STANDARD OPERATING PROCEDURE

Carpet Cleaning SOP

Document no.	SOP-CLN-005
Revision	1.0
Owner	Site Supervisor
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To keep commercial carpet clean and extend its life by following a consistent vacuuming, spot treatment and extraction cleaning process.

2. Scope

Applies to contract cleaning crews vacuuming and periodically deep cleaning carpeted areas in commercial buildings. Hard floor mopping is covered by a separate SOP.

Definitions

Hot water extraction	A deep cleaning method that sprays hot water and solution into the carpet and immediately vacuums it back out.
Traffic lane	A carpet path that gets heavy foot traffic, such as a corridor or the area in front of a reception desk.
Furniture block	A small pad or tab placed under furniture legs after extraction cleaning to stop rust or dye stains while the carpet dries.

3. Responsibilities

Cleaning Technician	Vacuums, spot treats and operates the extraction machine on assigned carpeted areas.
Site Supervisor	Schedules extraction cleaning, checks drying times, and approves stain treatment for delicate carpet.
Facility Manager	Approves the extraction cleaning schedule and reports stains or areas needing attention.

RACI matrix

Activity	Cleaning Technician	Site Supervisor	Facility Manager
Schedule periodic extraction cleaning	I	R/A	C
Vacuum carpeted areas	R	A	I
Spot treat stains	R	A	I
Operate the extraction machine	R	A	-

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Commercial vacuum with a beater bar
- Hot water extraction machine
- Spot and stain treatment solution
- Approved carpet cleaning solution
- Furniture blocks or tabs
- Wet floor and fans for drying
- Carpet cleaning checklist

Personal protective equipment

- Non-slip closed shoes
- Disposable gloves for spot treatment

5. Procedure

Step	Task	Owner	Done
5.1	**Inspect the carpet before starting** Walk the area and note heavy traffic lanes, existing stains, and any carpet damage before vacuuming or extraction, and photograph pre-existing damage.	Cleaning Technician	☐
5.2	**Pre-vacuum thoroughly** Vacuum the entire area slowly in overlapping passes, going over heavy traffic lanes twice to lift as much dry soil as possible before any liquid is applied. **Checkpoint:** Traffic lanes are vacuumed at least twice before extraction cleaning begins.	Cleaning Technician	☐
5.3	**Identify and pre-treat stains** Apply the spot and stain treatment solution to visible stains and let it sit per the manufacturer's instructions before extraction, blotting rather than rubbing. **Warning:** Rubbing a stain can push it deeper into the carpet fibers and damage the pile; always blot instead.	Cleaning Technician	☐
5.4	**Move and protect furniture** Move light furniture out of the area where possible, and place foil or plastic protectors under legs of furniture that must stay in place.	Cleaning Technician	☐
5.5	**Fill the extraction machine** Fill the hot water extraction machine with water and the approved carpet cleaning solution at the dilution ratio on the product label.	Cleaning Technician	☐
5.6	**Extract the carpet section by section** Work in overlapping passes from the far end of the room toward the exit, pulling the wand slowly to allow the machine to extract as much moisture as possible.	Cleaning Technician	☐
5.7	**Make a final dry pass** Make a final pass over each section with the water supply off to pull out extra moisture and speed up drying time. **Checkpoint:** The carpet feels only lightly damp, not soaked, after the final dry pass.	Cleaning Technician	☐

Step	Task	Owner	Done
5.8	**Set up air movers or fans** Position air movers or fans to circulate air across the cleaned area and speed up drying, and open windows if ventilation allows.	Cleaning Technician	☐
5.9	**Place furniture blocks** Once the carpet is placed back in use, put furniture blocks or tabs under furniture legs to prevent rust or dye stains while the carpet finishes drying.	Cleaning Technician	☐
5.10	**Post signage until dry** Place wet floor or drying signage at entrances and advise the facility manager of the expected drying time before the area can be fully used.	Cleaning Technician	☐
5.11	**Inspect and report remaining spots** Once dry, inspect the carpet for any stains that did not fully lift and report them to the site supervisor for a possible follow-up treatment.	Cleaning Technician	☐

6. Quality checks

- Traffic lanes show no visible soiling difference from the rest of the carpet after cleaning.
- Carpet is only lightly damp, not soaked, after the final extraction pass.
- No new rust or dye stains appear under furniture legs after drying.
- Pre-existing carpet damage is photographed and reported before cleaning starts.

7. Records

- Carpet cleaning checklist
- Pre-clean damage and stain photos
- Extraction cleaning schedule
- Follow-up stain treatment reports

8. KPIs

- Average carpet drying time after extraction
- Percentage of stains fully removed on first treatment
- Client complaints related to carpet condition
- Extraction cleaning schedule adherence

9. Common mistakes

- Rubbing a stain instead of blotting it, which spreads and deepens it.
- Over-wetting the carpet so it takes too long to dry.
- Skipping furniture blocks and causing rust or dye stains.
- Extracting over a stain without pre-treating it first.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Alexa Uskova

Approval

Prepared by	Approved by	Date

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