

Cleaning Industry Terminology Guide



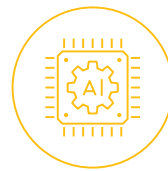
Active Maintenance

Technicians actively monitor equipment, respond to alerts, and look for opportunities for more efficient cleaning.



AGM (Absorbed Glass Mat) Battery

Consists of glass mat separator that wicks the electrolyte solution between battery plates. It must be kept in a dry or stable state and requires less attention than lead acid batteries.



AI (Artificial Intelligence)

Machines that are programmed to work like humans including some form of human intelligence like: planning, learning, problem-solving.



Air Quality

Refers to the cleanliness of the air we breathe. In the cleaning industry, it refers to indoor air quality.



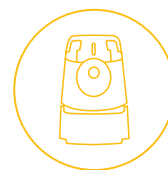
Automation

The use of autonomous equipment.



Autonomous

In relationship to equipment, the ability to move about and work with no or very limited human support.



Autonomous Floor Equipment

A floor cleaning machine that works on its own with very little manual support.



Auto Floor Equipment

Manually operated automatic surface floor cleaning machine.



BSC (Building Service Contractor)

A company that offers or sells building cleaning or maintenance services.



Cloud

Servers accessed over the internet and the software and databases that run on those servers.



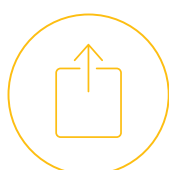
Cobot

An autonomous cleaning machine that works alongside cleaning teams to expand scope of work and aid in productivity.



Confirmed Clean

Through fleet management software, tracking the work of cleaning equipment to ensure spaces are clean.



Deployment

The movement of forces into action i.e. deploying floor cleaning equipment to do its job.



Disinfecting

Using chemicals to kill germs (as noted on the disinfectant) to prevent spread of disease and viruses. Routine cleaning must be done first to help make this effective.



Distributor

Works as an intermediary between the manufacturer and seller of goods—play an active role in movement of goods.



Fleet Management

Using cloud-based software to collect data analytics for entire fleet including, location, operating times, charging time, routes, and more.



Fleet Tracking

Using cloud-based software to monitor the whereabouts and use of equipment.



HEPA Filter

High efficiency filter that captures 99.5% of particulate pollution including dust pollen, viruses, and mold. They are typically made from plastic or fiberglass.



Hopper

A collection container that holds particulate matter or flow-able matter of any sort like dust and gravel



Intelligent Cleaning Equipment

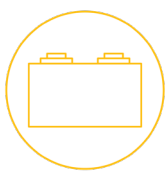
Uses SaaS platforms to provide fleet management, data tracking, and access to the most updated software.

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IoT (Internet of Things)

A system of interrelated and connected objects that are able to communicate, store, and transfer data over a wireless network and without human intervention.



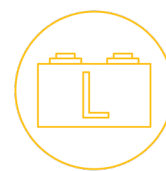
Lead Acid Battery

Consists of lead plates immersed in an electrolyte solution. Typically need water added regularly and do not generate charge on their own, rather they store the charge pulled from another source.



Lidar

A method for measuring distances using a laser light and reflection sensors.



Lithium-Ion Battery

Rechargeable battery that requires no maintenance or attention and lasts between 300-500 charge cycles.



Machine Downtime

Cleaning machine is not being used due to maintenance or repairs, loss of valuable work time.



Manufacturer

A company or person that makes goods and sells them to other parties.



OEM (Original Equipment Manufacturer)

Creates parts or systems that are used in another company's end products.



Pad Driver

Composed of short stiff bristles and consists of a Velcro-like material that holds a cleaning pad on it.



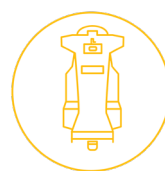
Perception of Clean

How customers perceive a space based on environmental appearance—refers to aesthetic appearance and feel of cleanliness, smell, décor, and building maintenance.



Proof of Performance

Fleet management software tracks use of equipment through easy-to-read reports—assures clients the job is done.



RaaS (Robots as a Service)

Robots that function through SaaS platforms; can be updated remotely.



Route Mapping

The ability for a robot to be trained on a cleaning route; it is programmed thereafter to run the route on its own.



SaaS (Software as a Service)

Cloud based storage and operating platforms.



Sanitizing

Lowers the number of germs or bacteria to a less harmful level, does not kill germs. Routine cleaning must be done first to help make this effective.



Soil

Dust, dirt, and foreign material that should be removed from a surface.



SOW (Scope of Work)

The description of the work to be provided in an agreement. Outlines the list of deliverables, end products, timelines, and goals.



Subscription Model/Services

Sign up to make monthly payments for products and services instead of buying product outright.



Telemetry

The process of recording and transmitting the reading of an instrument; in the case of cleaning equipment, fleet management software programs do this work.



WELL Buildings

Certified by the WELL Institute to be a structure that impacts human health and well-being through air, water, light, nourishment, fitness, comfort, and mind.



XaaS

Refers to the "as a service" business model.