### Whittaker Smart Care® TWIN PRO - Standard Operating Procedure (SOP)

<table>
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<tr>
<th>Step 1</th>
<th>Put on personal protective equipment (PPE).</th>
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<td>Step 2</td>
<td>Inspect and install the proper brushes on TWIN machine. Place machine upright on storage tray.</td>
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<td>Step 3</td>
<td>Inspect power cable for cuts and abrasions to the cord. Be sure the three-prong grounded plug end is not broken or removed.</td>
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<td>Step 4</td>
<td>Add two gallons of clean water to the solution tank. Add one bottle of CRYSTAL DRY® Extra encapsulating chemistry.</td>
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<td>Step 5</td>
<td>Connect power cable to a grounded receptacle outlet.</td>
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| Step 6 | **Light Soil Cleaning Application**
  - a) Remove machine from storage tray.
  - b) Turn machine on by depressing foot pedal and slowly lowering handle.
  - c) Operate machine by pulling solution control handle on forward ‘wet’ pass, and release solution handle on backward ‘dry’ pass.
  - d) Operate the machine similar to the motion of a lawn mower.
  - e) Make long, straight passes with solution control handle engaged.
  - f) Overlap your passes by 1-2 inches to avoid streaking.
    - back in opposite direction.
  - g) Overlap your passes by 1-2 inches to avoid streaking.

**Heavy Soil Cleaning Application**
Use 3-ft. long strokes in a “W” style. Work away from power outlet. Overlap each forward pass by 1-2” or more. *The cleaning pattern is similar to the pattern used with an upright vacuum cleaner.* |
| Step 7 | Turn off machine by raising handle to upright and locked position. |
| Step 8 | Return machine to storage tray. |
| Step 9 | Unplug power cable from receptacle before attempting to refill solution tank when it is empty. Repeat Steps 4-6. |
| Step 10 | When finished using machine, unplug power cable from receptacle.
Wrap cord from the handle of the machine to the plug end. Tip: use absorbent cloth to wipe power cable while winding it. This will clean and dry the power cable. |
| Step 11 | Remove solution tank. Empty and rinse it with clean water. Replace solution tank. |
| Step 12 | a) Tip machine backward onto its handle.
  - b) Remove brushes by pushing on the axles from the side of machine.
  - c) Wipe underside of machine and brush axles.
  - d) Rotate brushes end-to-end and replace on the machine.
  - e) Stand machine upright on storage tray. |
| Step 13 | Return the machine and tools to the storage area. |

### Safety Products and Tools
- Nitrile gloves
- Safety glasses
- Wet floor signs

### Materials List
- Whittaker Smart Care® TWIN machine with machine-mounted Automatic Sprayer
- Brushes appropriate for carpet to be cleaned. Consult Operator’s Manual if uncertain.
- CRYSTAL DRY® Extra encapsulation chemistry or CRYSTAL® QUICK RESTORE (for extreme soil loads). Minimum of one 12-oz. bottle for every 2,000 sq. ft. to be cleaned.
- Minimum of one 5-gallon buddy jug for each 10,000 sq. ft. of carpet to be cleaned
- White absorbent cloth or paper towels