

# Standard Operating Procedure

## Steam Cleaning / Carpet shampooing – hot water extraction

### HAZARDS:

Operational Injury, back/shoulder strain and sprain. Assess the area to be washed for any hazards – loose items – electrical equipment and fittings

**Note: Check equipment for any obvious defects or damage. Do not use a damaged machine and notify your supervisor.**

### PURPOSE:

To safely and hygienically remove dust and loose dirt from floors, carpet and other surfaces

### EQUIPMENT / MATERIALS:

- Upright / back pack / large area vacuum cleaner
- Cleaning heads
- Carpet detergent/shampoo
- Wands
- Step ladder/ladder (as per Australian Standards) (if required)
- Personal protective equipment (gloves, gown/apron, protective eyewear, mask and head cover)

### SAFETY:

- Ensure all equipment is test and tagged i.e. Electrical Leads
- The operator should be fully trained in the use of the machine
- The operator should be physically capable to manoeuvre, transport and operate the machine
- The operator should be able to recognise unusual operation of the machine and report any problems
- Wear personal protective equipment (PPE) that is correct for the cleaning task
- Use the correct manual handling techniques for the procedure required
- Ensure hands are dry when connecting and disconnecting electrical equipment to a power point
- Staff do not operate the machine unless they have been fully trained in safe operation of the machine
- Switch the battery charger off at the power point before connecting or disconnecting the lead to the machine
- Avoid contact with persons in close proximity when operating the machine
- Never leave the machine unattended without switching the machine off and removing the key

### PROCEDURE

- Vacuum the carpet to remove any visible debris
- Move furniture to an appropriate location
- Wear personal protective equipment appropriate for the procedure
- Check the carpet for spots that require spot cleaning
- Add the de-foamer to the return tank

- Clean an area of approximately 3 square metres at a time
- Pre-spray the area to be cleaned with carpet shampoo - do not spray more than 20 square metres at a time as the solution may dry out before you have time to clean
- Start by placing the wand on the carpet flush with the edge and pulling
- backwards, engaging the steam release lever as you go - for badly soiled stains
- pull the extraction wand twice over the same area
  
- **On completion:**
- Return the extraction machine to the designated storage area
- Empty and rinse out the water tank
- Clean the extraction machine with a damp cloth as required
- Check the water jet and clean after each use
- Disconnect the battery connector and connect it to the external battery charger if using a battery operated machine
- Remove personal protective equipment and perform hand hygiene
- When the task is completed clean all cleaning equipment and return it to the cleaners room or storage area, or discard as appropriate
- Perform hand hygiene

#### CARE OF EQUIPMENT:

- Wipe the cord with a damp cloth
- Wipe the machine with a damp cloth
- Wind/coil the cord on the machine from the machine end of the cord
- Signs to be stored for future use
- Cleaners room to be left clean and tidy at all times

**NOTE: Pay attention at all times to complete tasks safely**

#### ENVIROMENTAL:

- Remove minor chemical spills according to site requirements.
- Dispose waste materials according to job site requirements and including recycling guidelines.
- Do not dispose waste down storm water drains.
- After use ensure you switch of equipment at power point with dry hands.
- Where applicable ensure correct bin liners and bins are used in accordance with site requirements and recycling guidelines.
- Turn off tap after use.
- Once you have carried out your cleaning duties where applicable switch off lights.

**NOTE: Report any leaking taps, faulty appliances and incorrect disposal of waste materials to your site supervisor or manager.**