

cleaning

specialist

news and information from [www.cleaningmagazine.co.uk](#) for the carpet, fabric and floor care professional

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Here we grow

CONTRACT cleaning is a growth business. Research into the market reveals that the £2.65bn UK market is expected to continue developing by between 10% and 14% over the next 10 years.

The reasons given in AMA Research's UK Contract Cleaning Market Report 1999 include the continued outsourcing of cleaning services, increased construction and the public's heightened expectations of hygiene and cleanliness standards in general.

The 20 largest contractors make up about 37% of the market; the top four with a total share of 25%.

The remaining 63% is shared by more than 6,000 companies of varying sizes.

Key changes to the market include the introduction of the National

Minimum Wage (which is more likely to affect smaller contractors than the larger).

A trend toward multi service contracts is assisting further in a polarising in the market between the large and small players.

Full time working is another trend revealed in the report.

The market for part-time labour is increasingly competitive – and the growing trend towards 24-hour working at client premises demands the employment of full-time workers on day shifts, says AMA.

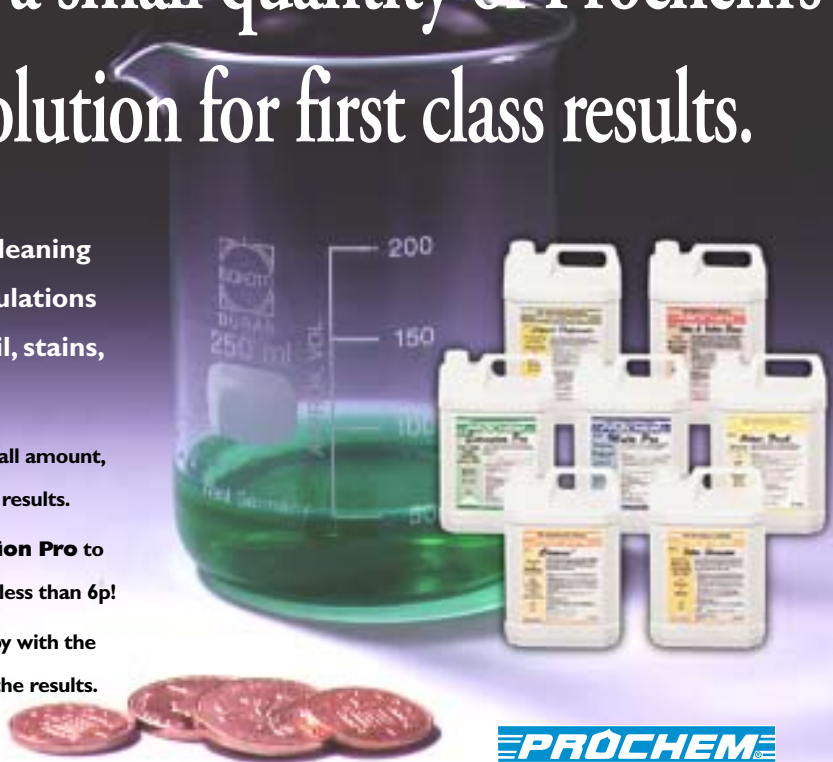
You only need a small quantity of Prochem's Premium Solution for first class results.

Our Premium strength carpet cleaning products are concentrated formulations with a powerful action against soil, stains, odours and bacteria.

In fact they're so effective you only need a small amount, diluted with water, to get superb cleaning results.

For example, you only need 50ml of **Extraction Pro to clean 10 square metres of carpet – at a cost of less than 6p!**

With Prochem Premium brands you're happy with the savings, and your customers are happy with the results.



PROCHEM

Oakcroft Road, Chessington, Surrey KT9 1RH, England.

Tel: 020 8974 1515 Fax: 020 8974 1511

Email: sales@prochem.co.uk www.prochem.co.uk

Call for a copy of our Catalogue and the name of your nearest Authorised Distributor.

Top flight grooming



FLYING high: *The AAS team is fast and efficient.*

EFFICIENT service and rapid turnround are key facets to winning and securing business in the fastmoving world of air travel.

It is true not just of airlines but their suppliers as well.

Aircraft grooming is one of 21 services offered by AAS and Prochem is a major supplier of machines and chemical solutions to the company.

"We are using two Prochem truckmounts in Ford Transits and recently acquired three Fivestar portable extraction cleaners," said purchasing manager, Tim Murray.

"The machines are used for carpet cleaning in aircraft and on terminal lounge floors. We also use Prochem solution systems including presprays, detergents and defoamers. We are very pleased with these products."

Aircraft Grooming (including toilet/potable water servicing) is carried out by teams of AAS staff in uniform. A colour-coded cleaning system is used which ensures there is no cross-contamination from areas such as toilets, galleys and cabins.

Team leaders ensure quality control by checking aircraft using a job card system. Other services include Cabin Tidy, Cabin Dressing, Turnround Clean, Nightstop Clean and Deep Clean.

AAS provides this service for a large number of airlines including British Airways, Caledonian, British Midland, Virgin Atlantic Airways, Lufthansa, SAS, Iberia and Alitalia.

The company was founded in 1966

as Aircraft Cleaning Service Ltd to provide cabin grooming activities.

In 1991 the company changed its name to Aviation and Airport Services (AAS) to reflect the much broader range of services it had developed including check and clean, laundry and passenger handling.

THE company utilises Prochem technology and cleaning systems in its lounge management and cleaning services for airlines operating out of Gatwick and Heathrow airports.

These services include housekeeping, cleaning and carpet maintenance, reception services and logging of visitor details for billing and research purposes. Office cleaning is another of the company's services to depend on Prochem products.

The company offers a 24 hour, seven

day a week operation cross-utilising teams who are also available for aircraft duty, at both Gatwick and Heathrow.

AAS is a growing concern. In 1996, it acquired two specialist aviation services companies – The Airport Connection and Skyliner Services – and today employs over 1700 staff at Gatwick, Heathrow, Birmingham, Stanstead and Manchester Airports.

The company was recently involved in the setting up of a new joint venture operation in the USA for its parent company, the OCS Group.

This marked the beginning of a strategy to launch the company overseas.

You can find out more about AAS at Internet Site:

<http://www.ocs-group.com>



A cleaner business for carpet retailers

CARPET retailers – why sub out profitable cleaning business when you can do it yourselves?

That sums up what went through the minds of successful Ashtead carpet retailers, brothers Gary and Brian Milner.

Now when customers ask about cleaning the carpets supplied by their Milner carpets business, they are back on site with a Prochem Blazer truckmount unit.

“We used to sub-contract cleaning but realised that providing the service ourselves made better sense commercially. It also means we can

maintain an ongoing relationship with customers,” says Gary.

Milners’ turnover has increased and the brothers moved into more spacious premises a year ago. The business sells carpets and smooth flooring products and provides a fitting service.

The company is marketing-aware: the cleaning operation has its own smart sales brochure as does the floor sales division. Vehicles are well-branded and there is a web site to visit at www.milner-carpets.co.uk

Your questions answered...

Q: Studded rubber flooring is very practical but difficult to put metallised emulsion polish on because it builds up on the sides of the studs and cracks after a while. How can it be kept looking good?

A: Some manufacturers do not recommend the use of a metallised emulsion polish on rubber flooring

(studded, smooth or hammered). The best way to put a safe shine on rubber and maintain the surface is to use a neutral polymerised detergent floor maintainer and a high speed rotary machine fitted with a gumati polishing brush. This will give a protective surface and no build up. Prochem’s solution: C502 Protreat.

Web links? Here are some more useful cleaning sites:

www.prochem.co.uk
www.cleanpoint.com
www.prochem.com

Why not pay them a visit?

3M™ Carpet Care System



CP94 Carpet Protector
available in 5 & 1 litre bottles

Treated with 3M™ CP94 Protector



ST20 Carpet Spray Cleaner



SR50 Soil Retarding Carpet Shampoo



EC12 Extraction Pre-Spray Cleaner

EASY reach: *Facelift's customised cleaner could be the world's biggest truckmount.*



Cleaning the Dome

PROCHEM technology is helping keep the fabulous Millennium Dome in peak form.

Two Prochem Performer truckmounted extraction machines lie at the heart of a customised cleaning head developed by Gordon Leicester and applied by his Hickstead-based access plant company Facelift Access Hire within a £1 million contract to clean the inner liner of the Dome's massive ceiling.

Gordon admits that Facelift has never got involved in cleaning until now. He said: "We were supplying cherry-pickers to contractors building the Dome. When they came to us with a need for cleaning the ceiling, I designed this machine around the Prochem

truckmount cleaning unit.

"Our brief was to clean an area of 20 acres up to heights of 50 metres. Clearly, we needed a very powerful vacuum source and the Prochem Performer fitted the bill."

The Performer is mounted on a 185ft reach cherry-picker fitted to the bed of a 32-tonne Volvo truck. It is operated by a single technician and works 24 hours a day, seven days a week at the Dome's Greenwich site.

The unit was supplied by Prochem through its dealer Trafalgar Cleaning Equipment.

The contract commenced in August of this year and is ongoing.

Facelift facts

Facelift was founded in 1984 by Gordon Leicester with a single access truck mounted access platform and since has grown into the UK's largest independent access platform hire company, specialising in truck and trailer mounted platforms.

- The company has one of the most modern, comprehensive fleets in the UK. About 70% of its platforms are less than three years old and Facelift has a replacement programme of 6 years, depending on the equipment.
- Over the past two years, the company has invested over £1.5m on 32 new platforms.

Meet Blazer Plus

A NEW generation of Blazer truckmounted extraction cleaning technology has been introduced by Prochem. The new Blazer Plus combines low purchase cost with reduced operating costs. This compact (220 kilos) machine is an ideal first truckmount for those making a step up from portables.

It comes with its own waste tank ready for installation into a small van, is simple to operate and very economical. Prochem's Multi-Stage Heat Capture System does away with the need for a water heater by capturing the Blazer Plus's exhaust gas to heat the solution water.

Other features include high limit water temperature shut-down; full waste water tank shut-down and last-step chemical injection system (reducing corrosion of technical componentry).

The Blazer Plus comes with carpet wand, pressure, vacuum and inlet water hoses. Prochem has its own fitting and service bays at its Chessington, Surrey HQ.

New machines come with free installation and operator training.

Plan now for Training 2000

AS the UK's leading commercial provider of training to cleaners, Prochem has devised another comprehensive schedule of in-house and regional courses.

Hosted at Prochem's Training Centre in Chessington, you can choose from One or Two Day Carpet Cleaning Courses every other month; monthly One Day Courses; One Day Hard Floor and Upholstery Courses or Four-in-One Practical Courses on alternating months; and a One Day Professional Sales Course in January, May or September.

Alternatively, train nearer to home at Prochem One Day Carpet and Upholstery Cleaning Courses in March (Bristol), May (Manchester), September (Scotland) or October (W Midlands).

Don't forget – a One Day Training Course of your choice comes free with selected Prochem cleaning machines of £1000 or more. Book and pay for two or more courses and qualify for a 15 per cent discount. **Call for 2000 Training Dates on 020 8974 1515.**



YOU might think they are psychic at Commercial Cleaning.

When a vehicle from the Plymouth company rolls up outside a customer's premises, the driver already knows about the customer, how many rooms there are, which areas he is cleaning, and how much the total invoice will be.

He did not even need a map to find the building even though he had never been there before. It's all done using the latest information technology. Martin Palmer from the company (motto is "Remaining Competitive Through Innovation") talked us through this state-of-the-art booking system.

"The idea is to be professional and get the job done as quickly as possible," he said. "Our software allows us to bring up information about a customer's home, right down to the type of property, just by knowing its post code.

"Another software innovation allows our tele-sales team to price areas individually and even gives cleaning

time. When the job is booked, all this information is transmitted via satellite to our vans where on-board printers print out job details and invoice. Vans are equipped with navigation systems to take the driver direct to site."

Commercial Cleaning is innovating in other ways. Engineers have been modifying its Prochem Performer truckmount cleaning units. Martin is not giving much away, but admits: "We removed the micro switch on the muffler/heat exchanger and we have installed a throttling valve. We have also heavily modified the wands." The rest is a secret but Martin is getting better performance out of his machines.

Market research by the company keeps them on top of customer perceptions and means they can react quickly to a specific need. It also means that supplier and company can keep in touch – until that next job.

PROCHEM Spring 2000 Promotion

Upgrade for the New Millennium!

Order any of the four models shown below (with the appropriate heater) and get:

- **£100 off List Price**
- **Free One-Day Training Course Voucher worth £90**
- **Free Chemical Starter Pack worth £40**



Free Chemical Starter Pack – choose from:

Pack A – Contract Cleaners



- 1x5lt - S710 Trafficlean
- 1x4k - S776 Double Clean
- 1x5lt - B144 Stain Pro
- 1x1lt - E840 Citrus Gel

Pack B – Carpet Cleaners



- 1x5lt - S709 Multi Pro
- 1x5lt - B109 Fibre & Fabric Rinse
- 1x4k - S777 Crystal Green
- 1x5lt - B144 Stain Pro

Conditions of promotion: Offer available at participating dealers only. Valid only during period 4/1/00 to 31/3/00 inclusive. Appropriate Heat Boxes/Heat'n'Run units to be ordered at the same time as the Hot Water Extraction machine. Subject to availability.

Clean up with a



TRUCKMOUNT

DO you own a Prochem truckmounted extraction cleaner?

Prochem truckmount owners can be found in Scotland, Ireland, Wales and all over England, as well as Europe.

"Prochem is established as the premier supplier of 'truckmounts' in the UK as it is in the USA," says Prochem sales director Martin Davies.

"Sales are increasing year on year as it becomes clear to a growing number of professional cleaners that their investment in a truckmount is soon recouped through increased business turnover.

"These machines clean quicker than portables with faster drying times – so you can achieve more in the same time," says Martin. "Customers love them, too!"

The benefits of being part of the elite group of cleaners who own a Prochem truckmount are not always obvious. We

will pass you business leads from our technical helpline, when appropriate.

We can give you advice over and above the initial training at time of installation.

However, the operators themselves are best placed to share tips on getting the best from the machines they utilise on a daily basis and we would like to hear from those of you with unusual stories to tell and tips to pass-on which might benefit other users.

If you have an interesting truckmount story or tip, write to Cleaning Specialist at Prochem Ltd, Oakcroft Road, Chessington, Surrey KT9 1RH – and we'll send you a FREE Prochem polo shirt.

Truckmount facts

Truckmounts are the most powerful extraction cleaners for carpets and upholstery around

- They are totally self-sufficient with their own engines, tanks etc
- A single wand can operate with 600ft of hose; twin wands go to 250ft
- Air quality is never compromised because exhaust is vented externally
- Prochem is Europe's top supplier of truckmounts with a choice of units and in-house fitting and operator training facilities
- Truckmounts are not just for people with plenty of money: you can lease a Prochem truckmount from just £55.49 a week

To the rescue...

AN Essex cornfield was saved from fire by passing cleaner Stuart Kerr, who put the blaze out with his Prochem Performer truckmount.

Said Stuart: "We are normally called out to do restoration work after a fire is well and truly out. On this occasion it was the other way round, but I am glad I was around with the right equipment."

Having emptied his 60-gallon tank, Stuart was joined by the local fire brigade who gave the field another dousing. Maybe he should have bought a Blazer?

Join the club

YOU have been on the courses, you know your way round your pH's, now you need to tell the people. Why not join the club?

Proclean is an association of professional cleaners who have attended Prochem training courses. Members receive a newsletter packed with tips and a members' news exchange. They are also entitled to display the Proclean logo on uniforms and vehicles. And there are regular workshops staged by Prochem and Proclean members.

Prochem training courses cover carpet, upholstery and hard floor cleaning and there is a sales course for those who have to sell as well as service.

For details call 020 8974 1515.

Out of school idea

A HERTFORDSHIRE school is making the most of its investment in a new Prochem Fivestar portable extraction cleaner. When it is not cleaning classrooms at the Meridian Secondary School it is being used by staff to clean their own homes.

"There is a nominal charge but it helps the machine pay for itself," says Peter Harris of Prochem dealer Cambridge Sandblasting, which supplied the machine.

"The Fivestar is a great machine," says school caretaker Nick. "We're all happy with it and with Prochem's chemicals."

The Fivestar is ideal for cleaning carpets (and smooth floors in its Allfloor version) in institutional and leisure environments. It has a 12in cleaning width, does not need wands or hoses, and has a hand tool for hard-to-get-to areas.

Dream machines: More and more businesses are powering

Truckmount PAR

CONGRATULATIONS to these Prochem truckmount owners. They are all winners in last issue's competition to find the best looking truckmounts around.

We received plenty of white Transits but fortunately not a white van man in sight! These not-so-little beauties caught our attention because they met our judging criteria best. They are:

- In good condition
- Have creative coachwork colour schemes, graphics
- Excellent sales ambassadors for their owners

The winning entry (congratulations Martin King of Xtraclean) receives a Prochem Chemical voucher worth £250 while the runners-up win vouchers worth £50.

And here they are ...

LONDON-based Avalon Cleaning Co's long-wheelbase Transit, pictured here on a job at the National Maritime Museum, is a fine example of how to present a professional cleaning business: Clean, well-branded and packed with information, including an impressive list of truckmount benefits. £1m turnover Avalon is going BIG into truckmounts – read about it in this issue. Gary Hillman wins a runners-up prize of a Voucher worth £50 in Prochem chemicals.



ANOTHER white Tranny; Gillingham's ACS Cleaning takes a traditional but just as effective approach to signage, and the result is clean and clear. Philip Walker has echoed the graphics design of the van's signage in all aspects of his marketing including a board up at the building entrance alerting visitors to the hoses on the floor. Philip wins another £50 voucher.



MARKETING is a real strength of Martin King's Xtraclean business operating out of King's Lynn. This Mercedes-Benz Vito says it all. It has been beautifully finished in two-tone blue with excellent graphics and lettering.

This van makes clear what the business does and who and where to contact. We think its time to award those top marks. Martin wins our first prize: A voucher for £250 worth of Prochem chemicals.

Martin said: "I've tried to use the van's marketing potential to the maximum, so there are not too many words to read but they are noticeable

ahead with Prochem truckmounts. Here are some of the best

ounts on RADE



What's on board Martin's Merc?

His list includes the Blazer; a 60 gallon clean water tank; a waste tank; 200 ft of hoses; a Hydro-Force sprayer; a cleaning wand; 2 air movers; 2 dehumidifiers; a tool kit; carpet repair tools; a vacuum cleaner; and a bag of towels; as well as a complete range of Prochem solutions.

both back and front of the vehicle as I had the vinyl writing reversed to be read in rear view mirrors.

"The logo and script is the same as on my stationery and my A4 sales flier. I aimed for a modern, designer look.

"The van is cleaned weekly and I always wear a uniform which allows me to maintain a company identity and market my logo wherever I may be."

Martin has been using Prochem technology and solutions since he started in 1993. The Blazer has revolutionised how he works.

"It's so quick and powerful and I can tackle with a little help from Prochem's E836 Enzyme Prespray even the most greasy pub and club carpets using the Blazer. It's also excellent for fire and flood restoration work."



Runner-up

YET another Transit, and this one's a real eyecatcher. Steam Genie has specified this van in silver with red and black lettering and it looks great. The logo and graphics are striking and the van really tells the Prochem truckmount story. The call-out number is nice and bold, too. Owner Mick Gayton is a Runner-Up winner of a £50 voucher.



Runner-up

ANOTHER of Mr Ford's finest in bright white. Milner Carpets used to subcontract cleaning until the decision was taken to do the job in-house. Since acquiring their Blazer truckmount, business has gone from "strength to strength" says the company's John Lunnon. This Transit does a fine job of talking up the performance characteristics of the Prochem technology plus Milners' membership of Proclean and the NICF. We also liked the illustration of the operator at work; that helps get the message across. John wins a £50 Prochem voucher and there is more on Milner Carpets in this issue.

TOP TIP

■ **Are you wearing a uniform to work?** You can have one made or – as a Prochem system operator – choose from Prochem's leisurewear and promotional range including branded polo shirts, jackets, badges and van decals.



Comanche

Upgrade your carpet cleaning machine and get a ...



Cheyenne



Galaxy



Fivestar

... **free** training course

If you want to clean carpets quickly and efficiently you need the right machine for the job.

Choice

We offer a wide range of professional carpet cleaning machines that give you excellent results everytime.

Value

They're all priced to give you good value for money – your investment will quickly be repaid by the time you save on each job.

free training

And to ensure you get the maximum benefit from your new machine we'll give you a fully comprehensive one day carpet cleaning course free, when you buy a machine worth £1,000 or more

Call for a copy of our catalogue and the name of your nearest Authorised Distributor, or to find out about the Prochem LeasePlan (subject to status at participating dealers only).



Polaris/Supernova



Performer Truck Mount



Oakcroft Road, Chessington, Surrey KT9 1RH, England.

Tel: 020 8974 1515 Fax: 020 8974 1511 Email: sales@prochem.co.uk www.prochem.co.uk

We're leaders in our field



COMING up to its 20th year, Wakefield Floorcare specialises in supplying the carpet and upholstery cleaning service industry.

As a Prochem full service distributor, the business has grown to become a key local supplier, with the emphasis on service.

Owner-managed by its founder John Haynes, Wakefield Floorcare has recently expanded, doubling in size and undergoing a complete refit. Its new showroom is dedicated to more specialist cleaning equipment and larger stock areas means it can carry the full Prochem range

"We wanted to present a more professional image and to be seen as the leaders in our field throughout the region," says John, who has built a regular following of contract customers due to his support and technical experience.

"Our business is not just about selling machines, but being able to fulfil customers' needs – whether they are cleaning problems or the service and repair of equipment. Our aim is to offer an efficient and complete service. It's interesting that our customers who make us their key suppliers, are the ones who are most successful."

As distributors for other leading makes, such as Numatic, Stimvak and Sebo, both John and his customers are impressed with how the Prochem



PROFESSIONAL image: Wakefield Floorcare has recently expanded and undergone a complete refit.

chemical range complements other machines.

"Over the years we have tried and tested many cleaning products, but Prochem have emerged as the clear leaders in this specialised area," adds John, who attributes this to Prochem's extensive range, value-for-money and back-up.

With John and service manager Kevin Priestley's combined 40 years knowledge of working in the industry, it's not surprising customers have learnt

to trust and rely on Wakefield Floorcare.

Wakefield Floorcare
33 Westgate End,
Wakefield,
West Yorkshire
WF2 9RG
Tel: 01924 375549
Fax: 01924 291827

Your questions answered...

Q: What can I use to remove adhesive left on the surface of vinyl flooring and carpets by floor layers?

A: The best time to remove adhesive is immediately it is spilt. Some adhesive can leave a permanent stain. Seek the advice of a manufacturer who specialises in spirit solvents. Prochem's solution: B123 New Solvall Spotter.

Ninety days of fresh air

TOBACCO smoke can hang around in a room for hours, even days. Prochem's new Odour Neutraliser Gel is the perfect solution.

Simply position its 500ml container on a level, secure location with good airflow and away from radiators or direct sunlight.

Remove the lid and the Gel immediately gets to work, releasing a continuous flow of odour neutraliser fragrance and remaining effective for up to 90 days.

Prochem A222 Odour Neutraliser Gel is most effective when used in conjunction with cleaning and deodorising procedures on carpets, fabrics and hard surfaces.

Perfect for smoking areas in offices and other commercial locations, the Gel is effective against most strong odours and costs £4-95 (rsp exc VAT) for a 500ml tub. Available from janitorial and cleaning material suppliers (call Prochem on 020 8974 1515 for local dealer details).

When you need more – you need Prochem

More power

Prochem truck mounts have the power to tackle the toughest carpet cleaning jobs.

More heat

With consistent heat at the wand, you get the best results possible.

More control

With control over each of the machines individual systems, you have total control over every job whether it's cleaning carpets, fine fabrics, hard surfaces or deflooding.

More reliability

Prochem truck mounts have a reputation for being the most reliable in the industry.

More profit

Because Prochem truck mounts are so reliable and fuel efficient, downtime and operating costs are minimal and profits are maximised.

New high power
PERFORMER 405 now
available in the UK



Powerful cleaning solutions

With a reputation for being the best in the industry, Prochem chemicals clean a variety of surfaces and nearly every type of stain. Whether it's stain resist carpets, fine fabrics, hard surfaces or disaster restoration, Prochem has the cleaning solution for your toughest requirements.

Call Prochem today for a catalogue and free demonstration.

PROCHEM

Oakcroft Road, Chessington, Surrey KT9 1RH, England.

Tel: 020 8974 1515 Fax: 020 8974 1511

Email: sales@prochem.co.uk www.prochem.co.uk



We're pooling our resources

WHEN you are a Prochem truckmount operator, you get to wonder what else it can do.

Adam Swan's answer is Hydro-Dynamix: All-Surface Cleaning is the marketing message and the secret weapon is a new generation Prochem Blazer Plus.

Since start-up, Maidstone-based Hydro-Dynamix has won contracts with local councils and pub chains for carpet cleaning. But when it is not undertaking this more conventional work, the company is keeping busy in the great outdoors.

Kent has more than an average count of swimming pools. Adam offers an opening-up and closedown service which means cleaning the pools, surrounds, outdoor furniture and even nearby chalets.

The entire programme can be met using the same machine and even the swimming pool filters can be cleaned using the Blazer. Swimming pools constitute 25% of the company's business now.

The work is not confined to pools.

"We are also cleaning the inside and outside of boats using our truckmount," says Adam. "There's just so much you can do with this machine. It's so versatile.

"You've got pressure, you've got heat and it injects solutions in at the last minute so you can change solutions to suit different jobs. It's also easy to use," he adds.

Adam's background is in carpet and upholstery cleaning so he is no stranger to Prochem. "When I knew what I wanted to do this time, I went round to see Prochem and was given a demo of the new Blazer and that was it.

"When you turn up with one of these and pull back the door, people know you are serious about what you are doing."

Adam Swan is so taken with Prochem truckmounts, he aims to open Hydro-Dynamix as a franchising opportunity from April next year. Of course, Prochem will be supplying the technology. Get along to the National Franchising Show in London and see him.



POOL patrol: Adam Swan in action.

A five star hotel solution

A 'FIVE STAR' solution to cleaning carpets in small or medium sized hotels and care homes is fast becoming one of Prochem's top 1999 sellers.

The Fivestar hot water extraction cleaner – featured in the last issue of Cleaning Specialist – scores points for its light weight, manoeuvrability and ease of storage.

All are important factors for residential establishments of up to 30 rooms which this machine is designed to cater for, while Prochem's Polaris range tackles larger establishments.

Most upright cleaners have oscillating (or paddle) brushes which create vibration that can be uncomfortable after a period of use. In common with other Prochem uprights, the Fivestar features a cylindrical brush, spring loaded for smooth use which, unlike competitors, does not require manual adjustment when moving from a low profile Flotex-type carpet to a deep pile

Wilton. Residential home group users of Fivestars include Ashbourne Homes, ANS, Kent Community Housing, Barchester Healthcare, Quantum. Hotel owners include Swallow Hotels.

"It's very much a rising star in the small portable market," says Prochem sales director, Martin Davies. "Its success is making it one of the first Prochem machines to sell in multiples into the healthcare sector."

■ Another growing market for the Fivestar is the rental sector. Surrey-based Grant's Dry Cleaners is renting out its Fivestar to customers for £150 per week plus chemicals. The company is paying £70 a month for the machine through Prochem's LeasePlan scheme. "It's a great little machine," says owner Paul Grant. "I've only got praise for it."

Free in-house guides

ARE you responsible for cleaning in healthcare or hotel environments?

If the answer is yes, Prochem has two useful guides on to how to get the best out of your cleaning.

They are both free and come in A3 chart formats for pinning to the wall.

The brand new Cleaning Guide for Hotels and Restaurants advises on stain removal, carpet cleaning and odour control.

Prochem has also revised its Odour Control Chart for Healthcare and Nursing Homes. This tackles the same issues, in addition to urine contamination.

Copies of the guides are available by calling Prochem Sales on tel. 020 8974 1515; or just ask your local Prochem dealer.

A show to remember

SOME lucky visitors to this year's Cleaning Show at the NEC received even more than they had bargained for.

Prochem presented prizes to winners of its 25th Anniversary promotions for distributors and their customers during a very busy show.

The company has been awarding monthly Prochem Spot-Pro Extractors as prizes with Spot Remover Kits to runners-up throughout the year.

Extractor winners include Bob Simpson of Lothian Carpets, Linlithgow; Ian Johnson of Atlas Cleaning in Leek; Ken Wainwright of Alvechurch, Birmingham; Martin Thompson of Logical Cleaning Services, Mitcham and Roy Drage of Newdawn Cleaning Services, Beaconsfield.

Said Ken Wainwright: "I find it hard to believe that I've managed for the last twenty years without a Spot-Pro Extractor. It's a truly practical and useful little machine."

Distributors were also up for prizes



A GREAT show: (Left) The Prochem team at the stand and (below) Paris winners, distributor Ron France and son Brad with Prochem marketing co-ordinator Peta Tilley.



and the first of three weekends for two in Paris was presented on the Prochem stand to Ron France of Cesars, London.

All this took place around a busy stand at one of the most successful UK shows for some time, said sales director Martin Davies. "We had one of our largest ever new product offers to roll out and there was a lot of interest in equipment and chemical developments."

For distributors, the Prochem 25th

Anniversary year goes out with a Grand Prize for a lucky winner: a £3000 luxury holiday will be announced in the next issue of Cleaning Specialist.

BOLDLY CLEANING CARPETS

The **Galaxy** carpet cleaner not only has stunning looks – it's also got performance to match. With a highly efficient heater the **Galaxy** cleans carpets at warp speed.

The **Galaxy** is available in a choice of two models: the single vacuum 'Contractor' and the dual-vacuum 'Pro'. Both utilise a unique flexible recovery tank giving high capacity, without additional bulk.

Coupled with a powerful pump the **Galaxy** wipes out cling-on carpet soiling with ease. Stubborn stains become an alien concept.

Step into the future with **Galaxy**.

Call today for a copy of our Catalogue and the name of your nearest Authorised Distributor.



PROCHEM

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THE Japanese people are world renowned for their technological expertise and innovation, as well as their fastidiousness. That's why they are using Prochem cleaning products...

As clean as a bullet...

SPEED and reliability are bywords in Japan's legendary rail system, epitomised by its famous Shinkasen – or Bullet Train.

Matching performance is to be found in the cleaning of one of these railway rockets thanks to Prochem truckmounted cleaning technology.

The Shinkasen, operated by the Japan Railway System of Kyushu, works to speeds of 130 mph plus in its daily journey amongst the cities of Fukuoka Prefecture on Kyushu, one of Japan's southern islands.

Every other day the train pulls up to a cleaning area built into the platform for a fast, deep clean using Prochem Performer truckmounts.

The system features installations of stainless steel tubing for vacuum and hot water traversing the platform

to outlets at the train doors. Hoses and wands are connected at this point, speeding the cleaning process and reducing hosing to platform areas.

A team of six use two wands at any one time following standard techniques consisting of a prespray and cleaning solution. The prespray is newly available in the United Kingdom as S888 Ultraprep TLC. Crews spend 30-40 minutes cleaning floor areas. Upholstery is cleaned when necessary.

According to Kazuo Oda of cleaning distributor, Kowa Inc, Kyushu's is the only train system using this type of fixed truckmount to clean rolling stock.

"Most use portable equipment," he says. "We have tried different methods but this truckmount system is by far the best, because of its superior cleaning ability and the short drying time."

Prochem sets standards in Japan

PROCHEM Legend and Performer hot water extraction cleaning machines are being used to clean Japan's Chiba Marine Stadium and Domes at Tokyo, Osaka and Fukuoka.

Baseball is big in Japan but cleaning dirt-clogged artificial turf at its premier baseball venues has been tough. Chief culprit is clay build-up.

During the season, the infield is cleaned using two dual-wand truckmounts for two days. It is impossible to get all the dirt out of the pitcher's mound area so cleaners concentrate on removing visible dirt.

Prochem distributor Kazuo Oda

of Kowa Inc says: "With the wand lever open, the cleaners use back and forward strokes to loosen the dirt, which is vacuumed. The area is sprayed while pushing the wand on an upstroke. Usually, hot water alone is used to clean the turf, though a neutral pH cleaner is used when a cleaning agent is necessary due to sensitivity of the backing to alkaline cleaners.

"Japanese cleaning technicians are proving that Prochem equipment set the world standard for hot water extraction equipment."

Top credentials for our bug buster

AN anti-microbial concentrate for cleaning carpets, fabrics and hard surfaces has been introduced to Prochem's extensive range of specialist solutions.

D500 Microsan is perfect for healthcare and related applications. It is effective against bacteria including e-coli, Listeria, MRSA, Salmonella and Legionella as well as viruses such as Hepatitis B, HIV-1 (Aids) and Herpes simplex.

The concentrate has impressive credentials. Available in 5L containers and with a dilution ratio of 1% to 2%, it is registered as a bactericide, fungicide, mildewcide and viricide in both the USA and Europe.

Fragrant pre-spray clears traffic lanes

PROCHEM has introduced its most concentrated prespray for carpet traffic lanes.

Traffic lane pre-conditioning increases the effectiveness of extraction cleaning. Prochem's new S888 Ultraprep TLC is a premium concentrate (1:33 dilution ratio) for spraying onto heavily soiled carpet areas.

It penetrates and removes soil, grease and oil, leaving a pleasing fragrance with minimum residue.

The pre-spray solution delivers cost-effective high quality cleaning and its low vapour formulation reduces solvent vapours and odours during cleaning.

Best used in conjunction with Prochem Extraction detergents or B109 Fibre & Fabric Rinse solution.

Our number's up

THE Big Change to some UK regions' telecoms subscribers means that Prochem's 0181 numbers are almost up!

Best to make the change now and call the company in future on:

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Prochem's e-mail addresses remain the same (for example: sales@prochem.co.uk)