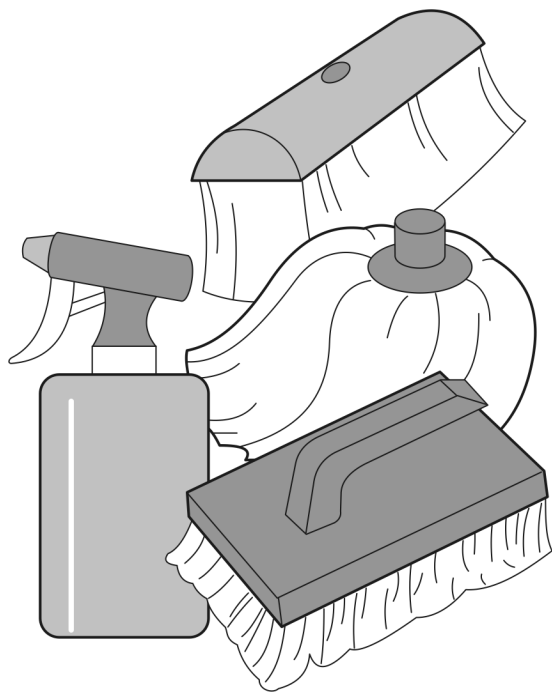


Driver's Handbook

Bus Interior Maintenance
9700



VOLVO

Foreword

This manual contains information concerning the maintenance of the Volvo 9700 Bus interior. The information in this manual applies to vehicles built January 2009 and later. Please keep this manual in the vehicle at all times.

Note: Illustrations in this manual are used for reference only and may differ slightly from the actual vehicle. However, key components addressed in this document are represented as accurately as possible.

Volvo Bus Corporation

Göteborg, Sweden

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Contents

General Information	1
Types of Trim Material Used in the 9700 Buses	1
Keeping the Vehicle Clean — Overview	2
Floor Cleaning	5
PVC Coverings	5
Rubber Corner Moldings	8
Carpet Covering	9
Cleaning Laminates	10
Wall and Ceiling Laminates and Interior Partitions	10
Cleaning Upholstery	12
Upholstery	12
Maintenance of the Seats	16
Imitation Leather	16
Velour	17
Real Leather	18
Covers on Seat Headrests	18
Washing and Maintenance of the Driver's Position	19
Dashboard, Steering Wheel, Gear Selector Lever, Shelves and Driver Caddies	19
Instrumentation	19
Washing Windows and Glass	20
Glass, Interior Partition Glass	20
Window Pillars and Sills	21
Cleaning Additional Items	22
Hand Rails, Handles, Aluminium, Chrome and Nickel Items	22
Diaphragm	22
Driver's Blind	22
Curtains	22

Safety Information

IMPORTANT: Before driving this vehicle, be certain that you have read and that you fully understand each and every step of the driving and handling information in this manual. Be certain that you fully understand and follow all safety warnings.

IT IS IMPORTANT THAT THE FOLLOWING INFORMATION BE READ, UNDERSTOOD AND ALWAYS FOLLOWED.

The following types of advisories are used throughout this manual:



DANGER

Danger indicates an unsafe practice that could result in serious personal injury or death. A danger advisory banner is in **white** type on a **black** background with a **black** border.



WARNING

Warning indicates an unsafe practice that could result in personal injury. A warning advisory banner is in **black** type on a **gray** background with a **black** border.



CAUTION

Caution indicates an unsafe practice that could result in damage to the product. A caution advisory is in **black** type on a **white** background with a **black** border.

Note: Note indicates a procedure, practice, or condition that must be followed in order for the vehicle or component to function in the manner intended.

Types of Trim Material Used in the 9700 Buses

Floor

- PVC covering
- Carpet covering (removable)

Side Walls

- Velour upholstery trim
- Leather-effect upholstery trim
- Laminate

Ceiling, Luggage Racks, Roof Ducts

- Laminate
- Leather-effect upholstery trim
- Velour upholstery trim

Seats

- Imitation leather
- Velour
- Real leather

Finishes

- Aluminium
- Lacquered steel
- Chrome, chrome nickel and aluminium items
- Rubber floor edging and other rubber items
- Plastic items

2 General Information

Keeping the Vehicle Clean — Overview

The maintenance procedures described in the following instructions ensure the correct utilization and attractive appearance of the vehicle interior.

Correct maintenance of all bus interior will ensure optimum service life and durability.

Areas subject to heavy passenger use require greater attention on the part of the cleaning team.

Maintenance Objectives:

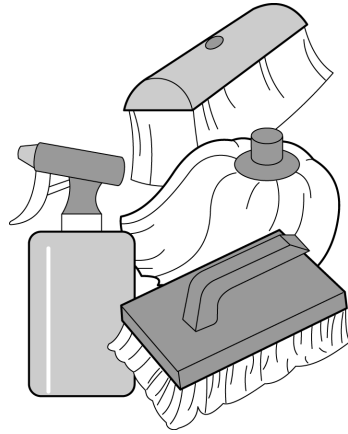
- Ensure cleanliness of floor surfaces, walls, ceilings, trim and seats
- Maintain hygiene
- Return floor surfaces, walls, ceilings, trim and seats, to their original attractive appearance
- Extend the service life of finish items in the bus interior

Sequence for Carrying Out Operations

Note: Remember the sequence for carrying out operations when cleaning. Always begin cleaning from the top down. Start with items such as ceilings, luggage racks, lights and then move on to ones lower down like wall laminates, interior partitions, hand rails, seats. Floor cleaning should be carried out last. Do not walk on washed or cleaned surfaces until they are completely dry.

Equipment:

- Cloth, broom, hand brushes (particularly for places that are difficult to reach, i.e. areas under passenger seats, luggage racks)
- Dust mop
- Cleaning mop for damp wiping
- Scrubbing brush
- Vacuum cleaner for collecting loose dust and dirt (various attachments)
- Floor/carpet washer with water extraction (various attachments)
- Protective clothing, rubber gloves
- Detergents and cleaning agents designed for various types of surfaces, as recommended by Authorized Volvo Service Outlets, as well as by the manufacturers of the trim materials



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CAUTION

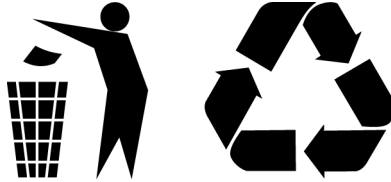
Do not use aggressive agents. Failure to do so may result in damage to the components.



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4 General Information

Using stain removers, solvents and other permitted chemical substances



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DANGER

Before using a chemical agent, read the instructions governing its use, as well as the instructions on how to proceed in a hazard situation (e.g. contact of the agent with the skin or the eyes). Failure to do so may result in serious personal injury or death.

CAUTION

To prevent damage to the surface of coverings or other items of the bus interior, each chemical agent used should first be tested on a small invisible area.

Guidelines for protection of the environment

Note: The empty packaging from chemical agents used in washing the vehicles interior, as well as fabric items used for cleaning, should be disposed of in an ecologically sound manner.

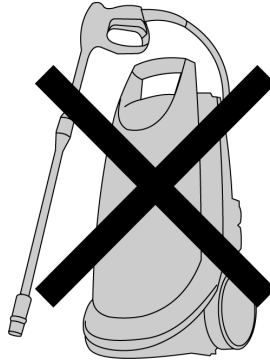
PVC Coverings

Overview



CAUTION

High pressure washers, steam cleaners, as well as abrasive disc and rotary scrubbing machines may not be used for washing floors with PVC coverings. Failure to do so may result in damage to the floors.



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CAUTION

Running water may not be used to clean a floor with a PVC covering. Excessive water may result in damage to the floor.



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CAUTION

Solvents, aggressive agents and alcohol-based solvents may not be used to clean a floor with a PVC covering. Failure to do so may result in damage to the covering.



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6 Floor Cleaning

Daily Maintenance

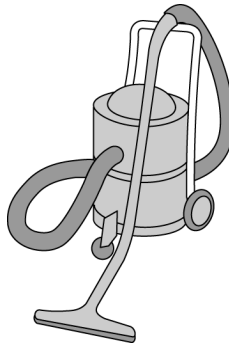
The following should be carried out daily:

- Sweep the floor with a soft brush, or vacuum
- Wipe the floor down with a damp mop. The floor should be wiped with the mop in a figure eight motion, ensuring that no area has been missed.
- If a lot of dirt is present on the floor, clean it with a damp, well squeezed out mop using a neutral detergent.
- Use a mop or floor washer to remove any dirty water.

Note: Use a two-compartment container for the water, or two buckets (one for the dirty water and one for the clean water). Double rinsing the mop to remove both dirt and cleansing agents, stops the covering from losing its color and its anti-slip surface from getting scratched.



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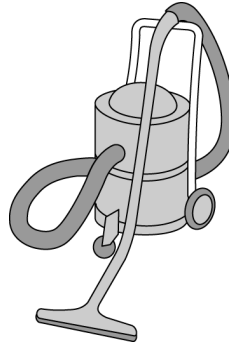
T1008759

Thorough Washing of the PVC Surface

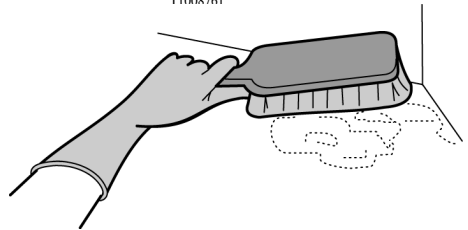
The PVC surface should be thoroughly washed once a month.

To do this, you should:

- Sweep the floor using a soft brush or vacuum it. Sweep places that are difficult to access (under the seats, the floor edges and the corners) with a hand brush.



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- Cover the entire floor with cleansing agent, and wait for 2 to 3 minutes.
- Scrub the floor with a long-handled brush or small scrubbing brush
- Remove any stubborn stains (chewing gum, asphalt etc.) using a scraper or brush
- Use a mop or floor washer to remove any dirty water.



T1008759

Note: Use a two-compartment container for the water, or two buckets (one for the dirty water and one for the clean water). Double rinsing the mop to remove both dirt and cleansing agents, stops the covering from losing its color and its anti-slip surface from getting scratched.

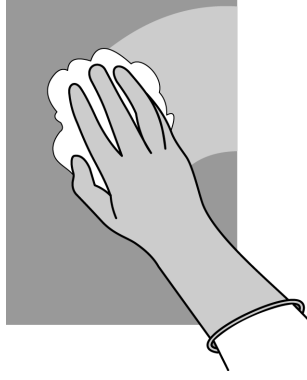
8 Floor Cleaning

Rubber Corner Moldings

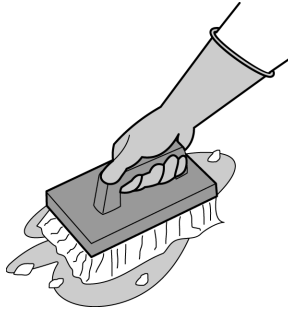
Daily Maintenance

The following should be carried out daily:

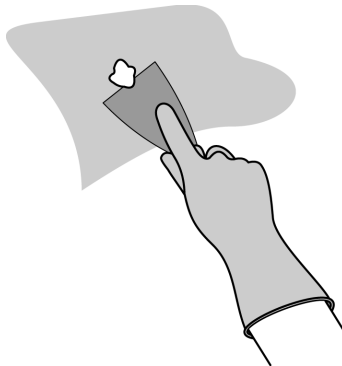
- Wipe down the rubber corner molds with a damp cloth
- If a lot of dirt is present on the floor, clean it with a damp, well squeezed out mop using a neutral detergent
- Remove stubborn marks such as those of chewing gum or asphalt etc. using a brush or scraper.



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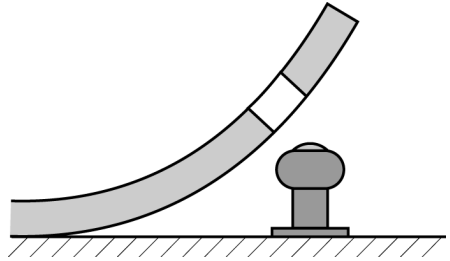


CAUTION

Exercise care when removing dirt with a scraper so as not to damage the moldings. Piercing a molding can cause water to seep under the covering during washing down, and this can result in damage to the floor adhesive.

Carpet Covering

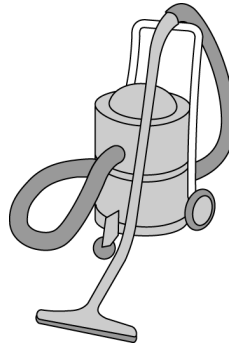
There may be carpeted flooring in the bus entrance on the steps, in the driver's compartment, under the passenger seats and in the luggage archways. The carpet covering is attached to the floor using retaining studs.



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Daily Maintenance

Daily maintenance of carpeted flooring involves thorough vacuuming of the carpet surface using a vacuum cleaner inside the vehicle. The carpet mats do not have to be unclipped to carry out this operation.



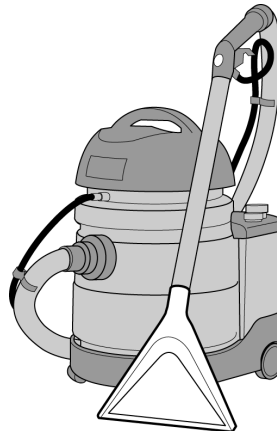
T1008761

Washing Carpet

The carpet may be washed as necessary. Because the carpet can be removed, washing should be carried out outside the vehicle. To do this, the carpet surface should first be vacuumed, so as to remove larger particles of dirt, such as crumbs or sand, and then the full carpet surface should be cleaned using a special carpet washer.

Note: After removing the carpet, vacuum or sweep the floor so as to remove dust and sand.

Note: Be sure to allow the carpets to dry before installing them back into the bus.



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Wall and Ceiling Laminates and Interior Partitions

Daily Maintenance

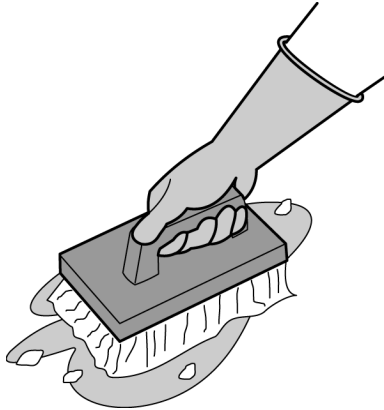
Daily maintenance of wall, ceiling laminates and lower partition items involves thorough wiping down the laminate surface using a damp cloth and neutral detergent. Wall laminates and interior partition laminates should be cleaned more often, given that they are more likely to get dirty.



T1008800

Cleaning Stubborn Dirt

Problematic dirt, such as scuff marks from shoes, mud etc., should be removed using detergents and brushes of medium stiffness. After cleaning the surface, wipe it down with a damp cloth.



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CAUTION

Do not use solvents as they can result in the laminate pattern being rubbed off.



CAUTION

Large amounts of water must not be used in the washing of laminates. Over wetting of the laminates may result in separation of the laminate layers.



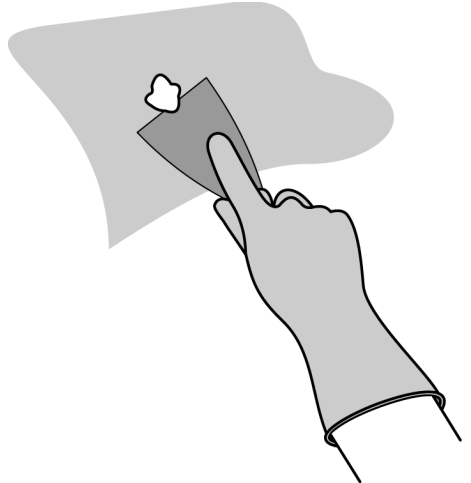
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Stubborn marks such as those of chewing gum or asphalt etc. should be removed using a scraper.



CAUTION

Exercise care when removing dirt with a scraper so as not damage (scratch) the laminate.



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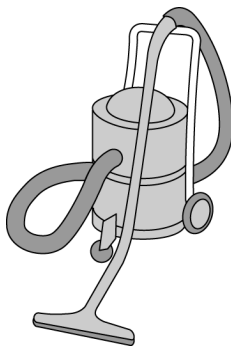
12 Cleaning Upholstery

Upholstery

The interior of the 9700 bus (ventilation ducts, luggage racks, headliner, lining of the luggage racks, upholstery trim of the toilet surround, rear wall liner) may be upholstered.

Daily Maintenance

Daily maintenance of the upholstery trim involves thorough removal of dust from the surface of the upholstered items using a soft brush (e.g. a clothes brush) or a vacuum cleaner. For this, special attachments and nozzles designed for upholstery should be used (brushes, crevice nozzles, nozzles for places that are difficult to reach).



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CAUTION

When cleaning upholstery trim using a vacuum cleaner, take into account the suction force of the vacuum. Excessive suction force on the upholstery can cause damage from stretching the fabric and pulling out fibers. To extend the life of the bus upholstery, do not use industrial vacuums for cleaning.

Upholstery can be wiped with a chamois cloth paying attention to the direction of the pile of the upholstery material.

Washing Wall and Ceiling Upholstery Trim

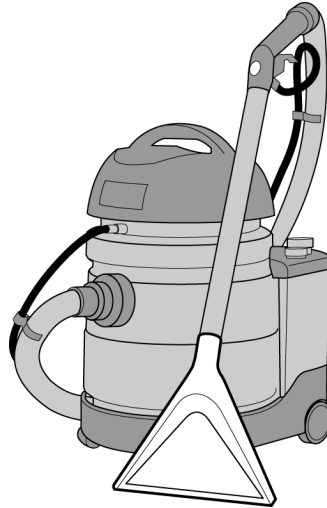
Wash the wall or ceiling upholstery trim of the bus as needed, using dry foam. Put a small amount of the agent on a damp sponge and work up a foam with the sponge. Apply the foam to the upholstery and gently rub over the dirty upholstery. Vacuum off the foam using a carpet washer or remove it using a soft brush.



CAUTION

Upholstery trim cannot be washed down with water. **Do Not** over wet the upholstery as the adhesive used to install it is not water resistant and damage or delamination may occur.

Note: To prevent stains, dirty spots on the upholstery should be cleaned along with the whole upholstery surface. After each wash, the covering should be thoroughly brushed out, paying attention to the direction of the pile of the material.



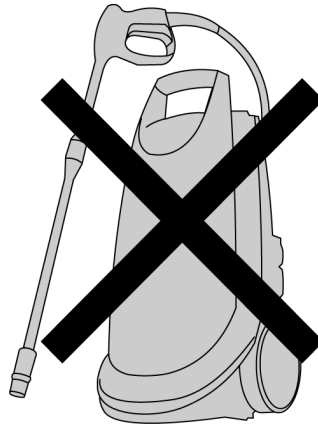
T1008775



CAUTION

Pressure washers, steam cleaners and running water must not be used to wash down upholstery. The adhesive used to install the upholstery is not water resistant and damage or delamination may occur.

Note: After washing upholstery inside the vehicle, the bus must be aired out and time allowed to dry if needed.



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14 Cleaning Upholstery

Cleaning Stubborn Dirt — Stain Removal

Stains should be removed as soon as possible. Any part of a substance that has not dried out should be scraped off. As much of the substance as possible should be absorbed with a clean, soft cloth. Using a stain remover, wipe the dirty spot with a damp cloth. When cleaning stains, you should start by working inwards from the edges of the stain towards the center.

Stains that dissolve in water

Type of stain	Method of stain removal
Blood, egg, mud, urine	Clean with cold water or water to which neutral detergent has been added. Do not use hot water as egg white will curdle.
White coffee, vomit, chocolate, ball point pen, pencil, lipstick, mayonnaise, milk, perfumes, cream, shoe polish, sauces, soup, mascara, soot	Clean with lukewarm water to which detergent has been added. If the stain cannot be removed, after drying the material you can try to remove the stain using stain remover or other agents for the removal of stains, as recommended by the upholstery manufacturer.
Coca cola, fruit juices, lemonade, coffee, tea, vodka, beer	Do not allow the stain to dry. Quickly absorb the stain using dry cloths, paper towels or paper tissues. Clean with lukewarm water to which detergent has been added.

Note: Do not use solvent-based stain removers.

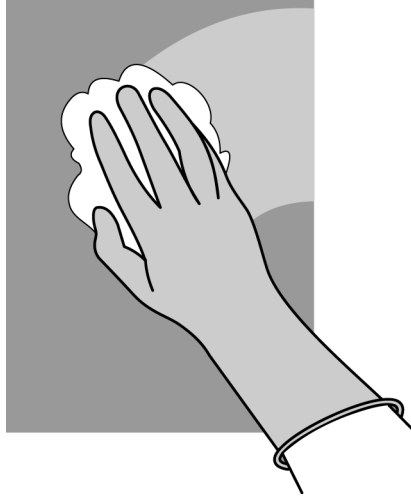
Stains that do not dissolve in water:

Type of stain	Method of stain removal
Butter, floor polish, grease, resin, coal, shoe polish (oil-based), pencil, lacquer, oil, tar	Clean with cloth soaked in stain remover or other agent for the removal of stains as recommended by the upholstery manufacturer.
Chewing gum	Clean with a special agent for removing chewing gum.
Rust, dried blood	Dip a white cloth in a solution of citric acid (1 flat teaspoonful to 100 ml of cold water). Clean the stains working from the edge in the direction of the center.

Imitation Leather

Daily Maintenance

Daily maintenance of seats covered with imitation leather involves thoroughly wiping down their surfaces using a dry or damp cloth. The top and back of the seats should also be wiped down, as should the underside. To remove dirt, such as scuff marks from shoes and mud, a damp cloth should be used with detergent added. For this, you can use water that neutral washing liquid has been added.



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CAUTION

Do Not over wet the upholstery as the adhesive used to install it is not water resistant and damage or delamination may occur.

In addition, seats of this type may be vacuumed every so often so as to remove items such as crumbs or sand. During vacuuming, particular attention should be paid to items that are difficult to reach — the joints between the cushions, the backs, and folds in the upholstery. When vacuuming this type of seat, a special vacuum cleaner attachment should be used (brush).

Velour

Daily Maintenance

Daily maintenance of velour upholstered seats involves thorough removal of dust from their surface using a vacuum cleaner.

Washing Upholstered Seats

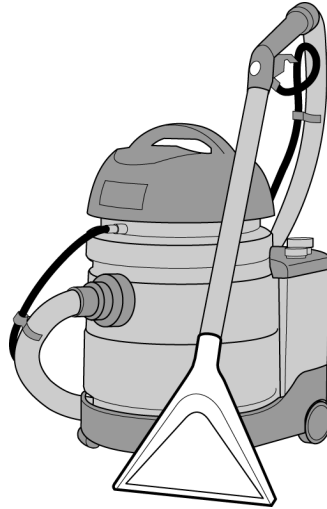
Upholstered seats can be washed, as needed, using a special carpet washer which extracts the water. During vacuuming, particular attention should be paid to items that are difficult to reach — the joints between the cushions, the backs, and folds in the upholstery. In vacuuming this type of seat, a special vacuum cleaner attachment should be used of washer/extractor type.



CAUTION

Do Not over wet the upholstery as the adhesive used to install it is not water resistant and damage or delamination may occur.

Note: After washing the upholstery, allow time to air dry.



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Cleaning Stubborn Dirt — Stain Removal

Any remaining stains should be removed as soon as possible, as prolonged contact may result in permanent staining of the upholstery.

When removing stains from upholstery, suitable stain removing agents should be used. Chosen an agent in accordance with the recommendations of the seat manufacturer. See also Upholstery, “Cleaning Stubborn Dirt — Stain Removal” page 14

18 Maintenance of the Seats

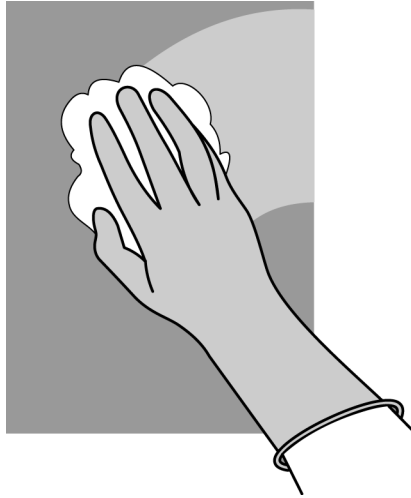
Real Leather

Leather items on seats should be wiped with a damp cloth and then dried off.



CAUTION

Over wetting leather may result in damage to the leather. Exercise care when cleaning leather items.

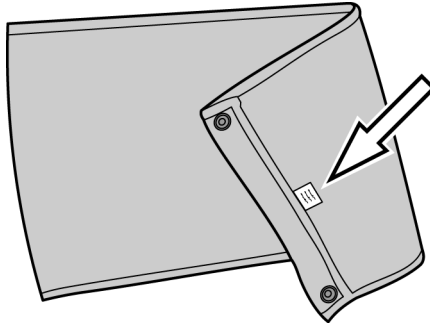


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Covers on Seat Headrests

Covers that have been removed from seat headrests should be washed in accordance with the washing instructions attached to them.

Note: In order to maintain a good standard of appearance in the vehicle, covers should be washed after every round trip. The bus should be equipped with the relevant number of headrest covers, so that the travelling comfort of each and every passenger is assured in terms of a clean headrest cover.



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Dashboard, Steering Wheel, Gear Selector Lever, Shelves and Driver Caddies

Daily Maintenance

Spray some dashboard protector onto a soft cloth and then distribute equally over the cleaned surface, and dry off.

Instrumentation

Daily Maintenance

Wipe down dirty areas with a cloth dampened in lukewarm water with some neutral washing liquid added, and then dry off with a dry cloth.



CAUTION

Do not use scouring agents as they may damage the finish on the components.



CAUTION

Ensure that no moisture gets behind covers and comes in contact with electrical and electronic items. Failure to do so may result in damaged electrical components.

Glass, Interior Partition Glass

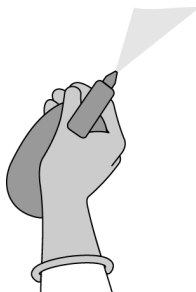
Washing of glass inside the bus should be carried out using special fluids designed for use on glass. After misting on a suitable amount of glass cleaner, wipe the glass down using a cloth.



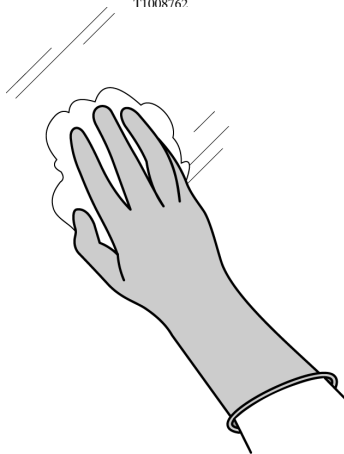
CAUTION

Do not use a squeegee to remove the glass cleaner on the interior glass as the fluid will run down onto other finish. Instead wipe the glass down with a cloth. Failure to do so may result in damage to other finishes that the cleaner comes in contact with.

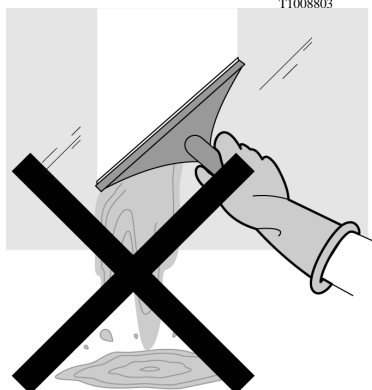
Note: The driver's window should be washed with a fluid that has an anti-static characteristic.



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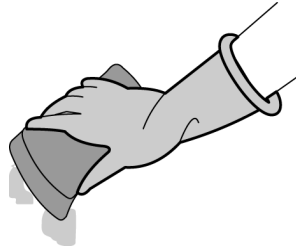
Window Pillars and Sills

Wipe down pillars and sills with a damp sponge, with a neutral detergent added as needed. Then wipe down with a dry cloth.



CAUTION

Do not use too much water. Over wetting the lower walls may cause delamination of the laminates and or upholstery that cover them.



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22 Cleaning Additional Items

Hand Rails, Handles, Aluminium, Chrome and Nickel Items

Daily maintenance of the above-mentioned interior equipment involves thoroughly wiping them down using a dry or damp cloth.

Hand rails, handles or covers should be de-greased using detergents and cloths, as needed.

Aluminium items should be protected every so often using special agents designed for aluminium.

Chrome/nickel items should be protected every so often using special agents designed for this purpose.

Diaphragm

Wipe all recesses of the diaphragm clean of dust and dirt, as needed, using a damp cloth or sponge.

Driver's Blind

Unroll the driver's blind, and then remove dust with a vacuum cleaner with a suitable attachment (soft brush for upholstery). The use of an industrial strength vacuum is not recommended to perform this task. Use a vacuum with lower suction force.

Curtains

Washing of the curtains in 9700 buses should be carried out in accordance with the washing instructions attached to the curtains.

VOLVO

Volvo Bus Corporation

Göteborg, Sweden