



For every square

foot of carpet ...



whittaker

Consistently Cleaner Carpet. Smart Service.™



With our Smart Care[®]
system, every square
foot of carpet will always
save you money, save
you time, and most
importantly, look better.

People love the look of a
beautifully clean carpet.

So why wait for your carpet
to deteriorate from the
effects of day to day traffic
between cleanings?

At Whittaker, we're shifting
the thinking behind carpet
cleaning because we
believe your carpet should
always look its best.



“Encapsulation may prove to be one of the greatest advances in carpet maintenance during my 30-year tenure with the industry”

Bob Wittkamp, Certified Master Cleaning Technician by the IICRC (Institute of Inspection, Cleaning and Restoration Certification) ICS Cleaning Specialist magazine

About the R.E. Whittaker Company

Since 1961, the R.E. Whittaker Company has been innovating solutions for the long term maintenance of your floor covering. From a floor pad cleaning system and riding dust mop to our revolutionary low-moisture encapsulation process, Whittaker has always looked to build floor cleaning solutions that increase the cost efficiency and productivity of our clients.

Our Smart Care® machines and CRYSTAL® family of chemistries form a system that has been globally proven over the last 25 years as the most effective means to deliver consistently cleaner carpets at a consistently lower cost—all with the goal of extending the appearance life of the carpet you maintain.

Whittaker is the leader in low-moisture carpet cleaning methods, and innovated CRYSTAL DRY® encapsulation cleaning technology in the 1980's. Founder, Dick Whittaker, pioneered the use of this technology as a more effective, safe, and environmentally sustainable option to traditional cleaning methods.

Whittaker's cleaning machine and chemical innovations have led to several patents and revolutionary techniques in the maintenance of carpet and hard surface floors. The company is leading the industry with their CPS Color Positioning System®, an objective appearance measurement system to determine cleaning frequencies and objectively evaluate the effectiveness of cleaning programs on-site.



Maintenance



Our integrated, four-part process prevents the buildup of sticky chemical residues and soil, protecting the color and appearance of expensive, carefully chosen carpets.

The Whittaker Comprehensive “Planned” Approach

identifies the total program of maintenance for the proper care of any facility’s carpet. It reflects best practices drawn from over 40 years of industry experience. Following these steps will ensure that you save time, save money, and that your carpets always look their best.

1. Preventative Maintenance

Preventative maintenance is the least costly yet most effective means to protect carpet appearance. Since 80% of soil is tracked-in on the feet of building visitors and occupants, the goal is reducing the amount of soil that contacts the carpet. Components include:

Walk-off mats: Place at all entrances and hard-to-soft transition points to remove dirt, grease, and oil from shoes prior to tracking.

Protective mats: Use in high-soil areas, such as underneath a water fountain, coffee bar or print station.

2. Daily Maintenance

Daily maintenance includes vacuuming and spot removal.

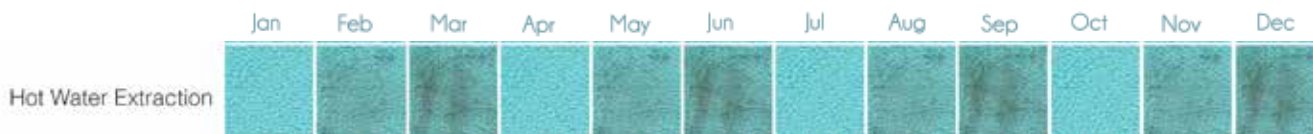
Vacuuming: Frequent vacuuming of high-traffic areas will remove 80-90% of dry soil accumulation. Choose a commercial-grade vacuum that meets the Carpet & Rug Institute’s certification criteria. High-filtration vacuum systems have longer life cycles, increased effectiveness, and contain dust better during daily vacuuming cycles. Check your filter bag daily.

Spot and stain removal: Accidents happen, and it’s best to reach potential staining spots before they have time to dry. Daily visual inspection should be performed by members of the vacuum crew. Ideal solutions for daily stain-removal needs are the CARPET ROAMER® Spotting Tool, CRYSTAL® Spot Tool and CRYSTAL SPOTTER® from Whittaker.

3. Interim Maintenance

At Whittaker, we've discovered that the most effective, cost-efficient, and safest way to maintain incredible carpet appearance is with interim cleaning.

This is the typical cycle of carpet appearance using hot water deep extraction quarterly, and no interim maintenance:



Compare this to the result of monthly interim maintenance with the Whittaker Smart Care® system:



By implementing monthly Whittaker treatments and reducing hot water extraction to once a year, you maintain higher carpet appearance at lower cost...all while extending the life of your carpet!

Interim Maintenance with the Smart Care® system consists of 3 simple steps:

1. **Apply** CRYSTAL DRY® cleaning solution to carpeting with either a manual sprayer or a machine-mounted electric applicator. CRYSTAL DRY® cleaning solution is non-hazardous, Green Seal certified, WoolSafe® approved, and safe for stain-resistant carpet fibers.
2. **Agitate** CRYSTAL DRY® cleaning solution immediately into the carpet fibers with a Whittaker Smart Care® machine. The Smart Care® TWIN machine is specifically designed to maneuver in smaller facilities with sensitive equipment or furniture. The Smart Care® TRIO provides 50% more brushing action to clean large square footage facilities 50% faster. The Smart Care® agitators carry the CRYSTAL DRY® solution deep into the fibers, scrubbing each tuft in multiple directions while lifting and opening the pile at the same time.
3. **Vacuum** in as little as 20 minutes or at the next vacuum cycle. CRYSTAL DRY® cleaning solution will completely encapsulate sticky soils in clear polymer crystals that are brittle enough to be easily vacuumed once dry.

4. Deep Extraction Cleaning

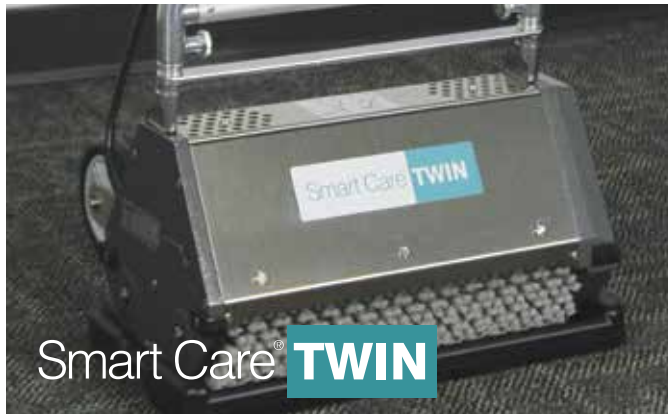
This level of cleaning should only be performed on an annual basis, except in special cases such as poor scheduling of interim maintenance, flooding, or extremely high traffic conditions.

Only pure water should be used unless other types of chemicals have been allowed to accumulate. In this case, we recommend the application of CRYSTAL EXTRACT® encapsulating prespray prior to hot-water extraction. For best results, agitate the CRYSTAL EXTRACT® with a Whittaker Smart Care® TWIN or TRIO machine to increase effectiveness by agitating and lifting the pile.

Smart Care[®] Machines



TM



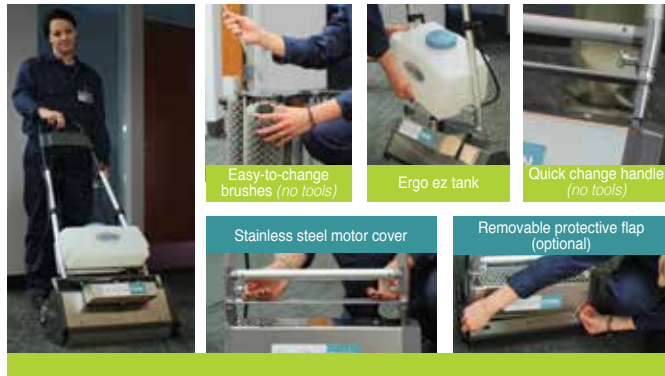
Smart Care[®] **TWIN**

Smaller footprint moves easily through small areas



Smart Care[®] **TRIO**

Cost-efficient technology cleans large areas quickly



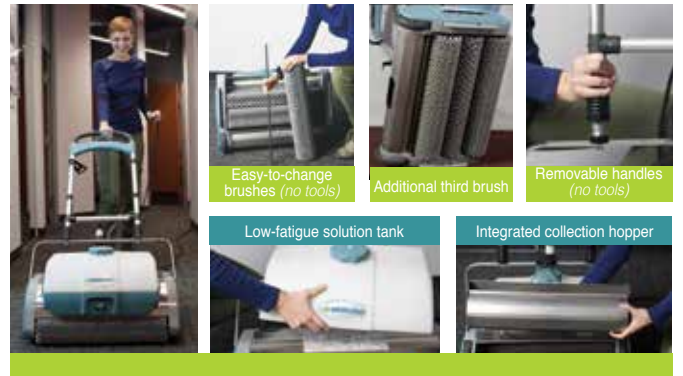
Easy-to-change brushes (no tools)

Ergo ez tank

Quick change handle (no tools)

Stainless steel motor cover

Removable protective flap (optional)



Easy-to-change brushes (no tools)

Additional third brush

Removable handles (no tools)

Low-fatigue solution tank

Integrated collection hopper

TWIN Model:

Twin cylindrical brushes agitate and lift carpet pile, all in one pass. It requires very minimal training and less operator effort than a commercial upright vacuum. Stainless steel motor cover provides years of durable use. Handle may quickly be removed (with no tools) for easy storage or transport. Non-marking bumpers protect building furnishings. A variety of brushes are available for any application, and no tools are required for brush replacement or rotation.

TRIO Model:

Three cylindrical brushes agitate and lift carpet pile, all in one quick pass. 50% more brushing action delivers up to 50% faster cleaning than TWIN model per pass. TRIO's light touch control and machine-mounted solution tank provide less handle weight and reduced effort for operator. An integrated collection hopper collects debris during use. Dual landing gear protects brushes during storage. TRIO features a stainless steel motor cover, easy handle removal, and a variety of brushes.

Smart Care [®] Machines	Cleaning Width	# of Brushes	Weight (lbs)	Motor (watts)	Cleaning Productivity Rate (Sq Ft/hour)
15" TWIN Standard	15"	2	59	800	1,460 - 3,345
20" TWIN Standard	20"	2	62	800	1,850 - 3,805
15" TWIN Pro	15"	2	65	800	1,940 - 7,770
20" TWIN Pro	20"	2	68	800	2,700 - 10,790
15" TRIO	15"	3	67	1,100	2,915 - 11,670
20" TRIO	20"	3	75	1,400	4,050 - 16,215

Smart Care® Accessories



Enhance effectiveness and productivity



CARPET ROAMER® Spotting Tool

The ultimate carpet spotting tool for use with CRYSTAL SPOTTER® spotting agent. Its patented design features two distinct bristle settings - FIRM for maximum agitation and SOFT for light agitation. Wheels at the end of the brush maintain constant pressure and minimize fatigue from the skip-and-jump of ordinary brushing tools. Handle is adjustable from 32" to 54". Clean ordinary spots while standing, instead of kneeling!



CRYSTAL® Spot Tool

The new CRYSTAL® Spot Tool is a patented breakthrough innovation that uses chamfered openings instead of bristles to gently work CRYSTAL SPOTTER® into carpet fibers and mildly agitate the fibers to lift the stain. The CRYSTAL® Spot Tool and CRYSTAL SPOTTER® can be conveniently carried in the custom designed CRYSTAL® Spot Tool Holder by a vacuum technician for quick and easy spot removal without a trip back to the supply closet. The tool holder is made of sturdy 600 denier polyester with a riveted steel belt clip.



Smart Care® TWIN and TRIO Brushes

Our brushes start with an injection molded polypropylene core for true dimensional stability and balance as well as strength. Bristles are 100% polypropylene which, unlike nylon, will not soften when exposed to moisture. Polypropylene's lower melting point also prevents damage to nylon carpet fibers. Both TWIN and TRIO brushes feature bristles that are color-coded for specific applications, and ordered from delicate to aggressive. A red bristle on each brush indicates when brushes should be replaced.



Ergo EZ Tank (for use with Smart Care® TWIN Professional)

Our new Ergo EZ tank is designed for easy installation and removal on the Smart Care® TWIN Professional. No more taking apart the handle—simply insert the Ergo EZ Tank between the handle uprights, snap the tank into place, and connect the fittings. A bottom drain sump and removable cap with integrated filter have also been added to make clean-up after use fast and easy.



Manual 2-Gallon Sprayer

This professional duty, two-gallon manual sprayer has a pressure-relief valve for safety. The translucent white tank is poly-molded for lightweight strength and easy viewing of liquid level. Base of the tank is designed to prevent annoying tipping and potential spills. The reinforced hose is 36" long, with a brass extension wand and tip to provide years of reliable service. A fatigue-reducing shoulder strap is included.

CRYSTAL[®] CHEMISTRY



These photos are of dried, undiluted chemistry.

Whittaker
CRYSTAL DRY[®]



© Whittaker Co.



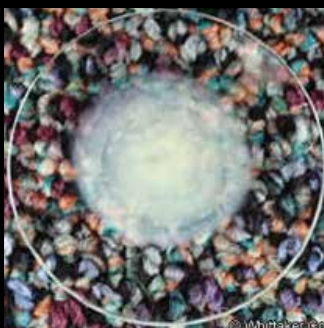
© Whittaker Co.

CRYSTAL DRY[®] cleaning agent dries clear to promote fiber color retention.

Product claiming to
crystallize



© Whittaker Co.



© Whittaker Co.

Improper chemistry can adversely impact the colors of any carpet fiber.

Where Does the Dirt Go?

Since carpets look cleaner immediately after encapsulation—but before extraction takes place—people often ask us, “Where did the dirt go?”

We answer by comparing CRYSTAL DRY[®] cleaning agent and its encapsulated soil particles with a diamond. Diamonds always have flaws from embedded foreign particles, but these flaws are not seen except under high magnification. Similarly, CRYSTAL DRY[®] cleaning agent entirely encapsulates foreign soils in a clear polymer that still looks perfect to the naked eye or even under low magnification. The soil is there, but all that can be seen is bright and clean carpet. The soil-laden crystals, once dried, are removed easily by vacuuming, which may occur at any time without adverse effect.

Daily

CRYSTAL SPOTTER[®]



CRYSTAL SPOTTER[®] spotting agent is based on the CRYSTAL DRY[®] carpet cleaning agent formula in a convenient, ready-to-use package, with 22 oz trigger bottles for simple and safe use for general spot cleaning. Simply spray on a spot and agitate with the Whittaker CARPET ROAMER[®] Spotting Tool or CRYSTAL[®] Spot Tool. After it dries the encapsulated soil may be vacuumed immediately or at the next scheduled vacuum cycle. CRYSTAL SPOTTER[®] has received the Seal of Approval from The Carpet and Rug Institute, and is both WoolSafe[®] Approved and Green Seal Certified.

CRYSTAL RED STAIN[®] PLUS

CRYSTAL RED STAIN[®] PLUS spotting agent is an effective, easy-to-use product for removing stubborn coffee or red food-dye stains from carpet. It is conveniently packaged in a ready-to-use bottle, with a one-part application so there are no complicated instructions. It may be used without heat with great results, but in some situations heat may be added to remove old, unsuccessfully treated stains. Follow up with CRYSTAL SPOTTER[®] to encapsulate any remaining residue to prevent re-soiling. Neutral pH.

CRYSTAL[®] ODOR & PROTEIN



CRYSTAL[®] ODOR & PROTEIN spotting agent is an effective and ready-to-use organic stain and odor remover for carpet. It is specifically formulated for urine and vomit removal and also works great on red wine, fruit and natural food spots. Its digestive enzymes eliminate odor-causing contaminants. COP-6.1 has a neutral pH, is fragrance free and is WoolSafe[®] Approved.

CRYSTAL[®] OIL & GREASE

CRYSTAL[®] OIL & GREASE spotting agent is a safe, easy-to-use product for removing oil-based stains from carpet. Formulated with a natural soy oil base, CRYSTAL[®] OIL & GREASE spotting agent is effective on paint, oil, and grease without the dangers associated with citrus-based solvents. It is conveniently packaged in a ready-to-use bottle with snap-closure cap. Follow up with CRYSTAL SPOTTER[®] spotting agent to encapsulate any remaining residue to prevent re-soiling. No VOCs.

Interim Cleaning

CRYSTAL DRY® EXTRA



CRYSTAL DRY® EXTRA cleaning agent combines unique crystallizing polymers with effective detergent components, creating a perfect blend to emulsify embedded soils (both dry and oily) and encapsulate them for vacuum recovery. It will not cause re-soiling and will improve appearance between wet extractions. It has a neutral pH, no volatile organic compounds (VOCs), and is non-butyl. CRYSTAL DRY® cleaning agent is portion-controlled to provide consistent dilution for consistent cleaning as well as cost savings through chemical waste elimination. Simple dilution, 1 bottle per 2 gallons of water. CRYSTAL DRY® EXTRA is Green Seal Certified, WoolSafe® Approved and received The Carpet and Rug Institute Seal of Approval.

CRYSTAL® STAIN BLOCK



CRYSTAL® STAIN BLOCK stain resist additive is an effective product for stain protection from food dyes. It helps prevent carpet fibers from being stained by red wine, coffee, red soft drinks, fruit juices, and more. Simply add 1 bottle of CRYSTAL® STAIN BLOCK to 1 gallon of CRYSTAL DRY® solution for conference rooms, food service areas, lobbies, and any areas requiring extra food and drink stain protection. No VOCs and neutral pH. CRYSTAL® STAIN BLOCK is the only stain block to be WoolSafe® Approved.

Deep Cleaning

CRYSTAL EXTRACT®



CRYSTAL EXTRACT® encapsulating pre-spray combines unique crystallizing polymers with more powerful detergent components, creating a perfect blend to manage difficult-to-clean carpets with embedded soils (both dry and oily). It can be incorporated in both Smart Care® maintenance for dry vacuum recovery, as well as wet extraction. Simply add 1 bottle of CRYSTAL EXTRACT® to 3 gallons of water, spray and agitate with a Smart Care® TWIN or TRIO machine, then rinse extract with water only. It has a neutral pH, no VOCs, and is phosphate-free and non-butyl. CRYSTAL EXTRACT® is portion-controlled to provide consistent dilution for consistent cleaning as well as cost savings through chemical waste elimination. It carries The Carpet and Rug Institute's Seal of Approval.

CRYSTAL® OXY BOOST



CRYSTAL® OXY BOOST is a safe, oxygenated additive for use with CRYSTAL DRY® EXTRA and CRYSTAL EXTRACT® cleaning agents. This oxygenated booster solution is great for carpeted areas where food, coffee and wine stains may occur without odor. CRYSTAL® OXY BOOST helps brighten colors and dislodge those difficult natural food stains safely and quickly. Simply add 1 bottle of CRYSTAL® OXY BOOST to 2 gallons of CRYSTAL DRY® EXTRA or CRYSTAL EXTRACT® cleaning agent solutions. This product will not interfere with the encapsulating properties of any CRYSTAL® product and is in compliance with all C.A.R.B.'s requirements. As with all CRYSTAL® products, no dyes or fragrances are added.

CRYSTAL® SALT REMOVER

CRYSTAL® SALT REMOVER is great at removing ice melt salt stains (both new and old) on carpeted areas and walk-off mats. The product works by breaking down the salt and allows it to be easily lifted off the carpet with water extraction. Add 1 bottle to 5 gallons of water, spray and agitate product into stained area. Rinse extraction is required. CRYSTAL® SALT REMOVER leaves no residue and is in compliance with all of C.A.R.B.'s requirements. As with all CRYSTAL® products, no dyes or fragrances are added.

Spotting Kits

CRYSTAL® Spot Tool Kit

The CRYSTAL® Spot Tool Kit includes a custom-designed, 600 denier polyester tool holder with steel belt clip, innovative new CRYSTAL® Spot Tool, and two (2) 22 oz. bottles of CRYSTAL SPOTTER®.

CRYSTAL® Specialty Spotters

Keep your facility spot-free with Whittaker's CRYSTAL® Specialty Spotters, a kit of environmentally preferred spotting agents. Including CRYSTAL RED STAIN® PLUS, CRI Approved CRYSTAL® ODOR & PROTEIN, CRYSTAL® OIL & GREASE, and WoolSafe® Approved CRYSTAL® STAIN BLOCK, your carpet will be protected from a variety of stain sources. All products are VOC compliant and come in 12 oz. bottles. This kit includes three (3) bottles of each product.

CRYSTAL® Spotting Kit

The CRYSTAL® Spotting Kit includes: CRYSTAL SPOTTER®, CRYSTAL RED STAIN® PLUS, CRYSTAL® ODOR & PROTEIN, CRYSTAL® OIL & GREASE, Hand Brush, & Absorbent Cotton Towel.

Smart Care® Systems



TM



	Small to medium-sized facilities	Medium to large-sized facilities
Economical general purpose cleaning	Smart Care® 15" TWIN Standard System Cleaning Rate: 1,460 – 3,345 sq. ft./hr. <i>Includes:</i> <ul style="list-style-type: none"> - 15" Smart Care® TWIN Machine - Five cases of CRYSTAL DRY® EXTRA (enough for 240,000 sq. ft. of carpet) - Two-gallon manual sprayer - CARPET ROAMER® Spotting Tool - One case of CRYSTAL SPOTTER® 	Smart Care® 20" TWIN Standard System Cleaning Rate: 1,850 – 3,805 sq. ft./hr. <i>Includes:</i> <ul style="list-style-type: none"> - 20" Smart Care® TWIN Machine - Five cases of CRYSTAL DRY® EXTRA (enough for 240,000 sq. ft. of carpet) - Two-gallon manual sprayer - CARPET ROAMER® Spotting Tool - One case of CRYSTAL SPOTTER®
Nimble movement through tighter, obstructed spaces	Smart Care® 15" TWIN Professional System Cleaning Rate: 1,940 – 7,770 sq. ft./hr. <i>Includes:</i> <ul style="list-style-type: none"> - 15" Smart Care® TWIN Machine - Five cases of CRYSTAL DRY® EXTRA (enough for 240,000 sq. ft. of carpet) - Two extra brushes - Two-gallon electric applicator - CARPET ROAMER® Spotting Tool - One case of CRYSTAL SPOTTER® 	Smart Care® 20" TWIN Professional System Cleaning Rate: 2,700 – 10,790 sq. ft./hr. <i>Includes:</i> <ul style="list-style-type: none"> - 20" Smart Care® TWIN Machine - Five cases of CRYSTAL DRY® EXTRA (enough for 240,000 sq. ft. of carpet) - Two extra brushes - Two-gallon electric applicator - CARPET ROAMER® Spotting Tool - One case of CRYSTAL SPOTTER®
Rapid cleaning for open, less obstructed spaces	Smart Care® TRIO 15" System Cleaning Rate: 2,915 – 11,670 sq. ft./hr. <i>Includes:</i> <ul style="list-style-type: none"> - 15" Smart Care® TRIO Machine - Five cases of CRYSTAL DRY® EXTRA (enough for 240,000 sq. ft. of carpet) 	Smart Care® TRIO 20" System Cleaning Rate: 4,050 – 16,215 sq. ft./hr. <i>Includes:</i> <ul style="list-style-type: none"> - 20" Smart Care® TRIO Machine - Five cases of CRYSTAL DRY® EXTRA (enough for 240,000 sq. ft. of carpet)

Smart Care® Benefits



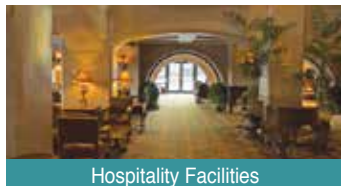
Health Care Facilities



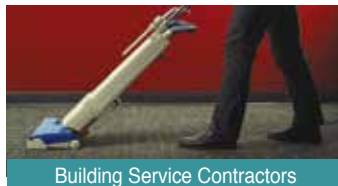
Corporate Offices



Government Facilities



Hospitality Facilities



Building Service Contractors



Educational Facilities



Every square foot saves you **time**

The quiet operation of the Smart Care® System makes daytime cleaning possible, which is great for 24/7 operations. Eliminates the higher labor, security, and energy costs of cleaning at night.

- Smart Care® CRYSTAL DRY® chemistry uses green formulations with no VOCs, so it's safe to use when your facility is occupied.
- The Smart Care® System increases efficiency with high production rates up to 16,000 square feet per hour.
- Smart Care® CRYSTAL DRY® chemistry can be walked on within minutes. Whittaker minimizes the inconvenience to your facility's occupants.



Every square foot saves you **money**

- The Smart Care® System is the most cost-efficient carpet cleaning system on the market and saves you money with every square foot cleaned.
- The Smart Care® System minimizes water usage and reduces the potential risks for mold growth and costly remediation in sensitive facilities.
- Whittaker's low-moisture encapsulation process protects your organization's investment by extending the life of your carpet.
- The Whittaker Smart Care® System's high production rates of up to 16,000 square feet per hour translates to more area cleaned per shift.
- The Smart Care® System's color-coded chemistry and brushes make it easy for any employee to clean any job, which can substantially reduce training costs.



Every square foot always looks **better**

- The nimble Smart Care® machines protect interior furnishings by easily maneuvering around desks, cubicles, and congested areas, ensuring that both your carpet and your furnishings stay looking great.
- Whittaker's low-moisture encapsulation eliminates "re-cleaning" costs.
- Whittaker's low-moisture encapsulation means no reappearing spots from re-soiling or over-wetting. Carpets you maintain will always look their best.

Whittaker offers Consistently Cleaner Carpet. Smart Service.™ The Whittaker Smart Care® System combines aggressive engineering, superior chemistry, and knowledgeable support to produce a system that is unmatched in the industry. The Smart Care® System delivers consistently cleaner carpets at a consistently lower cost so that every square foot saves time, saves money, and looks better.



whittaker

Consistently Cleaner Carpet. Smart Service.™

R.E. Whittaker Co.
New Castle, PA
800-422-7686
whittakersystem.com