

CCINW Emerging Trends 2016 and Beyond

1. Surfaces We Clean
2. Customer Expectations
3. Staffing
4. Laws & Regulation
5. Marketing
6. Technology



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Surfaces We Clean

- More Stone, Tile, LVT, Wood
- More Area Rugs
- New Expanded Warranties
 - Odor and Stain
- Pet Friendly
- Softer Carpet – Texture retention issues
- Less Carpet – Industry Position
- New Faux Surfaces – Photos

Customer Expectations

- Knowledgeable
- Assertive
- Sustainable
- Younger Generation
- Children and Singles (women & ethnic)
- High Expectations
 - Professionalism
 - Certification

Staffing

- Finding and Keeping Employees
- Expectations
- Young Generation
- Vocal
- Engagement
- Pay and Benefits
- Partners – Different Models

Laws & Regulation

- Higher and More Taxes
- Hidden Costs
- Barriers to Start Up - No Cushion
- Barriers to Business Operation
- WA. Not a Business Friendly State
- Increasing Power and Oversight
- Banking & Seizure Powers

Marketing

- New Ways to Reach and Convince
- Internet - Website
- Social Media
- Yelp & Others
- Uber, Air B & B
- Amazon, Home Depot and ???
- Take Care of the Customer
- Stay Current with the World

Technology

- High Tech Carpet
 - Sensor and linked
- Build it Pet Friendly
- Evolving Cleaning Processes
 - Dry vapor and ???
- Fact Based Science
 - Vacuuming of dry soil
 - Focus on Prevention
 - Shoes, pets, entry matting, rugs
 - Fibers and Construction
 - Renters – liability – 80% with pets

Amsterdam Leaning Buildings



Lucerne, Switzerland



Wood Floor – 3D - Installed in 1740



Same Floor Different View



Same Floor No Nails – Wood Pegs



Cleaning at 10,000 Feet



View From 10,000 Feet



Facility App



A promotional banner for the Facility App. The banner is blue and white. At the top, it says "Download our free app to experience the future of cleaning". Below this is an image of a tablet displaying the app interface. The banner lists four steps to get the app: 1. Go to facilityapps.com/demo, 2. Fill out the form to get instant access, 3. Download FacilityApps V3 from the App/Play/Win-store, and 4. Login and start your experience. At the bottom, there is the FacilityApps logo and the tagline "ready for the future". A date stamp "05 12 2016" is visible in the bottom right corner of the banner.

Download our free app to
experience the future of
cleaning



- 1 Go to facilityapps.com/demo
- 2 Fill out the form to get instant access
- 3 Download FacilityApps V3 from the App/Play/Win-store
- 4 Login and start your experience

FA FacilityApps
ready for the future

05 12 2016

Dry Vapor Carpet Extractor



Personalization of Carts & Equipment



RAI Hall – Amsterdam

Home of ISSA/INTERCLEAN



Robotic Scrubber Drier



Makita Robot Vac



Robot Arena



Two Robots



Robots for Education Market



Everything is Changing

- People – Next Gen - Retirement
- Surfaces – Self Cleaning
- Why we Clean - Health
- How we Clean - Processes
- Chemicals – Equipment
- Expectations - Validation

No One Stands Still

- Getting Better or Getting Worse
- No middle ground.
- What it means to you.

Technology

- Smart Phones – Software - Apps
- Equipment
- Digital World – Everything linked -Carpet
- Robotics
- Engineering and Design
- Nano
- Green and Sustainable

Opportunities

- Never been a better time to be in cleaning or maintenance
- Risks are present
- Tipping point
 - Technology
 - Cost
 - People

Hard Floor Care

- Carpeting
- Low Maintenance Surfaces
- Faux Surfaces

Micro Fibers and Flat Mops

Rubbermaid



www.rubbermaid.com

Reflex Mopping System



www.primcosolutions.com



Economy bucketless mopping system

HOS Orbot Orbital Floor Machine



- Ease of use
- Works on all surfaces
 - Carpet
 - Wood
 - Stone/Concrete
 - Terrazzo
 - Ceramic Tile
 - VCT

www.hos-usa.com

Dry Vapor Steamer - TANCS



www.advap.com

New Trends

- Wireless/Digitally Connected
- Sensors on Everything
- Personality for Robots
- Fleet Management
- 3rd Party Audits & Certification

New Chemicals
Less Chemicals
No Chemicals

Chemical Free Cleaning Network
www.cfcfn.info

Engineered Water

- www.annihilare.com
- www.geneontechnologies.com
- www.ecolab.com
- www.pathosans.com
- www.cleancoretech.com
- www.hsp.com
- www.zbioscience.com (probiotics)

Nano Disinfectant Products

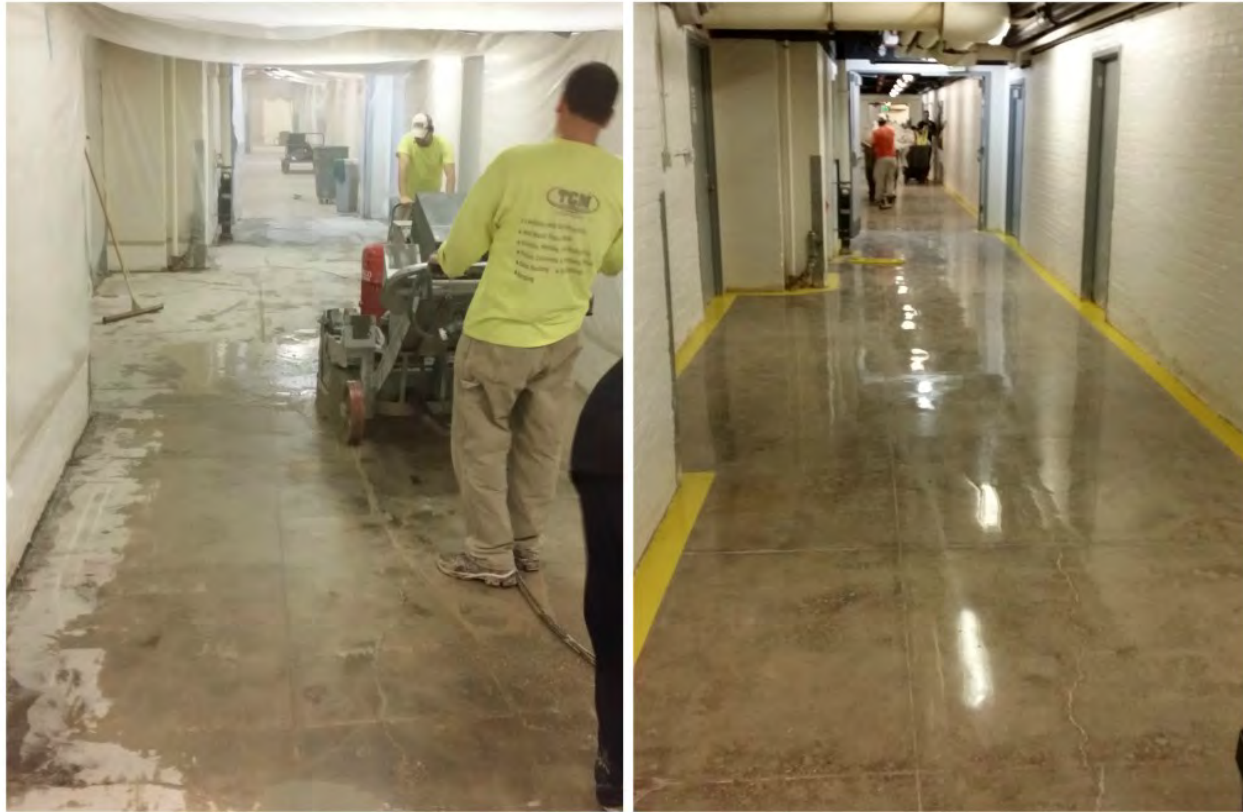
- www.microx1.com/microx1_microprotex.html
- www.genesisurfacetechnologies.com
- www.bactibarrier.com
- www.permanonusa.com
- www.ecosealsafe.com
- www.xytoblast.com

Nano Quartz Coatings



www.inovexcoatings.com

SIMIX Coatings



www.simixusa.com

Semi-Permanent Coatings Urethane



www.ultradt.com
P-320-266-0718

Mondo Flooring



www.mondocontractflooring.com

Nora Flooring



www.nora.com

Wood Refinishing & Repair

- Tools, stains and training for wood and leather repair and refinishing
- Mohawk Finishing Products
www.mohawk-finishing.com, P- 800-545-0047
- Konig Touchup
www.konigtouchup.com
- www.cal-floor.com (repair kits for all floors)
- National Wood Flooring Association
www.nwfa.org
- Maple Flooring Manufacturers Association
www.maplefloor.org



You must be aware of
and prepare for
changes taking place
today and in the
future.

Impactors on Cleaning Results and Carpet Life

- Specification and Installation
- Spotting (daily)
- Vacuuming (dry soil removal)
- Cleaning (interim & deep cleaning)
- Repair (seams, sprouts, edges)
- Replacement (beyond cleaning)
- Disposal/Recycle (green)

New Carpet Installation Technology

- Koolglide “Radio Wave” Seaming Iron
- Gundlach Hot Glue 2 Seaming Gun/System
- Spot Dye Kits
- Coatings and Treatments (Nano/Inovex)



Carpet Vacuum/Pile Lifter



- “Host” Liberator
- 4 Stage Vac
- Cylindrical Counter Rotating Brushes
- Lifts Pile
- Low Moisture
- Powder Or Encapsulate

www.hostdry.com

Amsterdam ISSA Videos

Top Innovations at ISSA/INTERCLEAN 2016

- <https://www.youtube.com/watch?v=QE5-3bTMnlw>

An interview with yours truly, and other show interviews by Vincent Everts.

- <https://www.youtube.com/watch?v=Gmi0sMcPa1Q&feature=youtu.be>
- Don't miss the ISSA INTERCLEAN Show North America, in Chicago, Oct 23 – 26, 2016.

Insights from Amsterdam

- Speed of Change and Evolution
- Robotics – Evolving – Sealed Air
- Linked, Tracked & Monitored
- Sensors and Beacons
- Digital World is Right Around the Corner
- Augmented Reality
- Internet of Clean

Free Stuff Links

www.cleaningconsultants.com

Emerging Trends PPT

[http://www.cleaningconsultants.com/freestuff/
Emergingtrendsincleaning0516.pdf](http://www.cleaningconsultants.com/freestuff/Emergingtrendsincleaning0516.pdf)

Effective Training PPT

[http://www.cleaningconsultants.com/freestuff/
EffectiveTraining2016.pdf](http://www.cleaningconsultants.com/freestuff/EffectiveTraining2016.pdf)

Flower



Thank You



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