue Systems as soon as the event occurs - effective stain removal and odor control depend upon prompt treatment. Renue Systems staff will disinfect the room contents and bag up linens and trash, handing them out of the room to hotel staff.
- Wear gloves and protective aprons to remove trash and the bagged linens to the hotel laundry. Any items removed from the room should be discarded, disinfected, or laundered. Colorfast items should be wiped with a solution of 1-part bleach + 9 parts water, prepared fresh on day of use.
- Launder the contaminated items separately from other hotel laundry following the hotel biohazard policy, or use hot water and bleach to disinfect them. Repeat the wash step. Machine dry.
- Do not return any linens or items to the room until the Renue Systems recovery treatment has been completed, including any necessary re-spray of disinfectant/deodorant.
- The disinfectant spray used by Renue Systems may dry on room surfaces, leaving a slightly sticky film. These surfaces should be wiped with a damp cloth and towel-dried after Renue Systems has completed the cleanup. There is no further risk to the staff to work in the room after disinfecting has been completed.
- Contact your biohazard waste disposal company to pick up any contaminated trash accumulated from the clean-up process.

### **The Renue Systems Recovery process:**

- Renue technicians must wear personal protective equipment during the process (respirator masks, shoe covers, gloves, and disposable overalls)
- Set up a work area right outside by the room by placing a plastic tarp on the floor and caution cones around this work area. It is best to perform this service using two employees; One employee working inside the room and the other outside handing in necessary equipment and taking contaminated material out. You do not want to cross contaminate other areas of the hotel
- Pre-treat visibly contaminated areas with FDA-approved, hospital-grade disinfectant, then mist the entire room including bed linens using Concrobium.
- Bag linens and trash, hand out of the room to hotel staff for laundering or disposal.
- Pre-treat visible blood or body fluid stains with Greasolv for their removal.
- Clean and deodorize drapes, upholstery, carpet, and mattresses. Check all hard and case goods as well.
- Mist the entire room with approved hospital grade disinfectant.

- Bagging & decontamination of all Renue Systems equipment, chemical bottles, etc. that has been taken into the room. Again, you must clean and disinfect all your equipment so you don't cross contaminate another area of that hotel or another hotel you may clean later that day or the next.

### TIPS

We recommend all Renue Systems employees providing this service should get all the applicable vaccines e.g., hepatitis A, B & C.

After you finish cleaning and disinfecting the room, carefully remove your equipment from the hotel without contaminating other areas. You will now need to clean and disinfect all the equipment that may have come into contact with the blood or bodily fluids that you cleaned. I prefer to do this in the loading dock of the hotel before loading my equipment on the truck and possibly contaminating my vehicle. Spray the inside of your recovery tank with bleach, the wheels, the wands the hoses and any other items you may have used. Bleach is one of the strongest disinfectants known. Give the bleach just a few minutes dwell time then hose off and rinse thoroughly all the equipment. Dry everything off and then load into your vehicle. It is now safe to bring this equipment into another facility without the worries of possible cross contamination.

## **• Pet Room Treatment 101**

### EQUIPMENT

- Extractor with hoses
- Extension cords
- Black Lite (inspection light)
- Carpet wand
- Water Claw
- Upholstery wand / Drapery Tool
- Spray gun attachment
- Pump Up Sprayer
- Injectimate
- Air mover
- Towels
- Buckets
- Chalk
- Vacuum (can use one from the hotel)

### CHEMICALS

- Odor X Un-Duz-It
- Pro's Choice OS1

### PROCEDURE

How does the room smell upon entering? Does it smell like you have a problem? Urine has a very strong and pungent odor that is hard to hide.

If you detect an odor, shut off all the lights in the room and draw closed all the draperies. Get the room as dark as possible. Walk the entire room shining your black light on the carpet, walls, upholstery, sides of the bed, in closets and even under beds in extreme cases. Sometimes you need to get on your hand and knees to smell any areas highlighted by the inspection light to confirm it is urine or just something that fluoresces under black lights. If your exam reveals areas of pet urine, vomit, or feces; circle those areas with chalk so that when we turn on the lights, we still will know



where those stains are located. Apply our proprietary Odor X Un-Duz-It prespray (a biological enzyme that will digest the residual contaminants) to those stains. Soak those areas heavily with your pump-up sprayer or inject the areas using your injectimate. Allow the product about 5 minutes dwell time. Extract all the carpeting but pay special attention to those areas. You may even want to use your Water Claw if you really saturated the stains with chemical and flushed it with large amounts of water. The Water Claw will draw out more of the water used to flush the contaminants than just a carpet wand or upholstery tool. After you've cleaned the entire room and all the stains, apply the Odor X Un-Duz-It once again as a topical spray. This enzyme that will continue to work on the bacteria that is causing the odors. If you've determined that a stain was severe, saturate that area with Odor X Un-Duz-It and place a piece of cellophane overtop to prevent the product from drying up too quickly. This will allow the enzymes in the product to continue to break down the bacteria or urine.

### TIPS

This process may not totally remove all the residual odors caused by the pet contaminants. You may have to retreat the areas again or in extreme cases, the material affected may need to be removed and thrown away. We have had some success using Pro's Choice OS1 to treat bad urine odors. Please follow label instructions when using this product. In some cases, the amount of urine is just too much to effectively remediate those malodors as they have most likely soaked through the carpet, into the padding and even onto the porous concrete. This process has proven results but is not guaranteed. It's cost effectiveness vs. simply removing all the old carpet makes it a financially viable alternative.

We normally do not pre vacuum the carpeting. Hotel staff is responsible for this step but if you arrive and there is pet hair still evident, ask to have the room re vacuumed or do it yourself.

### DRYING TIME

2-6 Hours

### • **Spot Removal 101**

### EQUIPMENT

Before treating each of the following stains, pre-clean the spots with just hot water and your extractor.

STAIN	CHEMICAL NEEDED	PROCEDURE
Red wine	CR 2, Red One, Stain Magic, Red Relief, Proxi Clean Spray and Walkaway	Follow label instructions
Urine	Odor X Un-Duz-It	Spray and clean
Coffee	Chemspec Browning Treatment, CR 2, Red One, Stain Magic, Red Relief	Pretreat with Chemspec Browning Treatment and give dwell time. Stain should disappear then rinse. If not try Renue Coffee out or dye stain remover with heat transfer process
Grease, Tar, Paint, Gum, Wax	TOP GUM	Scrape wax with butter knife and apply TOP GUM & extract
Hair Dye	Stain Magic, Proxi Clean Spray, Walkaway	Most difficult to remove. Follow label instructions
Ketchup	Greasolv, Oxy Plus Booster	Should come right out with a mixture of Greasolv and Oxy Plus Booster
Mustard	Greasolv, Rust Off, Stain Magic, CR 2, Proxi Clean Spray, Walkaway	Clean first with Greasolv. Next try cleaning w/ rust remover. If yellow stain still remains, use dye stain removers. Follow label instructions
Unidentified	Greasolv, TOP GUM, Stain Magic	Always try Greasolv first, solvent spotter next then dye stain remover
Vomit	Greasolv, Concrobium	Clean area with Greasolv, then spray topical coat of Concrobium
Blood	Greasolv, Concrobium	Follow instructions under Blood Stain Treatment
Urine	Odor X Un-Duz-It, Pro's Choice OS1	Follow instructions under Pet Room Treatment

## CHEMICALS

- Use the chemicals listed in the chart for the specific stain.

## PROCEDURE

Try to identify the spot/stain and use the chart accordingly:

**Heat Transfer:** The stain removal process that uses an iron, chemical, water & a towel to remove set in dye stains. You will need the following items in order to perform this process:

- Iron
- White towels
- Dye stain remover (Spot-Out, CR 2, CR 3, ammonia, white vinegar, Red One, Stain Magic, Stain Magic for Wool & Red Relief.
- Top Gum, Greasolv, Oxy Plus Booster & Deodorizer
- Water
- Small extractor with hoses
- Extension cords
- Respirator

**Process for Heat Transfer:** Wear a respirator. Pre-clean the spot with hot water using your extractor. Mix chosen dye stain remover in hand sprayer. Open a window or door and turn on AC or vent. Plug in your iron and turn it on its hottest setting. Wet and ring out a white towel (must be white). Spray stain with dye stain remover and cover with white towel. Place hot iron on top of towel and leave for 30 seconds to a minute. Steam will start to rise from the towel during this process drawing the stain out of the carpet dye lots and into the towel. Check iron to make sure auto shut off has not

kicked in. After about a minute, repeat the process and move the towel over to an unused section. Keep doing this process until you've completely removed the stain or you start to remove the color of the carpeting. The residual odor from this process may be intense. Spray a post stain removal deodorizer like Renue Lemon or Odorcide 210 Fresh Scent or Chemspec Kill Odor Floral in the room you are working in and even the support hallway. This will help to mask that odor.

### TIPS

Do NOT use CR 2 on wool. Use only wool safe chemicals when doing heat transfer on wool carpeting. Be careful and watch for fiber distortion and color bleeding.

## • **Grout Painting 101**

### EQUIPMENT

- All tile and grout cleaning equipment
- Paint trays
- Knee pads
- Rags and bucket
- Small brushes
- Applicator bottles (Home Depot {tile and grout sealer bottle with wheel on top})
- Sample color kit (mostly for demonstrations and color selection)

### CHEMICALS

- Windex
- Floor sizzle
- Epoxy paint from Grout Shield

### PROCEDURE

Grout Shield 9 Madison Ave. No. Bay Shore NY 11706

To contact customer service: 1-800-631-0716

Visit their website at [www.groutshields.com](http://www.groutshields.com)

### INSTALLATION INSTRUCTIONS

First, it is important to prepare the grout surface before Grout Shield Color Seal is applied. To accomplish that, the grout does not need to be stain free, but must be dirt free. Grout is porous (colored concrete) and the pores hold dirt and filth. The most successful way to clean the grout is with Grout Shield Floor Stripper. The floor stripper should be diluted 4-6 ounces to every gallon of water. This can be sprayed onto the grout joints with a garden sprayer or mopped on the floor. After allowing the cleaner to dwell for 5 minutes, the traffic area should be scrubbed with a long-handled scrub brush. Before the fluid dries it is necessary to vacuum it up or use a towel to get the excess fluid. The grout joints can be damp, **but not wet** when the sealer is applied. Attach a 16-ounce bottle that has been filled with Grout Shield Color Seal to an injector brush or yorker top, depending on the package you ordered. Have your clean water bucket half full with clean, warm water and our trimmed chamois on the bucket. Wrap your hand around the bottle. Place the injector on the first grout line, about ½ inch from the wall or corner and squeeze the bottle, lightly but firmly, until some sealer flows down onto the grout joint, then pull the injector down the grout joint smoothly. Use the brush to now go over the line of sealer and brush it into the grout. Go back to the small unsealed section of the grout joint where you started and take your finger tip and push the sealer to the wall or corner. After completing the entire single grout joint, remove a chamois from the clean water bucket and wring it out until only damp. Fold in half and apply light pressure with your hand. Wipe the chamois over the tile to remove the excess sealer from the tile but not the grout joint.

Wiping across a grout joint will remove the sealer. Rinse the chamois often to prevent sealer residue from building up on the tile. Seal all parallel grout joints, **Figure 1**, in the area first and allow drying to the touch before sealing the perpendicular grout joints. After the job is completed, spray glass cleaner on floors or walls and buff to take off excess residue as shown in **Figure 2**. This technique applies to right-handed installers. Reverse instructions for left-handed installers.

**Figure 1**

>		>	>	>
>	>	>	>	>
>	>	>	>	>
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**Figure 2**

↓	↓	↓	↓	↑
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The next step is to dry buff with a towel or a polish pad to remove any residue from the tile. Glass cleaner can be misted on the floor in areas that sealer residue is hard to remove. Buff again with towel or polish pad on the floor. The final step is to check all the grout joints after drying to the touch for proper coverage.

## PROCEDURE

Once the Grout Shield process has been completed, in order to maintain the “just finished” look please follow these instructions:

1. Always vacuum the entire area to be cleaned thoroughly removing all dirt and dust from the tiles. Neutral or mild cleansers are all that is needed to effectively clean the tiles. Now that the grout has been sealed with Grout Shield Color Seal, the same is true. We recommend using their maintenance cleaning solution with one gallon of warm water or as specified on label.
2. Apply the cleaner generously to floor with a sponge mop. Let it sit for 3-4 minutes (Do Not Scrub), this allows the cleaner to emulsify and loosen any dirt or oils that are on the floor.
3. Take a clean, dry terry cloth towel and dry the floor changing the terry cloth often.
4. Completely dry the grout lines using a terry cloth. Because grout lines are slightly lower than the rest of the floor, the liquids will settle there. To prevent the now dirty cleaner residue on the Grout Shield Color Seal the final step is to dry the grout lines to complete the floor cleaning process. As time passes, should the grout begin looking dirty with uneven color in high traffic areas, try this easy step: Pour a small amount of undiluted Grout Shield maintenance cleaner or an undiluted window cleaner on 2-3 inches of the grout line in that traffic area. Allow the cleaner to sit 3-4 minutes, (DO NOT SCRUB). With a clean cloth or paper towel wipe up the cleaner. There will be dirt on the towel and the grout line will be clean once again. This is a maintenance issue that can be avoided by cleaning the floor following steps 1-4 using a slightly stronger solution.

## TIPS

- We order our epoxy grout paint from Grout Shield and get corporate discounting. Please call our home office for pricing.
- Don't wait too long after applying paint to the grout lines to begin wiping down the floor to remove excess paint. You could also use a white pad and a swing machine to remove excess paint.
- Apply it thick enough to provide a durable finish but not too thick that it won't dry in a reasonable time.
- The deeper the grout liners are recesses in comparison to the surface of the tile, the less likely the epoxy will be worn off with foot traffic.
- It is extremely important you get the grout clean before applying the epoxy. Failure to do so will result in the systems not adhering properly to the grout.
- Sanded and unsanded grout can be colored with epoxy systems.

## DRYING TIME

Usually, it's dry to the touch in 15 minutes and can be walked on in 45-60 minutes.

## **Kitchen Cleaning 101**

### OVERVIEW

There are many components to kitchen cleaning, of which the most popular include:

- Floors
- Walls
- Ceiling Tiles (Vinyl Tiles)
- Appliances (Commercial Fryers, Ovens and Grill Tops/Griddles)
- Hoods (including Ducts)
- Grease Traps / Hydro Jetting Drains

Renu is currently able to offer the first four. Hoods and grease traps are areas we may take on in the future – and can consider doing so even now on a case-by-case basis – but they are highly specialized and, in some locations, require certification. Floors and walls we already know how to handle. Below are initial descriptions of ceiling tiles and appliances. Over time we anticipate refining and expanding on them.

Why should you clean your kitchen?

There are many reasons why you should clean your ceiling tiles, appliances, surfaces and other areas in the kitchen. The United States Department of Agriculture (USDA) Sanitation Performance Standards requires that all nonfood contact surfaces of equipment shall be kept free of an accumulation of dust, dirt, food residue and other debris. This also includes ceiling tiles. Kitchen tiles are composed of vinyl covered sheetrock so they are both cleanable and fireproof. Over time, ceiling tiles become covered in airborne pollutants that turn white ceiling tiles a brownish color. This is mostly caused by grease aerosols during the cooking process. This combined with water vapors from dish washing areas creates humid conditions that results in ceiling tile pollutants dripping from the ceiling and possibly onto food prep areas. Cleaning ceiling tiles from those pollutants helps maintain their inherent fire resistance.

Cleaning ceiling tiles and walls regularly results in better lighting throughout the facility. By doing so, less lighting is needed and subsequently there is a realized energy savings. A well light facility is also a safer workplace.

Dirty ceiling tiles, walls and appliances are unsightly and can be a key indicator for local health inspectors that the facility is not up to code.

In short, a clean, bright and safe facility is attractive, improves air quality and fosters a healthier environment for customers and employees.

## **Kitchen Cleaning 101 – Ceilings – Vinyl Tile**

### EQUIPMENT & CHEMICALS

- Unger extension poles. We suggest aluminum 4-8 foot and 6-12-foot poles
- Unger FIXIO Plastic Fixi – Sponge Clamp
- 3M extra-large commercial sponges - 7.5 x 4.25 x 2 inches
- Flat microfiber mop holder and approx. 6 replacement flat microfiber mop heads
- WORKPRO 16-Piece Nylon Spring Clamp Set – 4 pieces of 6-1/2 inch clamps, 6 pieces of 4-1/2 inch clamps, 6 pieces of 3-3/8 inch clamps

- Clean empty bucket
- Disposable plastic tarps
- Duct and painters tape
- Many clean white rags
- 6-foot aluminum ladder
- Face shield, goggles and rubber gloves
- Pump-up sprayer. An electric sprayer with an extension pole can make applying your degreaser easier. You will use more chemical but for very greasy tiles this can be a time saver
- High Alkaline Degreaser (Viper Venom or Floorshizzle)
- Carpet extractor with spray gun for PTAC cleaning
- Wet/Dry vacuum with floor wand
- Mop and mop bucket
- Trash bags

Most of this equipment can be purchased on Amazon.

## PROCEDURE

1. Ask the customer to make sure grills and fryers are turned off long before you arrive so that you can safely tarp those areas. If grills or fryers are not cooled in time you may need to create a barrier wall using ZIPWALL poles and plastic tarps. The other workaround is you can clean the ceiling tiles in that area by hand.
2. Examine the ceiling tiles and make note of any damaged tiles before cleaning. Notify your customer of any issues you may have discovered.
3. Take many before photos.
4. Start tarping all furniture including racks, food prep counters, cooktops and kitchen ware storage. You are basically covering everything you do not want your cleaning agents to drip on during your service. The better the job you do tarping the easier your cleanup will be.
5. Start pre-spraying your tiles. Work in a rather small area of approx. 5 feet by 5 feet.
6. Cleaning by hand can be done using a pump-up sprayer, extension poles, sponges, rags and even a flat microfiber mop. If you want to try something more mechanical you can use an electric sprayer to apply your chemical and your carpet extractor set at a low psi to clean the tiles using the PTAC wand or other similar extension wand with spray tip. The latter creates more mess on the floor but is much faster for larger, wide-open spaces. By hand, spray the tiles and then use the sponge attached to the Unger clamp and wipe tiles. You can cut the sponge into triangle shapes to run down the tracks of the ceiling tiles. You can also use a microfiber mop on an extension pole to clean the tiles. Dip the sponge or flat microfiber mop head into a clean water bucket to rinse and then another bucket that has been diluted with the same chemical you used to pre-spray the tiles. Back and forth motion works best. Try not to push up too hard on the tiles or you will knock them out of place. There is another approach which takes longer but minimizes the mess. If the tiles are not too badly coated with grease, you can simply dip the sponge on the pole into the mixture of chemical and then wipe the tiles.
7. Open any fluorescence light covers and clean inside and out. There is an additional cost for this service.
8. Clean any ceiling vents or registers. There is an additional cost for this service.
9. Replace any ceiling vents or registers that are rusted out with vinyl ones. There is an additional cost for this service.
10. Remove tarps and mop all floors. Dry quickly with air movers.
11. Take many after photos from the same vantage points as your before photos.

It is suggested you have at least a two-person crew for this work. Each technician should alternate cleaning the ceiling tiles every hour to avoid neck and shoulder fatigue. One employee can clean and the other can move items and replace supplies.

Be careful working around fire suppression sprayers and sprinkler heads. Do not directly spray these fixtures or aggressively clean by hand. Consider purchasing a Locking Sprinkler Pliers in the event you break a sprinkler head.

### TIPS

Office acoustical ceiling tiles can also be cleaned using a similar process. We suggest changing the chemical from high alkaline to oxygenated cleaner or non-bleaching peroxide. You may want to pre-vacuum near the air returns or registers.

Set correct expectations. A safe assumption is that you will make an 80% improvement back to new. We recommend a sample cleaning. You just need a sponge, chemical, step ladder and spray bottle. It is very simple and can help sell the job and set proper expectations.

You can use Betco Green Earth® Peroxide Cleaner to brighten up tiles.

You can purchase ceiling tile paint on Amazon to help cover any staining such as water marks. Two shades or variants of white are the most common.

### SUGGESTED PRICING

- Actual costs depend on job size, scale, conditions and options.
- We recommend US \$0.40+ per square foot.
- Two technicians can cover approx. 2,000 square feet. in 4 hours.
- Options for added pricing include vent or ceiling register cleaning, fluorescence light fixture cleaning, lightbulb replacement or ceiling tile replacement, and repairs to ceiling tile tracks (if there is a sagging ceiling).
- Ceiling tile cleaning is approx. 1/3 the cost of replacement. This cost does not include any lost downtime by the facility which would result in an even higher replacement cost.

### Flat microfiber mop and holder



### Unger Plastic Fixi





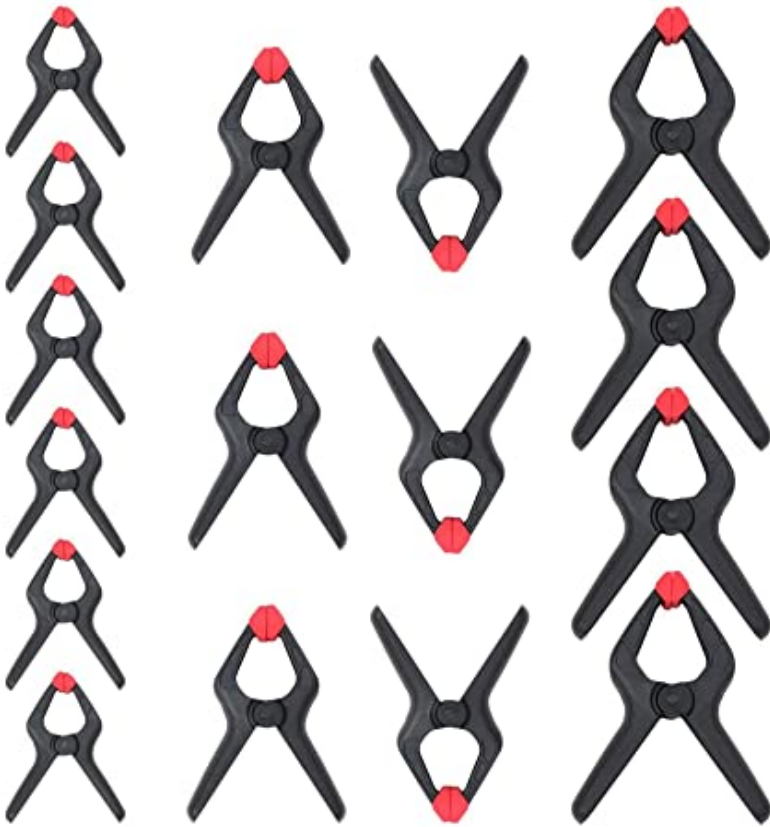
Unger extension pole



3M Extra Large Commercial Sponge



## WorkPro Clamps



### Kitchen Cleaning 101 – Appliances – Commercial Fryers

A commercial deep fryer is one of the greasiest and expensive pieces of equipment in the kitchen. Without regular deep cleaning, a deep fryer can become a fire hazard. That's why it's so important to do a deep cleaning of your commercial fryer every three to six months depending on how much it is used. It also helps protect the taste of the food. Properly cleaning and maintaining your fryers will help ensure your food tastes great and a safe dining experience for your customers. An added operational benefit of regular deep cleaning of commercial deep fryers is the energy savings. Caked-on carbon deposits on fryer walls and coils causes machines to have to work harder to heat up. Keeping them clean will save energy, time and money.

#### EQUIPMENT & CHEMICALS

- Drain pan - plastic or metal for cooking oil
  - Fryer cleanout rod
  - High temperature fryer brushes
- A good site for acquiring the cleanout rod and brushes: <https://www.katom.com/cat/fryer-brush.html>
- PPE - protective gear including nitrile gloves (heat proof gloves), goggles/safety glasses and a vinyl apron
  - Regular plastic scrub brush with a long handle
  - Laser thermometer to ensure oil is cooled off
  - Synthetic scrub pad
  - Paper towels and cloths
  - Plastic scrapers (NOT metal)
  - Large nonabrasive sponges

- Clean buckets
  - Garden hose with sink hose adaptors
  - Elbow grease (big can)
  - Nyco® Deep Fat Fryer Cleaner - liquid or packets (for interior surfaces)
  - Nyco® Attention Clinging Oven & Grill Cleaner (for exterior surfaces)
- Site for Nyco cleaners: <https://www.nycoproducts.com/products/deep-fat-fryer-cleaner/>

## PROCEDURE

A deep fryer boil-out is a process that involves emptying fryer oil, boiling water with a special cleaning solution in the fryer and flushing with clean water. This process removes grease and most carbon deposits.

1. Take the fryer baskets out to the sink and clean them or leave them inside the fryer during the boil out.
2. Turn off the commercial deep fryer, close the gas supply inlet and turn off the pilot light (if gas powered).
3. Allow the deep fryer unit, including the oil, to cool completely. Check with the thermometer to confirm the oil is no more than 150 degrees Fahrenheit.
4. Place an oil pan drum under the drain and drain the cooled oil. Remove any large debris from inside including anything blocking the drain valve. TIP - Under the fryer in the cabinet is where you typically find the drain tube extension. Locate this item and thread it into the valve.
5. Close the drain valve. Wipe the interior of the unit with clean paper towels or cloths.
6. Fill the deep fryer tank with cool water 4 inches from the top.
7. Add 4 ounces of Nyco® Deep Fat Fryer Cleaner liquid for every gallon of water. This solution is a powerful foam cleaner that works to loosen any baked-on grease and oil. Alternatively, you can use convenient Nyco® Deep Fat Fryer Cleaner Portion Control Packets, with one packet for every 2 gallons of water.
8. Turn on the heater and slowly boil water with cleaning solution for 20-30 minutes. Very heavy carbon deposits in the fryer may take longer. Do not leave the fryer unattended. Be careful not to let water boil too high as it may splash out and cause burns. You can leave the fryer baskets in the fryer to get those cleaned as well.
9. Turn off the fryer and let the water cool.
10. Place a large pan underneath the drain valve and slowly drain the water into it. Scrub the interior walls with a long-handled brush while the water is draining to remove any remaining soils.
11. Flush the fryer thoroughly with water to remove all cleaning solution. Then wipe the interior dry with paper towels or cloths and allow all parts to dry completely. Close the drain valve.
12. Clean the exterior of the unit using degreaser and paper towels. You can also use a commercial steamer for this if you have one. Remove temperature knobs and clean behind them and the knobs themselves. They typically just pull directly off.
13. Fill the fryer with new cooking oil. Note that the customer should replace the old disposed of oil with new oil.

It is important to not use abrasives cleaning agents, tools (like steel wool) or a harsh chemical, especially any chemical with some type of grit or abrasive inside the cleaning agent. This will damage the stainless steel.

## SUGGESTED PRICING

We suggest US \$100-\$125 per technician hour. Small fryers (2 baskets) will take approx. 2-3 hours on average.

## **Kitchen Cleaning 101 – Appliances – Ovens**

Each manufacturer has some differences in disassembly and cleaning suggestions. It is a good practice to google the make and model of the particular oven and review cleaning recommendations in the owner's manual.

### **EQUIPMENT & CHEMICALS**

- Commercial grade steamer (this tool is very helpful in expediting the process but not necessary)
- Personal Protective Equipment (PPE)
- High heat rubber gloves
- Protective eyeglasses
- Heat protective apron
- Nyco Oven Cleaner
- Long handle cleaning brush
- Plastic pail for fresh water
- Non-abrasive synthetic scrub pads
- Paper towels and cloths
- Plastic scrapers (NOT metal)
- Large nonabrasive sponges
- As always, much elbow grease

### **PROCEDURE**

1. Remove any trays or racks and take them to the sink for cleaning.
2. Empty and clean any grease and crumb trays.
3. Spray oven cleaner evenly onto interior surfaces.
4. Allow time to penetrate soils.
5. Scrub or brush surfaces to remove any soils. Use plastic scrapers to remove large deposits.
6. Wipe surfaces clean.
7. Rinse with water.
8. Allow to dry completely.
9. Replace cleaned trays and oven racks.
10. Spray exterior surfaces with cleaner.
11. Allow time to penetrate soils.
12. Scrub with nonabrasive pads or steam with commercial steamer.
13. Wipe surfaces clean.
14. Rinse with water.
15. Allow to dry completely.
16. Season cast iron grates with cooking oil.

### **TIPS**

Read the oven manufacturer's directions for safe cleaning. Google the make and model for specific instructions.

If the oven is electric be careful not to damage heating elements inside of oven.

If the oven is gas the pilot may need to be extinguished before cleaning.

Sometimes it is necessary to move this equipment away from the walls to clean behind and underneath the appliance. This equipment can be very heavy so make sure you have enough help and good game plan for moving the appliance before attempting. Also, if you are moving the equipment, the gas lines will need to be disconnected and reconnected. This is not something you or your employees should attempt to do. Ask either the facility engineer to do this or the customer to hire a professional to handle it.

For conveyor ovens note that a conveyor unit has many different parts that make it operate, so remove each separately and clean them. Power wash outside or steam with a commercial steamer. Thoroughly clean impingement fingers (little nozzles under conveyor belts that supply hot air), crumb trays and the conveyor belt.

Most oven doors can be removed to help gain access to inside the oven.

For cleaning, if the racks within the oven are too large to fit inside the kitchen sinks, they can be power washed outside.

Rotisserie ovens are similar to other ovens but have spits and rotors that accumulate crumbs and grease. Remove these items for cleaning. Steam clean or hand clean with the right degreaser and cleaning detergents.

#### SUGGESTED PRICING

US \$100-\$125 per technician-hour. Most average sized ovens can be done in 2 hours or less. Conveyor and rotisserie ovens take additional time as there are more parts to disassemble and clean.

## Fryer brushes



## Cleanout rod



## REMCO plastic scrapers



**Plastic drain pan**



**Nyco Deep Fat Fryer Cleaner**



**Nyco Attention Clinging Oven & Grill Cleaner**



**Nyco At-Eze Oven & Grill Cleaner**





**High heat rubber gloves**



**Heavy duty vinyl/rubber/PVC apron**



**Karcher Commercial Steamer**





**Kitchen Cleaning 101 – Appliances – Grill Tops and Griddles** We suggest cleaning the flattop grill with a grill brick and high alkaline degreaser. If you turn the heat on so the grill surface is hot but not too hot, it will be easier to clean. After eliminating the black stains (or most of them), pour lemon juice on the grill top. Local grocery stores sell the lemon juice by the gallon or ½ gallon. That will restore the shine on the metal and then you can simply apply a thin layer of cooking oil (vegetable oil) with a rag.

**Grill cleaning brick**



**Lemon juice**



Noble Griddle Grill Kleen's easy application helps ensure effective cleaning by even the most inexperienced workers. For the best results, pre-heat the griddle to 300-350 degrees Fahrenheit. Then, simply pour Noble Griddle Grill Kleen over the grill plate, immediately spreading and scrubbing the liquid across the griddle's top. Once finished scrubbing, scrape any remnants into the unit's grease trap, turn off the griddle and rinse or wipe the surface with a damp cloth. It is also recommended that you apply a thin coating of liquid shortening after cleaning to help prevent rusting.

**Noble Griddle Grill Kleen**



## Kitchen Cleaning 101 – Electrostatic Disinfecting

An additional service to offer as an upsell or as a value add is electrostatic disinfecting using Clorox Total 360 or other electrostatic equipment. Make sure you use the proper dilution of PurTabs for food contact surfaces or Clorox Anywhere in the Clorox machine. These chemicals are safe for use on food prep surfaces and do not require a potable water rinse after application. Be sure to remember with the PurTabs, there is a very specific dilution for food contact surfaces.



## Marketing

### • **Communicating with Prospects and Customers**

We recommend frequent communication with prospects and customers. A combination of emails, phone call and face-to-face meetings works best. While we don't encourage too much communication so as to come across as aggressive, proactive interactions (done in a tactful, professional manner) work well especially since our customers are often busy individuals. Prospects that seem uninterested at one point often become interested at a later time due to a change in personnel, a change in ownership/management, additional funding, higher occupancy or seasonality. Even long-standing customers should be contacted because they may be unaware of all the different services we offer. Furthermore, at many properties there are multiple opportunities so contacting the Executive Housekeeper to clean guest rooms, for example, is one opportunity and also contacting the head of Food and Beverages to address the banquet/meeting rooms is another while contacting the Director of Engineering to clean air conditioning units or the lobby marble is yet another.

### • **Meeting with a Prospect**

When meeting a potential customer, we recommend you arrive on time, preferably wearing a shirt with a Renue Systems logo. Don't be deterred if you wait a few minutes in the lobby or even if the contact needs to reschedule. Given the dynamic environment in which they work, while frustrating it is not uncommon. When you do meet provide a hard copy of our brochure and explain ALL of the services we offer, including scheduled maintenance and last-minute work (such as flood restoration, smoking room clean-up and QA preparation). It is important to ask their needs and to keep probing because often they have some issues (such as stains) that are not being adequately addressed. Be sure to mention our preferred vendor relationships and our expertise acquired over our 20-year history. Again, in keeping with our image we want to be viewed as the expert, reliable, go-to comprehensive "we'll cure your headaches" partner. It is advised that if at all possible, to walk the property with the contact so as to better determine their needs, establish rapport and take measurements (which might need to happen at a later time). Sending a proposal and scheduling a free demonstration are good outcomes of the meeting. If references are needed, the Renue Systems home office can assist.

### • **Performing a Demonstration**

When you book a demonstration with a potential customer be precise as to what service you are demonstrating. You may want to be prepared to demonstrate related services too, i.e., if the demonstration is guest room carpet cleaning, be prepared for carpet stain removal, upholstery/drapery cleaning and or malodor handling. Here are some guidelines: Only take into the property what you need. Even if you are prepared for additional services, leave other supplies and equipment in the van. Too much "stuff" can make you appear disorganized and inefficient. Don't take an army with you. Take only the technician(s) you need to do the demo. Observe your surroundings from the moment you enter the property to identify any potential needs. Invite the contact person to observe the process. If he/she cannot stay, perhaps do half the area so it is obvious the "before" and "after". We encourage you to take "before", "during" and "after" pictures for additional support.

After the contact person has seen the process/outcome, mention any of the other needs you have noticed and offer to further the demonstration with such services as red stain removal, bleach stains, and burns in carpet. If accepted, then return to the vehicle to obtain the necessary items to perform the process.

Keep track of how long it takes to perform the work. This information could be especially important when providing a proposal.

Measure out the entire property while you are there. This will avoid a separate appointment in the future.

Leave samples of the water that you extracted out of the materials cleaned.

Confirm that your contact is a decision maker. If he/she is not, introduce yourself and company to that person while on the property.

**CAUTION:** Be aware of the chemical and equipment that you bring to a demonstration. Sometimes the potential customer is not looking for you to do the project, but rather to educate them to do it themselves! If you have to use a non Renue Systems private labeled chemical, mix the chemical in your truck or place product needed into a nondescript bottle and then bring it into the hotel. Make sure to label the product after or pour it back into the original container.

#### • **Providing a Proposal**

The following information is needed to prepare a proposal:

- Customer contact information
- Understanding of service(s) and area(s) being covered
- Specific measurements/quantities of the area being covered (square footage for common space and number of guestrooms and/or suites) (note that sometimes it is helpful to have an estimate of how long it will take to provide the work, especially for marble and/or other non-carpet cleaning services; this estimate can be obtained from the demo)
  - Pricing per square foot (or square meter)
  - If the property has an existing budget for the services
  - Frequency (does the property want this service provided on a semiannual or quarterly basis?)

Once this information is assembled use the appropriate proposal template (this can be found in Google Drive). Enter the appropriate information. When determining pricing sometimes it is helpful to provide an option for a one-time service and an option for a maintenance agreement where payments are spread over the entire year. The latter is often done for bigger properties to help them with budgeting. From your perspective it means that they are budgeting for the work (and hence will perform the services, sometimes more than once a year), it provides cash flow consistency, and it makes it easier to renew this contract for the following year.

At the end of the proposal is the service agreement, a one-page addendum to be signed by the contact. It lists the services to be done and the price. It is important that this service agreement document be obtained prior to work, especially if it is a new customer. This way, there will be no confusion as to what work is to be performed and what the cost is. The proposal should be emailed to your contact. In some cases, you may want to copy his/her boss, such as the General Manager to keep them abreast. Including an electronic copy of the Renue Systems brochure can be helpful since sometimes this proposal is forward to individuals not familiar with us.

- **Post-Job Follow-up**

It is advised that within 24 hours of job completion the property be contacted either via email or phone (or in person if possible) to ensure they were satisfied with your services. However, for particularly long projects it is advised to check in with your contact during the project to ensure satisfaction. This is also a good time to ask for feedback and to continue to build on your relationship. If there are issues that need to be addressed, then sometimes a face-to-face meeting and/or sending a technician to the property is warranted. However, if you created a happy customer, then be sure to ask for additional work (when needed) including additional services you offer. Also, feel free to ask for referrals to other contacts within the property and personnel at other/nearby properties (such as in the same management group).

- **Invoicing**

Once the work has been completed and customer sign-off has been obtained then sending an invoice listing the services provided and the price should be sent. The invoice should be based on the original proposal, but if some work was added (while the crew was at the worksite) or deleted (time ran out, some areas were unavailable, or hotel personnel directed work not be performed) at the time of the job be sure to reflect those changes in the invoice. We suggest you state on the invoice that payment is due within 30 days or whatever is customary for your local market.

- **Collections**

Customers typically pay within 30-45 days. If payment is not received after 30 days or the scheduled date, contacting the customer to inquire about the status is warranted. Often times a gentle reminder or two is all that is needed. However, if the invoice is outstanding for more than 60 days or you feel that the customer is attempting to not pay, then contact our home office. We have some tips that may be helpful. We are also willing to assist with collections if needed.

## Closing

### • **Ongoing Education**

We strongly encourage and, in some cases, require additional training to occur after the initial franchisee start-up course. This applies to both the franchise owner/manager and his/her personnel. We conduct training in our home office and also can possibly visit your territory. In addition, there are some worthwhile courses taught by outside professional teachers. One curriculum we approve is through the Institute of Inspection, Cleaning and Restoration Certification (the IICRC). They have frequent courses in many geographic regions. Some of the key courses are Commercial Carpet Maintenance Technician, Water Damage – Restoration, Spot and Stain Removal, and Carpet Dyeing. We can recommend other training to meet your specific needs.

### • **Quality Over Quantity**

The amount of work done per worker in a day makes a big impact on the profitability of your business. After all, the more that can be accomplished in a day the higher the revenue. However, quality is an even more important variable, for several reasons. For one, if the work is not done to the customer's satisfaction, your crew will need to return to the property to redo the work, this time to the satisfaction of the customer. Also, the customer may choose not to use you in the future if complaints occur and cannot get resolved. Furthermore, Renue Systems and its franchisee network pride themselves on their quality. Our customers hire us because they view us as quality, reliable vendor partners. Repeated sub-par results from one franchisee can jeopardize our hard-earned reputation with our global customers.

### • **Interacting with Renue Systems, Inc.**

We refer to Renue Systems, Inc. outside Chicago as the “home office” because we really believe it is a place that you are always welcome to visit or call/email at any time. Renue Systems likes to hear from its franchisees and franchisees' employees. It gives us a sense of the issues you are encountering in the field. Here are some of the ways we interact with franchisees:

1. We are happy to assist with proposal work where we can guide you on such topics as pricing and labor required.
2. We can give technical advice on procedures to be used when facing a challenging customer situation.
3. We can advise on chemical and machine to be used. The best way to communicate is to call. It is often helpful if you email a picture of the specific situation. We almost always are able to respond quickly.
4. We also provide marketing support. Some of this we initiate, but we encourage you to proactively discuss a marketing program that best meets your needs.
5. We post many of our documents (including details on chemicals, equipment and supplies; marketing pictures and brochures; order forms and other information) on Google Drive and other places online to allow for 24-hour access.
6. We welcome visits to our home office, and we like to visit our franchisees as well.

### • **Interacting with Fellow Franchisees**

Many franchisees have expressed value in interacting with each other since there are a number of common issues you face ranging from marketing to labor to scheduling to running the business. While Renue Systems is happy to cover these issues, another option is to discuss with other franchisees. We conduct franchisee-wide meetings from time to time, but we encourage you to

directly call or email each other (phone numbers and email addresses are listed on our website). We have also established a forum for more frequent communication. It is one email address that goes to all franchisee owners and managers and can be used to address a specific question or to discuss more general matters. Consult the Renue home office for the email address.