

Standard Operations Manual



Welcome

To the World of Hygienically clean

Spa Baths



The Total Clean For Spa Baths

Proudly manufactured in Australia by SPA.GIENE. A division of HY.GIENE Australia Pty Ltd.



SG04 – 5 Litre

SG05 – 15 Litre

SG06 – 25 Litre



ACCESSORIES

- SG07 – Tap (to suit 15/25 Litre Drum)**
 - SG08 – Cap Spanner**
 - SG36 – Spray & Wipe 500ml bottle**
 - SG11 – Hygiene Hangers**
 - SG37 – 1 Litre Auto Measure Chamber Pack**
 - PM3 - Training Video**
 - PM4 - Training CD**
 - PM8 - Standard Operations Manual**
- Plug & Chain available upon request**

FACT SHEET

Company Name: HY.GIENE Australia Pty. Ltd. – Trading as SPA.GIENE

ABN: 34 271 614 027

Type of Goods: Chemical Manufacturer and distributor of hygiene products. SPA.GIENE is specifically produced for the total clean of spa baths and hydrotherapy baths, supplying to the commercial and wholesale market.

Postal Address: P.O. Box 910,
Bayswater, Victoria, 3153, Australia

Factory Address: Factory 8,
16 Macquarie Place, Boronia Victoria 3155

Telephone: 61 3 9729 3946

Fax: 61 3 9729 3942

E-Mail: sales@spagiene.com.au

Website: www.spagiene.com.au

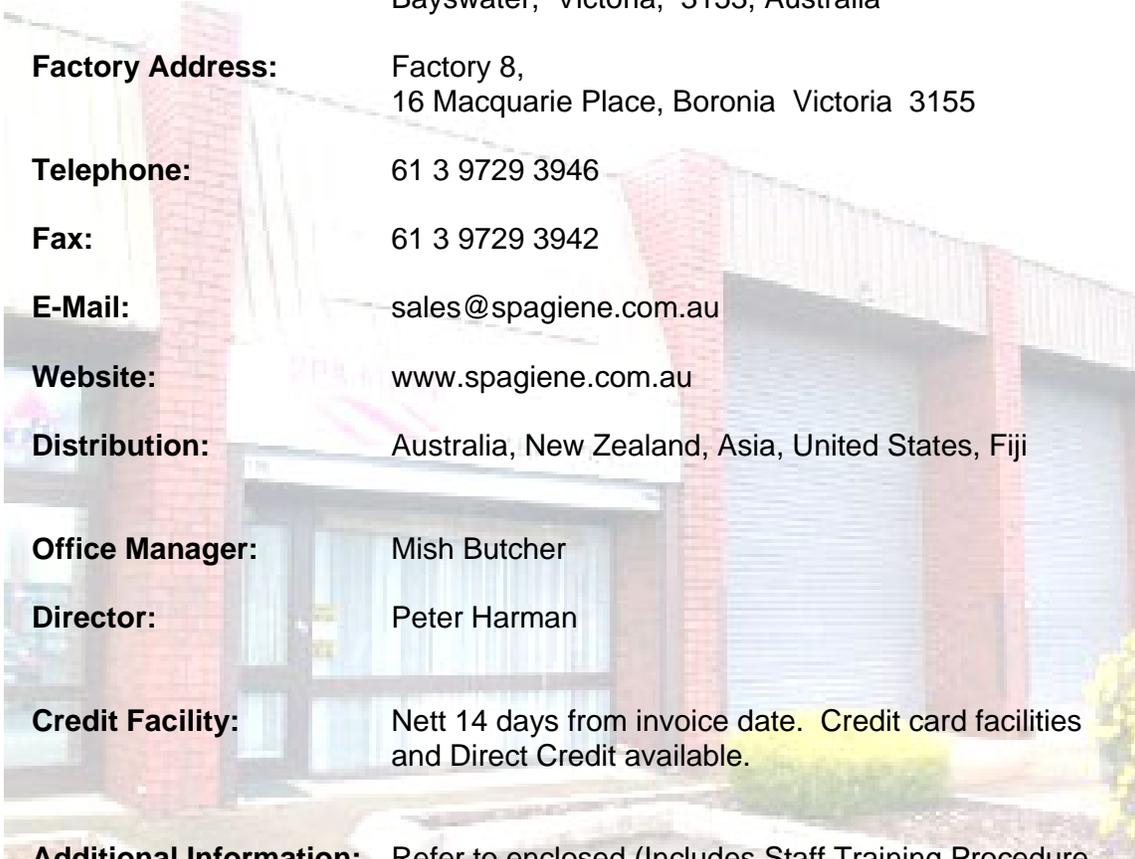
Distribution: Australia, New Zealand, Asia, United States, Fiji

Office Manager: Mish Butcher

Director: Peter Harman

Credit Facility: Nett 14 days from invoice date. Credit card facilities and Direct Credit available.

Additional Information: Refer to enclosed (Includes Staff Training Procedure and Technical Bulletins)



SPA.GIENE

TECHNICAL BULLETIN

PACKAGING: 50ml, 100ml, 500ml, 1 Litre, 5 Litre, 15 Litre, 25 Litre

UNITS PER CARTON: 50 or 200 – 50ml, 12 - 100ml, 12 - 500ml, 12 - 1 Litre

ACTIVE INGREDIENT: (Neutral pH 7.2) 80g/L Quaternary ammonium compound boosted with Non-Toxic solvent, Stabiliser and Activator for efficient cleaning

COMPATIBILITY: Not suitable with any 'alternative' spa bath chemicals. Most Chlorine/Alkaline cleaning agents tarnish or simply don't achieve the equivalent results as SPA.GIENE.
Non-toxic, chlorine free and Environmentally Friendly.
Spa Pools – Compatible with all sanitisers ie; chlorine, bromine.

AREAS OF USE: SPA.GIENE is specifically designed for the total clean of spa baths and standard baths made from acrylic, fibreglass and enamel. SPA.GIENE is also suitable on any washable surface and toilets.

BRIEF: The base quaternary ammonium component is of the highest grade available and has proven wide spectrum antimicrobial properties. Spa Baths have no filter system and just circulate the water through an unprotected pump and pipes. Body fats and water contaminants can build up in pumps and pipes over time, to eventually cause odours and health problems. This occurs in pipe work and jets that retain water after the spa has been emptied.

DOSAGE: Spa Bath 50ml per spa bath after every use.
Spa Pool 100ml to every 1000 Litres of water

FACTS:

- * Do not add more than 50ml per spa
- * Foaming does occur and areas of foam go brown (body fats)
- * After a minimum 5-10 minutes, turn off and drain the bath. As it is draining, wipe interior of the bath with a clean damp cloth. It is advisable to rinse bath with fresh water after cleaning, then dry off with a clean cloth.
- * Do not mix any detergents or other chemicals with SPA.GIENE or deactivation may occur.

SAFETY: SPA.GIENE contains 80g/L quaternary ammonium compound which is toxic if swallowed. Always store out of reach of children.
If poisoning occurs, contact a doctor or poisons information centre.
Refer material safety data sheet and application chart for medical advice.

SPA BATH Infection Control Program

YOUR DUTY OF CARE !

The main goal of employers and employees in infection control is to have an effective infection control program in place to prevent cross infection, thereby protecting all personnel and guests from acquiring a serious or fatal disease.

WHY?

To prevent litigation – negligence = disease = law suit

To prevent properties from closure or loss of revenue.
Closure = loss of revenue = loss of jobs = your jobs.

To give action instead of reaction – prevention instead of a problem.

POLICY

A written statement about a course of action your establishment is committed to:

eg: a spa bath cleaning policy
an infection control policy
a non-smoking policy

PROCEDURE

A document of how something is to be performed a list of steps to take to perform and complete a job

eg; procedure on how you clean a spa bath in a guest room as per following Spa.Giene generic cleaning schedule



**This is a SPA.GIENE “Hygiene Hanger”
Product Code SG11**

The concept was especially introduced for the Hotel, Motel & Accommodation industry.

It provides an opportunity for Owners/Managers who offer the highest standard of cleanliness and hygiene in the bathroom. The “Hangers” can only be used if the baths are cleaned after every use.

A Spa Bath is not hygienically clean and safe from body fats/bug – microbial infections, if it is not cleaned after every use. Research has successfully proven positive with guests having more faith in believing the bath to be clean once they read the hanger which was situated on the tap or spout.



STANDARD OPERATING PROCEDURE NO. #2

ISSUE DATE	12/4/02
PREPARED BY	Barbara Heller
APPROVED BY	Peter Harman

REFERENCE : INFECTION CONTROL ACCOMMODATION INDUSTRY

- SUBJECT:** *Spa bath and surface hygiene.*
- OBJECTIVES:** Frequency of cleaning, maintenance treatments and general safety of bathroom spa baths and surface areas.
- BENEFITS:** To provide a clean and healthy environment as duty of care.
Enhancement of the guest Hotel facilities experience.
To prevent Guest from infection.
To prevent Hotel from litigation.
- MINIMUM STANDARDS:** To comply with local statutory health and pool regulations.
Adhere strictly to all recommendations provided from the specialist contractor for protective preparations. Guarantees to be provided by certified contractor on the material / method used for treatments.
- PROCEDURES:** Spa baths should be flush cleaned on every checkout. This procedure can be carried out during housemaids regular check out clean of each room without adding extra labour time to their routine. Surface cleaning should be carried out daily with normal cleaning routine. Refer SPA.GIENE Cleaners Procedure Guide for more detailed information.
- The attached forms are a recommendation on how to keep accurate records that cleaning is being completed thoroughly.
- It is very important that all staff receive comprehensive training in the usage of the SPA.GIENE product.

Cleaning of Spa Baths:

Information for managers of hotels, motels, cottages, B&B's, health and residential care facilities, therapeutic services, adult services and householders.

The Need to Clean Spa Baths

The problem:

- Spa baths circulate water through pipes with the assistance of a pump and a booster heater.
- Spa baths, unlike swimming pools or spa pools do not have a filter so any dirt that is not drained out remains within the piping system.
- Body fats, together with soap residue and other products such as aromatherapy oils become deposited on the insides of the piping system which block off the supply of water to the outlets and are also a hygiene problem.
- Apart from the grease from previous users, this debris is also a harbourage for the survival of bacteria such as *Pseudomonas* and *Staphylococcus*, which can be associated with ear, eye, hair follicle and wound infections.
- Circulating the water by itself does not usually remove this material. A degreasing solution must be used to remove these fats and oils.

The solution:

- There are commercially formulated degreasing solutions specifically manufactured for use in spas.
- When circulated according to manufacturer's directions, these should remove all fats and debris that are adhered to the piping and deposit the debris in the bath to be drained away.
- This debris is normally brown in colour, and you may be surprised when you use a spa cleaner for the first time at the amount of debris which can accumulate within the piping system.
- Choose a degreaser that also has a sanitising action so that the pipes remain hygienically clean until the bath is used again.
- Degrease your spa regularly so that your clients can be assured that their use of the spa is an enjoyable and hygienic experience. Between each client or after each room stay are suggested intervals between degreasing.

Installation of your Spa:

Spa Baths should be installed according to Australian Standard AS 3861 so that the water drains from the pump when released from the bath. This will minimise the amount of stagnant water left in the system that may support microbial growth. A degreaser is still required even if the spa is self draining.

SPA.GIENE CLEANING DIRECTIONS

1. FILL BATH WITH COLD WATER ABOVE THE JETS.
2. TURN ON ALL JETS AND AIR BUBBLES.
3. ADD SPA.GIENE TO THE WATER AS PER DOSAGE CHART, RUN FOR 5 MINUTES. (IF YOU HAVE AN EXHAUST FAN, TURN IT ON DURING THIS TIME). *FOAMING WILL OCCUR. * YOU WILL SEE AREAS OF BROWN ON THE FOAM (BODY FATS).
4. TURN OFF PUMP/AIR AND DRAIN THE BATH.
5. WHILST DRAINING THE BATH, WITH A PAIR OF GLOVES ON, WIPE EXCESS BODY FATS FROM SURFACE OF BATH WITH A DAMP CLOTH AND RINSE WITH TAP RUNNING.
6. WIPE SURFACE OF BATH DRY WITH A SEPARATE CLEAN & DRY CLOTH.

N.B. For baths that are more than two years old and being treated for the first time, it is recommended to flush clean twice a day for 7 to 10 days to eliminate the build up of body fat and hair.

SPA POOL MAINTENANCE

Compatible with all other Spa Bactericides i.e.; Chlorine/Bromine/Salt Chlorinators

- **To be used on a regular basis - Every 2 weeks or when spa is emptied**
1. SPA or HOT TUB to be filled to normal level of use – Cold (use existing water)
 2. Remove filter cartridge (sand filter-switch to recirculate).
 3. Turn on Filter Pump and add SPA.GIENE at a rate of 100 ml for every 1000 Litres of water.
 4. Run for minimum 4 hours. Foaming will occur but will filter away. You will see areas of brown (body fat).
When you have completed filtering, any surplus foam can be scooped off and wipe the sides of the spa (surface scum) with a clean damp cloth.
 5. Replace with a cleaned Cartridge Filter or Backwash Sand Filter. The spa can now be used.

SAFETY DIRECTIONS

Do Not Swallow. Avoid contact with the eyes. Use protective glasses and rubber gloves.

FIRST AID

If poisoning occurs, see your doctor or a Poisons Information Centre. If in the eyes, wash with plenty of water.

DOSAGE RATE FOR SPA BATHS:

	<u>Bath Litres</u>	<u>ml</u>
STANDARD SPA BATH	Up to 500	40
CORNER/OVAL SPA BATH	Up to 500	50
HYDROTHERAPY SPA	Up to 500	50
FLOOR AERO JET SYSTEMS	Fill to 6cm above air jet	30

The ingredients of SPA.GIENE are not classified as Hazardous according to criteria of Worksafe Australia.

ACCOMMODATION INDUSTRY CLEANERS PROCEDURE GUIDE

It is recommended by SPA.GIENE that housemaids should be capable of hygienically flush cleaning the spa baths during their regular ‘check out’ clean of each room without adding extra labour time to their routine.

How to use your 1 litre Auto Measure chamber pack (SG37)

- Take off left hand side cap and add water into SG37
- Screw cap on tight
- Read through instructions on label
- Undo chamber cap slightly (1 turn to help fill reservoir)
- Gently squeeze bottle and slowly fill chamber watching the liquid rise up the side cylinder and into the reservoir. Stop at 50ml
- Allow all cleaning staff to practice this procedure, most will spill on first attempt
- Take the chamber cap off and pour 50ml dose into the bath as directed
- Place cap back on chamber and screw on tight

Cleaners Routine

- Upon entering each room, the following steps can be taken:
- Place plug in bath and start filling with cold water.
- Whilst bath fills, continue room cleaning routine.
- When bath has filled to jet line add SPA.GIENE as directed.
- Whilst bath is running (cleaning), continue room cleaning routine.
- Turn off pump. With diluted product in spray bottle wipe any excess scum marks/water lines off surface and surrounding area of spa bath.
- As the foam and traces of body fat dissipate and go down the drain, wipe bath with cloth. This process can be accelerated by wiping the surface with water running.
- Once spa is emptied, wipe down dry with a second **clean** cloth.
- The spa bath is now hygienically clean, you can now place your “Hygiene Hanger” on the tap or in a position for the next guest to see an inviting spa bath that is hygienically clean.

STANDARD BATH CLEANING

SPA.GIENE has eliminated the legionella infection *Pseudomonas aeruginosa* from the plug hole of a regular standard bath tub. To thoroughly clean, flush and polish a commercial bath, SPA.GIENE will achieve the highest results.

SPA.GIENE WILL POLISH THE BATH SURFACE WITHOUT TARNISHING OR HARMING GOLD/CHROME FITTINGS.

DOSAGE RATE : 1 to 4

Pour 100mls into a 500ml Spa.Giene Spray and Wipe bottle. Fill to the top with water.

1. Lightly spray SPA.GIENE inside bath and surrounding area. With a damp cleaning cloth, rub over and rinse with water.
2. Wipe over with a dry clean cloth.
3. For deep and hard to manage scum marks, apply SPA.GIENE concentrate onto cleaning cloth, rub area and rinse off.
4. Wipe over with a dry clean cloth.

NO OTHER PRODUCTS ARE REQUIRED TO CLEAN THE BATH OR ITS SURROUNDING AREA. THE BATH HAS NOW BEEN DISINFECTED AND SANITISED



ONE UNIQUE PRODUCT – MANY USES

GENERAL CLEANING (NO-RINSE SANITISER)

Dilute SPA.GIENE 1:4 in a spray and wipe bottle and use for cleaning all bathroom surfaces, tiles, shower recess, shower door, toilet, light switches, telephones and microwave ovens.

SPA.GIENE is an effective no rinse sanitiser that can be used on all washable surfaces including STAINLESS STEEL and bench tops.

WASHING MACHINE

To clean out hoses and the bottom of the washing machine where water pools (**excluding front loading washing machines**), fill washing machine (no clothes), empty 50ml into machine and run a complete warm water wash and warm/cold rinse cycle.

DISHWASHER (DOMESTIC)

To rid your domestic dishwasher of the annoying residue which sometimes sticks to the dishes:

1. Empty dishwasher.
2. Remove all existing dishwashing detergent from the machine and the dispenser.
3. Pour 50mls of SPA.GIENE into dishwasher.
4. Run a normal wash program.

**** CLEANING HINGES AND DOOR SEALS ****

SPA.GIENE can also be used from the bottle on a damp sponge to clean the rubber door seals and hinges before the cleaning process above. The use of gloves is recommended.

SPA BATH FLUSHING / TRAINING REGISTER.

I, _____ have received training in the flush cleaning of the spa bath using SPA.GIENE and viewed the Spa Bath Flush Cleaning training video.

Signed : _____

Name in full : _____

Date : _____

Material Safety Data Sheet

Page 1 of 3

Infosafe No. 6AC8E Issue Date: November, 2001 ISSUED by HYGIENEA

Product Name: **SPA.GIENE**

Not classified as hazardous according to criteria of NOHSC

COMPANY DETAILS

Company Name HY.GIENE AUSTRALIA PTY LTD (ABN 34 271 614 027)

Address Factory 8, 16 Macquarie Place, Boronia
Vic 3155 Australia

Tel/Fax Ph: (03) 9729 3946 Fax: (03) 9729 3942

IDENTIFICATION

Product Name SPA.GIENE

Proper Shipping Name None Allocated

UN Number None Allocated

DG Class None Allocated

Packing Group None Allocated

Hazchem Code None Allocated

Poisons Schedule Not Scheduled

Product Use High performance biocide

Physical Data

Appearance Clear liquid with slight ammonia odour and tooti-fruitti fragrance.

Melting Point -10°C

Boiling Point Approx. 100°C

Vapour Pressure Not Available

Specific Gravity 0.985

Flash Point Not flammable

Flamm. Limit LEL Not applicable

Flamm. Limit UEL Not applicable

Solubility in Water Soluble

Other Properties

pH Value 7.2

Other Information Density: 1.0263

Ingredients

Ingredients	Name	CAS	Proportion
	Water	7732-18-5	90-92%
	Quaternary ammonium compounds	Proprietary	8%
	Ethyl alcohol	64-17-5	0-2%

HEALTH HAZARD INFORMATION

Health Effects

Acute – Swallowed May be harmful if swallowed. May cause irritation to the mouth, throat and stomach. Swallowing large amounts may affect the ability to breathe, cause circulatory shock and/or convulsions.

Acute – Eye Direct contact may be irritating to the eyes, resulting in lachrymation and redness. Not expected to cause permanent eye damage.

Acute – Skin Direct skin contact may produce redness and irritation.

Material Safety Data Sheet

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Product Name: **SPA.GIENE**

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Acute – Inhaled Solvent vapours or mists of product may produce irritation of the mucous membranes. For ethanol, exposures of concentrations over 1000 ppm may produce headache, irritation of the eyes, nose and throat and, if continued, drowsiness, loss of appetite and inability to concentrate.

Chronic Prolonged or repeated exposure will cause drying/defatting of skin and may lead to dermatitis.

First Aid

Swallowed If swallowed, give plenty of water to drink and DO NOT induce vomiting. Do not give anything by mouth to a convulsing or unconscious person. Seek medical attention if large amounts ingested.

Eye Flush eyes with large amounts of running water for at least 15 minutes. Hold eyelids apart to ensure rinsing of the entire surface of the eyes and lids with water. Seek medical attention if condition develops or persists.

Skin Wash skin with large amounts of running water, and soap if available, for 15 minutes. Remove contaminated clothing and shoes. Seek medical attention if condition develops or persists.

Inhaled Remove from area to fresh air. If not breathing, clear airway and start artificial respiration. If person is having trouble breathing, give supplemental oxygen, if available. Seek medical attention if condition develops or persists.

First Aid Facilities Eye wash, shower and normal washroom facilities.

Advice to Doctor

Advice to Doctor Measures against circulatory shock, oxygen and measures to support breathing manually may be needed. If persistent, convulsions may be controlled by the cautious intravenous injection of a short acting barbituate drug.

Other Health Hazard Information

PRECAUTIONS FOR USE

Eng. Controls Ensure adequate ventilation. In processes where mists and vapours may be generated, a local exhaust ventilation system is recommended.

Personal Protection

Respirator Type (AS 1716) Where ventilation is inadequate a Class AUS vapour respirator as specified by AS/NZS 1715 and 1716 is recommended.

Eye Protection Chemical splash goggles or glasses.

Glove Type Nitrile rubber or neoprene may be required where prolonged skin exposure is likely.

Flammability

Fire Hazards Not combustible. Water content interferes with the flashpoint.

SAFE HANDLING INFORMATION

Storage and Transport

Storage Precautions Keep containers closed when not in use. Store in a cool dry area, away from oxidizing agents. Store in suitable, labelled containers. Inspect periodically for deficiencies such as damage or leaks.

Transport Not classified as a Dangerous Good according to the Australian Code for the Transport of Dangerous Goods by Road and Rail.

Proper Shipping Name None Allocated.

Material Safety Data Sheet

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Product Name: **SPA.GIENE**

Not classified as hazardous according to criteria of NOHSC

Spills and Disposal

Spills & Leaks Spills may present a slippage hazard. Wear protective gear as specified in the 'Personal Protection' section of this MSDS. Dike and contain spill with inert material (sand, earth or vermiculite) and transfer the liquid to labelled containers for recovery or disposal. Keep spill out of sewers and open bodies of water.

Disposal Dispose of in compliance with all federal, state and local regulations.

Fire/Explosion Hazard

Fire/Explos. Hazard Products of combustion may be toxic.

Hazardous Decomposition or Byproducts Thermal decomposition may produce toxic vapours/fumes of hydrogen chloride, amines and other organic materials, and oxides of carbon and nitrogen.

Fire Fighting Procedures Fire fighters to wear self contained breathing apparatus (S.C.B.A.) and full protective clothing. Cool fire exposed containers with water spray.

Extinguishing Media Use extinguishing media suitable for surrounding environment.

Hazardous Reaction STABILITY: Stable under normal conditions.
CONDITIONS TO AVOID: None known.
HAZARDOUS POLYMERIZATION: Will not occur.
INCOMPATIBILITY: Strong oxidising agents. Strong reducing agents.

Hazchem Code None Allocated

OTHER INFORMATION

Toxicology No toxicity data is available for this product.

CONTACT POINT

Contact Phone: 1 800 616 930
The product contained in this material safety data sheet is supplied by the manufacturer as a guide to handling the product SPA.GIENE, and is believed to be correct in regard to normal conditions of use. Water conditions do, however, vary greatly and abnormal conditions may affect the recommendations and product performance. Whilst HY.GIENE AUSTRALIA PTY LTD will endeavour to assist with any particular problem (and, of course, hold to its Money Back Guarantee as specified): the manufacturer accepts no responsibility in respect of the recommendations contained herein, and their said applications. Similarly, Safety and First aid instructions are not covered in this folder, but are specified on each individual SPA.GIENE label, according to Federal and State laws. The appropriate manufacturer indemnities are also printed on each label where necessary.

...End of MSDS...



SPA.GIENE

COMMERCIAL STOCK REFERENCE GUIDE

SPA.GIENE has provided this stock listing as a reference guide to consider before purchasing



Product Code : SG06

25 Litre Drum

Over 500 Cleans Per Drum.

From .45 cents per clean (excluding GST)

This is the most Economical Drum, which just needs to be tapped and decanted into the AUTO MEASURE CHAMBER BOTTLE for daily use.

- | | |
|--|--|
| Spa Baths | - 50ml per dose |
| Spa Pools | - 100ml per 1000 Litres |
| Auto Dishwasher | - 50 ml per dose |
| Washing Machine (excl. front loaders) | - 50 ml per dose |
| Multi Purpose Cleaner | - As directed on Spray & Wipe Bottle |
| Accessories : Tap & Spanner | Please see accessories page for details. |



Product Code : SG05

15 Litre Drum

Over 300 Cleans Per Drum.

From .56 cents per clean (excluding GST)

For the smaller Hotel / Motel or B&B. This drum also needs to be tapped and decanted into the AUTO MEASURE CHAMBER BOTTLE.

- | | |
|--|--|
| Accessories : Tap & Spanner | Please see accessories page for details. |
|--|--|



Product Code : SG04

5 Litre Bottle

100 Cleans Per Bottle

From .65 cents per clean (excluding GST)

The carry and store anywhere bottle.
Decant into the AUTO MEASURE CHAMBER BOTTLE for easy measuring.



Product Code : SG37

1 Litre Auto Measure Chamber

The Convenient Auto Measure Bottle.
Just Squeeze and Measure
Decant from 5 Litre, 15 Litre or 25 Litre containers.



Product Code : SG65

Starter Pack - 5 Litre

For 1 or 2 Spa Bath Properties

This is our special starter pack for small use properties.
Recommended for motels with one or two spa baths.
Properties wanting to trial SPA.GIENE before upgrading to larger sizes.

The starter kit has everything required for all applications including:

- 5 Litre SPA.GIENE
 - 1 Litre Auto Measure Chamber Bottle
 - 500ml Spray & Wipe Bottle
 - 25 Hygiene Hangers
 - Laminated Wall Chart (with instructions to use).
- (15 & 25 Litre Starter Packs also available).**