



SOP 18-20CW December 2020

HME Headset Training & Maintenance

Purpose:

The purpose of this SOP is to ensure that training and maintenance of HME headsets are being implemented accordingly for efficiency, performance, and durability.

Provide Equipment Training:

HME headset training will be added to the Quarterly training program. It will be conducted with each employee by the Manager at the Car Wash. This will make sure that all crew members are well trained and using the equipment properly & accurately.

1. Grab headset
2. Place battery into headset until it clicks
3. Hit power button, which is Red button located on side
4. Place the foam cover on headpiece
5. Place a disposable headset cover onto foam cover
6. Set to channel A1
7. To talk through headset, press A1 for hands free or press & hold B (center button) to talk while holding button.
8. To adjust volume, press arrows either up or down.

Appropriate Use:

The HME Headsets are used for coordinating the carwash operation to better serve our customers and for the safety of all employees and customers on the premises. Price Enterprises, Inc. employees are expected to use the internal communication system HME Headset responsibly and productively as necessary for their duties. Employees may not use the equipment for unauthorized, unnecessary, and personal conversations that could lead to or be interpreted as bullying, harassment, or threatening. No conversation with derogatory or inflammatory remarks about an individual's race, age, disability, religion, national origin, physical attributes or sexual preference may be transmitted. Harassment of any kind is prohibited. Abusive, profane, or offensive language is not tolerated, and any use of the internal communication system should reflect the company's values and

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appropriate workplace language and conduct. Not following these rules and regulations for the HME Headsets may result in disciplinary action.

Regularly Cleaning:

Headsets will be cleaned and sanitized after every use for the next employee to be able to use a fresh clean headset.

- **Turn Off and Disconnect** the device before you start cleaning and give it a wipe with a dry microfiber cloth to remove dust and dirt.
- **DO NOT spray** anything directly onto HME equipment.
- **As You Wipe**, the solution should always be sprayed onto a microfiber cloth, then rubbed on the device. Make sure the cloth is damp but not wet.
- **Take Care** to avoid too much pressure and use a smooth, steady pressure to avoid damaging buttons, keys, displays or surfaces.
- **Wear Gloves** when cleaning headsets.
- **Replace** disposable headset covers after every use.

Visible Damage/ Fractures:

It is very important to inform manager immediately if there are any damages, cracks, or fractures on any of the headsets. This will allow us to try to repair headset before damage gets worse to the point of no repair.

- Small cracks in headset can quickly turn into bigger problem if liquid gets inside.
- Liquid can damage the electronic components in the headset.

Proper Storage:

- Always store headset in a cool, dry place.
- If there are any excess moisture, that can corrode metal parts and shorten the life of the equipment.
- Headsets will be stored in the Flight Deck area and managers will oversee that all headsets are accounted for at end of business day.

Ricky e Price

Ricky E. Price
Owner/Chairman

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