



RugDoctor

The DOC

RUG DOCTOR UK

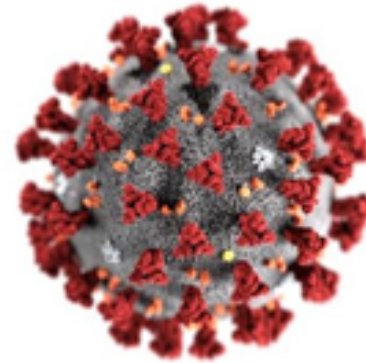
POST COVID-19 SANITATION
GUIDELINES





RUG DOCTOR SANITISATION PROCESS

New Normal



As the world continues to navigate safely through the COVID-19 pandemic, we at Rug Doctor are taking extra steps to ensure we are inline with all UK Government Guidelines when it comes to sanitising our rental fleet and in store rental stands.

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RUG DOCTOR SANITISATION PROCESS

- **New Machine Disinfection Steps.**

1. Machine cleaned inline with current UK guidelines.
2. Recovery tank scrubbed and rinsed.
3. Spray of Anti Viral Disinfectant applied to body and handle of machine.
4. Machine wiped with a clean cloth ensuring all surfaces are contacted with Anti Viral Disinfectant.
5. Second spray of Anti Viral Disinfectant applied and left to dry naturally.
6. Repeat steps 4 & 5 with the Upholstery kit head and trigger.

- **New Stand Disinfection Steps.**

1. All areas that gain customer contact wiped.
 - ✓ Handles, locks, door frames.
2. Fine spray of Anti Viral Disinfectant applied to same areas.
3. Ensure the floor is dry before departure.

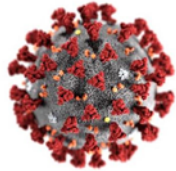


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RUG DOCTOR SANITISATION PROCESS

New Normal



- **Field Sales Rep team to wash hands after every service.**
- **Use of Anti-bac gel & wipes at van.**
 - Apply before and after service.
- **Anti-bac vehicle surfaces after every service.**
 - Steering wheel, gearstick and door handles.
- **Masks for use whilst in store.**
 - In store and out side of van when repairing, cleaning machines.
- **Sanitise all areas of rental stand that require customer contact.**
- **Maintain Government recommended distancing of 2 Meters during all aspects of store service.**



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RUG DOCTOR SANITISATION PROCESS

Antiviral Disinfectant being used by Rug Doctor UK

- Independently tested February 2020.
- Euro Standard BS EN 14476 against Coronaviruses.
- Non bleach formula.



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RUG DOCTOR SANITISATION PROCESS

1. Clean the machine as usual.



2. Scrub and rinse recovery bucket.



3. Apply spray of Anti Viral Disinfectant to body and handle of machine.



4. Wipe machine.



5. Apply second A Anti Viral Disinfectant spray.



7. Repeat process with Upholstery kit.



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CUSTOMER INFORMATION

Renters are to continue to wipe down rental machines (and upholstery kits, if you have rented one) with warm soapy water after use, and before returning to store.

It is important that customers adhere to all instore, and Government guidelines of social distancing whilst instore collecting and returning rental machines.

- **Stay 2 metres away from other customers and staff**
- **Shop alone, not in groups**
- **Only touch items you intend to purchase**
- **Respect shopping hours for healthcare workers and the vulnerable**
- **Cars to be spaced out in store car-parks**

In the interest of safety, we have extended the gap in which a machine can be consecutively rented. It will now be 24hrs. This coupled with your help, and our new sanitisation routine, will help you stay safe while being able to once again clean your carpets to the standard you expect from Rug Doctor.

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