

## General Instructions:

Time and patience are the keys to stain removal. In the event of a spill, take time to carefully read the following procedures and then follow them thoroughly. Repeat procedures as long as there is improvement. If a spill is attended to immediately, it may be possible to remove the spill by blotting with a slightly damp sponge or dry paper towel, followed by repetitive cold water sprays and further blotting with a paper towel. If this procedure fails to remove the stain fully, follow the procedures outlined below.

**Stain Removal Procedures-** Read all material before using and ALWAYS test an area FIRST (in a place that will not be a problem for you if it discolors).

Where two procedures are listed (Example: A-M), use the first procedure (A), then second (M) only if needed.

*Note-- If time permits, try step 1, 3 & 4 without any products. If spot is still visible after drying, just re-wet and repeat step 4. The longer you can leave the paper towels, the better.*

Step 1



Step 1

**Scrape:** Gently scoop or scrape with the blunt edge of a spoon from the outside of the spill liquid and foreign material towards the center.

Step 2



Step 2

**Apply:** Solutions, solvents, water and other liquids should be applied to a clean white paper towel (not printed) and this wet towel used to dampen the carpet. Never wet the carpet through to the backing.

Step 3



Step 3

**Blot:** Press straight down with a clean white paper towel - never rub - rubbing alters the carpet texture.

Step 4



Step 4

**In final blotting step,** place a 1/2" thick pad of clean, dry, white paper towels on the cleaned spot with a weight and leave over night. This is the best way to absorb the last traces of liquid and foreign material.



## Cleaning Solutions:

**Detergent:** Mix 1/4 teaspoon clear hand dishwashing detergent with 1 cup of warm -- not hot -- water.

**Do NOT USE LAUNDRY PRODUCTS** as they have U V DYE & will leave a bluish hue on your carpet.



**Hydrogen Peroxide:** Mix 1/2 cup hydrogen peroxide (3% solution available in drug stores) with 1 teaspoon house-hold ammonia. Use solution within 2 hours of mixing.

**Do NOT USE Hydrogen Peroxide** on Wool, Cotton or any other Natural fabrics, primarily rugs. (will cause damage)



**Ammonia:** Use undiluted non-sudsing house-hold ammonia.



**Vinegar:** Use undiluted white vinegar.



**Dry Cleaning Solvent:** Non-oily, non-caustic type sold for spot removal for garments found in grocery store next to laundry supplies. (Carbona #10, Energine, etc.). Caution: may be Flammable.

- The information listed in this brochure is considered industry wide standards to address spot removal issues. The SECRET - remember the basics, no one liquid can dissolve all solids. If it were so, we would have no container to hold it. Example -Water dissolves sugar, but will not dissolve a styrofoam cup - yet paint thinner will not dissolve sugar, but will dissolve a styrofoam cup. Many times it is about the chemistry. Use this Spotting Guide, follow the directions and you will get fantastic results.

Residential carpet manufactures recommend cleaning all your carpets professionally every 12 months. More so with lighter colored carpets and in your high use rooms (depending on occupants and environment) to keep your carpet warranty in place.

Commercial - carpet manufactures recommend an on-going carpet maintenance program to keep carpet warranties active.

We can set up a Carpet Maintenance Program that will keep your carpet looking good up to and beyond their warranty period.



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**EMERGENCY WATER EXTRACTION  
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1. Dry the Structure regardless of class or category, I, II, or III.
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3. Minimize Replacement COST to the Structure and Contents.



We invite you to verify our certifications:

IICRC - 1-800-835-4624

Dupont 1-800-438-7668 or 1.800.4 Dupont

Shaw 1-800-441-7429

Mohawk recommends IICRC Certified Firms to their customers for carpet cleaning and carpet restoration needs.

LEES Carpet - Certified TOP TO BOTTOM program.

	Stain	Procedure
1	Asphalt	A
2	Beer	B
3	Berries	M
4	Blood	M
5	Butter	A
6	Candle Wax	O-A
7	Candy (sugar)	B
8	Catsup	M
9	Chewing Gum	G-A
10	Chocolate	B
11	Chalk	P
12	Coffee	M
13	Cooking Oil	A-B
14	Dirt or Clay	P
15	Dyes (Blue, Black, Green, Red)	M
16	Excrement	B
17	Foundation Makeup	A-B
18	Fruit Drinks (Artificially Colored)	M
19	Fruit Juice	M
20	Furniture Polish	A
21	Grease-Food	A
22	Grease-Auto	A
23	Glue-White	B
24	Glue-Hobby	A-L
25	Ice Cream	B
26	Ink-Ball Point Pen	A
27	Ink-India, Marking Pen	A-M
28	Kool-Aid	M
29	Lemonade	M
30	Lipstick	A
31	Mascara	A
32	Mayonnaise	B
33	Mercurochrome	M
34	Methiolate	M
35	Milk	B
36	Mixed Drinks (liqueurs)	M
37	Mud	B
38	Mustard*	M
39	Nail Polish	L
40	Paint-Latex	B
41	Paint-Oil	A
42	Pet Food	M
43	Paper Mache	B
44	Shoe Polish	A-M
45	Soft Drinks	M
46	Tar	A
47	Tea	M
48	Urine-Dry	D
49	Urine-Fresh	D
50	Vomit	B
51	Wine-Red	M
52	Wine-White	B
53	Unknown	A-B

\* Allow mustard to dry, scrape up, then clean to reduce spreading.

\*\* Rust - Rust remover can be found on a grocery shelf in the laundry products section.

#### Procedure A

Apply dry cleaning solvent, use damp towel.  
**Blot - don't rub.**  
Repeat dry cleaning solvent application as above.  
**Blot - don't rub.**  
Apply water - with damp towel.  
**Blot - finish with weighted pad of towels.**

#### Procedure B

Scrape or blot up excess spill.  
Apply detergent (See "Cleaning Solutions"), use damp towel.  
**Blot - don't rub.**  
Apply Water - with damp sponge.  
**Blot - finish with weighted pad of towels.**

#### Procedure D

Scrape or blot up excess spill.  
Apply detergent (See "Cleaning Solutions"), use damp towel.  
**Blot - don't rub.**  
Apply ammonia (See "Cleaning Solutions"), use damp towel.  
Apply white vinegar (undiluted), use damp towel.  
**Blot - don't rub.**  
Apply water - with damp sponge.  
**Blot - finish with weighted pad of towels.**

#### Procedure G

Scrape or blot up excess spill.  
Freeze with ice cubes.  
Shatter with blunt object with the back of a spoon.  
Vacuum chips away before they melt.

#### Procedure L

Apply nail polish remover - (non-oily type) - use cotton swab to apply to the spill. Don't wet through to carpet backing.  
Pick up softened material - use clean white paper towel and push toward the center of the spot to avoid spreading material.  
Repeat above - soften and carefully remove a layer of the material each time. Haste may spread the stain and/or damage the carpet.

#### Procedure M

Apply detergent solution (See "Cleaning Solutions"), use damp towel, leave 3-5 minutes.  
**Blot - don't rub.** If stain is removed, finish with a water rinse, Blot, followed with a pad of weighted paper towels.  
If stain is not removed, continue as follows.  
Apply hydrogen peroxide solution (See "Cleaning Solutions") - let stand 2 to 3 hours under a weighted pad of clean white paper towels.  
Repeat application of hydrogen peroxide and dry under weighted pad until removal is complete.  
Apply white vinegar (undiluted), use damp towel.  
**Blot - don't rub.**  
Apply water - with damp sponge.  
**Blot - finish with weighted pad of towels.**

#### Procedure O

Scrape off excess material.  
Cover with brown paper.  
Apply warm iron until material is absorbed. Be sure paper is large enough to cover the stained area. Take care never to touch the iron to carpet as the fiber may melt.  
Change paper or rotate to clean area and repeat until all material is absorbed.

#### Procedure P

Vacuum away as much as possible.  
Loosen remaining material by tapping with a scrub brush or toothbrush. Tap with brush. do not scrub.  
Vacuum again.  
Follow with Procedure A then with B.

Questions? Give us a call, we may be able to handle a spot removal by phone.

## SPOT REMOVAL for CARPETS

'Best Kept Secrets'  
Spotting Guide  
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### Tips that will save you money & problems:

- Whenever you have a liquid spill on carpet place weighted paper towels (1/2 inch thick) over spot, leave until spot is completely dry. If spot is still visible rewet the spot with water and apply the weighted paper towels again. The longer you leave the paper towels the better. Many times this is all that is necessary.

### HOW TO AVOID THIS

Ask about FREE prevention guide



24 Hour  
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Service

Commercial \* Residential  
"We get the WET out!"

- Avoid a flood - Never leave your bathroom until the toilet has completed the cycle and no water is flowing.
- Turn off water when you leave town.  
(For Piece of Mind)