



KATIE'S PRESSURE WASHING TRAINING MANUAL

Patios, Driveways, and Outdoor Furniture

Safety First:

- 1) Wear company provided protective gear:
 - a. Shatter resistant sunglasses.
 - b. Wear closed-toe shoes or rubber boots.
 - c. Hearing protection.
 - d. Safety Gloves.
 - e. Sunscreen.
- 2) Work slowly, steadily and carefully. Nobody ever said cleaning fast will make safer or it turn out better.
- 3) Do not point the pressure washing wand at yourself **or anyone else**.
- 4) Avoid electrocution and check for anything plugged into the outlets and if so, ask the homeowner if you can unplug them for safety.
- 5) Keep a stable footing and use caution signs for the customer.
- 6) Only run the pressure washer in a well-ventilated area. It's a gas engine and produces carbon monoxide which is deadly and must be run outside.

Customer Respect:

- 1) Recognize that you are on someone's property or in their home. **People are always in charge on their own property.**
- 2) **Never argue with the customer.**
- 3) If the customer asks you politely to leave, then collect the tools and go.
- 4) Wear a clean uniform t-shirt and shorts.
- 5) If you need to use the restroom, ask the customer. Never pee outside or assume that its okay to use their restroom. Be mindful that you are in someone else's most private space. If you have a stinky bathroom need, please leave your tools setup and go to the nearest public toilet. It's better



to explain having to leave for a quick break then leaving a foul odor. Almost everyone is sensitive to that specific smell in their house.

- 6) Never take anything you didn't bring from a customer's home with you. **This is an important policy that must be taken seriously.** It's important to be mindful that someone might have memory problems or be on medications and wouldn't normally give it away. Imagine someone wanted to give you a yard gnome as a tip because you admired it. The next day she noticed that it's gone. For whatever reason, she doesn't remember having given it away and claims that you stole it. Then, you'll be talking to the police and its out of my hands. It's not just about losing your job, but you could find yourself in serious trouble. All for accepting a gift. Express your gratitude for offering but it's company policy not to accept gifts.
- 7) You **are allowed** to accept the following things as gratuity.
 - a. Non-alcoholic beverages like water, soda, lemonade, tea.
 - b. Food or snacks
 - c. **Cash** and credit card **tips are allowed.**

Equipment Details:



Gas Engine Pressure Washer (left)

1. Nozzle tip attachments. Each has a different purpose.
2. Pressure washing wand.
3. High pressure hose.
4. Gas cap to fill gas.
5. Auto ignition button.
6. High pressure hose receptacle.
7. Garden hose receptacle.

Surface Cleaner (right)

A surface cleaner "spinner" is used to clean large areas of a driveway or patio. It cleans a wide path as you go.



Pressure Washing Wand (top)



A pressure washing wand has a trigger, handle and a shaft that attaches to either the surface cleaner or one of 5 nozzles.

Surface Cleaner Upside Down (bottom)

The surface cleaner is called a spinner because as the high pressure water shoots out of the ends of the bar in the middle it spins. It's used to clean large areas of surface area.

High Pressure Hose (right)

The high-pressure hose connects the wand to the pressure washer.



Meaning of Each Nozzle Tip:

Each pressure washer nozzle tip serves a specific purpose, offering different spray patterns and pressures suitable for various cleaning tasks. When using pressure washer nozzle tips, it's essential to start with a broader spray pattern and gradually switch to narrower tips as needed, depending on the cleaning task and the surface's durability. Always maintain a safe distance from the surface to prevent damage or injury and be mindful of the nozzle's angle and pressure settings for optimal cleaning results. Here's a breakdown of the most common pressure nozzle tips and their best uses:



Red Nozzle (0-Degree): Best for: Stubborn stains and hard-to-reach areas. Use with caution as it produces a highly concentrated, narrow stream of water that can damage surfaces and cause injury if not

handled properly. Ideal for stripping paint or cleaning concrete. **Yellow Nozzle:** Best for: Heavy-duty cleaning and removing tough stains. Provides a powerful, focused stream of water suitable for cleaning concrete, brick, and other durable surfaces. **Green Nozzle:** Best for general-purpose cleaning. Offers a wide spray pattern with moderate pressure, suitable for most cleaning tasks including washing cars, siding, and decks. **White Nozzle:** Best for light-duty cleaning and



delicate surfaces. Produces a wide, gentle spray pattern ideal for cleaning more sensitive surfaces like windows, screens, and outdoor furniture. **Black Nozzle:** Best for applying soap or detergent. Produces a wide, gentle spray pattern suitable for applying cleaning solutions or pre-treating surfaces before pressure washing.

Arrive To Work:

1. Be at to work 30 minutes before your first job for the day and use the time tracking system to clock in to start your day.
2. Look at the jobs you have that day and scheduled breaks.
3. Check out a pressure washer for the day.
4. Load the pressure washer and gear into your vehicle.
5. Verify that you have the following:
 - a. Pressure washer.
 - b. Gas can.
 - c. Pressure washing wand.
 - d. Surface cleaner.
 - e. High pressure line.
 - f. Garden hose.
 - g. Rubber boots
 - h. Eye and ear protection
 - i. Gloves
 - j. Sunblock & Hat
6. For each job, before arriving at a customer's home, change into a clean uniform to avoid any body odor from the job before.
7. Open the job in the app to see where you are going and how long it will take you to get there.
8. Tap the "on my way" button.
9. Try your best to be five minutes early to every job. I will try to schedule plenty of time for breaks but if you need to be late to a job, call the customer and tell them that you are running late but you haven't forgotten about them.
10. Park legally, in front of the customers house being mindful not to block in customer vehicle or neighbor's driveway.





Customer Introduction:

1. Walk to the front door and ring the bell and wait for the customer. If there's no answer after counting to 45; ring the bell again and knock on the door in case the doorbell isn't working. Count to 30 and if nobody answers,
2. Double check the database to make sure you're at the correct address, snap a photo of the address.
3. Look at the notes and customer comments for instructions. If none, check with the reception manager by calling our main number.
4. If the customer is home, spend some time talking if they want to. Half the fun and duties of the job are to talk to the customer while on the clock, within reason. 30 minutes or so.
5. setup your equipment and get to work.

Equipment Setup:

1. Connect hose, pressure line, nozzle, and attachments.
2. Fuel up the pressure washer, ensure hose is not kinked and the water is turned on.
3. Turn on the pressure washer and hold down the trigger of the wand to bleed the air out of the hose.

Surface Preparation:

1. Clear the area of obstacles and fragile items.
2. If in doubt about moving something, ask the customer if you can work around it.
3. Sweep or use a blower to remove debris to prevent damage to the surface.

Test Spray:

1. Perform a test spray on a small area to check pressure.
2. Adjust nozzle tip as needed to clean the appropriate surface.





Start Washing:

1. Begin with lower pressure attachment.
2. Gradually increase pressure if needed.
3. Start from one end and work across the surface.
4. Spray water towards the lawn or yard and not towards the street gutters. Street gutters flow to wetlands that are shared by wildlife, and we want the water soak into the lawn to save water for drought.

Pay Attention to Detail:

1. Focus on corners, edges, and stubborn stains.
2. Adjust nozzle or pressure as necessary.

Driveway and Patio Cleaning Technique:

1. **Connect the Surface Cleaner:** Attach the surface cleaner to the wand of your pressure washer. Most surface cleaners have a quick-connect system that makes it easy to attach and detach.
2. **Begin Cleaning:** Hold the handle of the surface cleaner firmly and slowly move it across the surface you want to clean. The surface cleaner will spray water evenly across the surface, removing dirt and grime efficiently.
3. **Overlap Strokes:** To ensure thorough cleaning, overlap each pass of the surface cleaner slightly. This helps prevent streaks or missed spots.
4. **Watch for Even Coverage:** Pay attention to the coverage area of the surface cleaner to ensure that the entire surface is being cleaned evenly. Adjust your speed or technique as needed to achieve consistent results.
5. **Rinse the Surface:** Once you've completed cleaning with the surface cleaner, switch your pressure washer to the rinse mode if available. Rinse the surface thoroughly to remove any remaining dirt or detergent residue.





Furniture Cleaning Techniques:

Cleaning patio furniture with a pressure washer can be an efficient way to remove dirt, grime, and mildew buildup. Here's how to do it safely and effectively:

1. **Preparation:** Move the patio furniture to an open area where it can be easily accessed. Remove any cushions or fabric covers and set them aside for separate cleaning, if needed.
2. **Inspect the Furniture:** Check the furniture for any loose parts, damage, or delicate areas that may be susceptible to damage from high-pressure water.
3. **Select the Right Nozzle and Pressure:** Use a nozzle with a wider spray pattern (e.g., green or white nozzle) to avoid damaging the furniture.
4. **Apply Cleaning Solution (Optional):** For stubborn stains or heavily soiled areas, consider applying a mild detergent or specialized cleaning solution designed for outdoor furniture. Allow the cleaning solution to sit for a few minutes to loosen dirt and grime before pressure washing.
5. **Begin Pressure Washing:** Hold the pressure washer wand at a distance of 1-2 feet from the furniture. Start from the top of the furniture and work your way down, moving the wand in overlapping strokes to ensure thorough cleaning. Pay special attention to crevices, corners, and areas with visible dirt buildup.
6. **Rinse Thoroughly:** Once you've cleaned the entire surface of the furniture, switch the pressure washer to the rinse mode. Rinse off any remaining cleaning solution and dirt, working in the same pattern as during the cleaning process.
7. **Dry the Furniture:** Allow the furniture to air dry completely before replacing cushions or fabric covers. If possible, move the furniture to a sunny area to speed up the drying process.
8. **Inspect and Touch Up:** After the furniture has dried, inspect it for any missed spots or lingering stains. Use a brush or cloth to spot-clean any remaining dirt or stains if necessary.
9. **Replace Cushions and Fabric Covers:** Once the furniture is clean and dry, replace cushions and fabric covers as needed.





Rinse Driveways and Patios Thoroughly:

1. Switch to a regular hose to rinse after cleaning.
2. Run hose on curb to wash any remaining dirty water into the drain.
3. Push dirty water away with a push broom until the curb is clean.

Clean Up:

1. Turn off the pressure washer.
2. Disconnect hose and clean attachments.
3. Store equipment safely and dry.

Safety Reminder:

1. Never point the pressure washing wand at yourself or others.
2. Check for electrical outlets and cords.
3. If for some reason you feel unsafe or uncomfortable; excuse yourself from their property and call me immediately.
4. If a customer tells you to leave, then leave immediately and call me. I will retrieve the tools for you unless you feel comfortable gathering them.
5. If someone wants to pay in cash, see if it's possible to get a check instead. I don't want to put you in a hazardous situation carrying cash in your vehicle if possible.

Final Inspection:

1. Inspect for thorough cleaning and address any missed spots.
2. If the customer is home, ask them to inspect your work before you put away your tools.





Customer Feedback:

1. Some people may want to talk for a bit. Take time to listen and/or chat. Talking to the customer, when they are home, is an important part of your job so please don't rush the customer.
2. Encourage community support by asking them to tell their neighbors about your first job and being on summer vacation.

Payment:

1. Our preferred form of payment is by credit card with online billing after the customer has a chance to see it dry.
2. You can take payment by cash, check or credit card.
3. Cash is legal tender so we accept it and I will send you with a bank bag containing change.
4. Cash and check payments should be left off with the equipment at the end of your day.

