



Spot Removal Guide

How to remove practically anything from your carpet!



Caring For Your Carpet is our #1 concern. We wish to provide you with emergency spot removal guidelines to help you care for your home. Remember a spot may become an un-removable stain if not cared for quickly and properly.

Spot Removal Procedures

Spills and spots should be treated immediately. The longer a spot remains, the more difficult it will be to remove, and may become a permanent stain.

NOTE: IF UNSURE ABOUT THE PRODUCT, PRETEST SPOT-REMOVAL AGENT in an inconspicuous area (in a closet or an area of carpet under or behind a piece of furniture) by applying several drops of solution and blotting gently with a clean white towel. If color transfers to the cloth or a color change occurs, a professional cleaner should be consulted. If no color transfer occurs, apply the solution again, wait 1/2 - 1 hour, if possible, and inspect for any damaging color changes.

Treat the stained area with the proper spotting solution until the stain is removed. Do not over wet. Use small amounts of the cleaning agents and blot frequently. Always blot, do not rub or scrub. Scrubbing can cause pile distortion in the affected area. The final step is always to rinse carefully the area with water, then absorb all the remaining moisture with absorbent towels.

Be patient. Some stains respond slowly. All spots and stains cannot be removed from every carpet due to differences in fibers, dyes, constructions, finishes, composition of the stain, length of time the stain has remained on the carpet, etc. Some stains require professional treatment. If unsure about the process call our office – we are always ready to help!

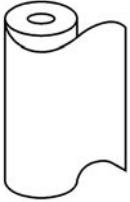
Time and patience are the keys to stain removal.



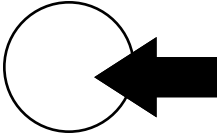
If a spill occurs act immediately while it is fresh. Spots can become permanent stains quickly.



Remove solid materials with a rounded table-spoon, or spatula.



BLOT – never rub the spills with clean **WHITE** toweling – paper or fabric. **Blot between steps.**



Always begin working from the outer edge of the spot towards the center to prevent rings. Keep blotting – follow removal guide.



Refer to the spotting guide and apply the appropriate solution for the spot or spill. Apply the solution without soaking and gently distribute with your gloved fingers – **DO NOT RUB**. Rubbing the carpet may cause irreparable damage.



Rinse the cleaners out with water – do not soak the carpet through to the padding. Blot dry with clean white toweling.



Repeat the above steps as long as there is improvement to the spot.

Put a thick pad of toweling or a towel over the spot. Weight it down with books and leave it there for several hours, or overnight. As the area dries, it will wick into the toweling.

Build Your Own Do-It-Yourself Emergency Spot Removal Kit

Items you will need for your emergency kit are listed below. Keep these items in a handy caddie under a sink or in a laundry room along with this guide and instruct the entire family in spot removal techniques. Delaying to remove the spot may cause permanent staining!

*Always be sure and follow the pretest procedures before applying any solution to a spot or stain.

ALCOHOL - Use neutral spirits grain alcohol or clear (uncolored) rubbing alcohol.

AMMONIA SOLUTION - Mix one tablespoon of clear household ammonia with one-half cup of water.

BLEACH - Use hydrogen peroxide. **Do not use chlorine bleach.**

DETERGENT SOLUTION - Mix one quarter teaspoon of a colorless, mild detergent or dishwashing liquid in a cup of lukewarm water. Final rinsing is vital to prevent resoiling.

DRY-CLEANING SOLVENT - Volatile dry spotter or a commercial dry-cleaning solvent. Do not use gasoline, OR lighter fluid. Exercise caution when using a dry cleaning fluid. Never pour a dry cleaning solution directly onto the carpet or allow a dry cleaning solution to reach the backing. Dry cleaning fluids may destroy the latex that holds the primary and secondary backings together.

ENZYME DETERGENT - Mix a solution of enzyme detergent following the directions on the label. Do not soak or overwet. Allow the solution to remain on the spot for the recommended length of time before removing.

POG - Paint, oil and grease remover, available in hardware stores.

VINEGAR SOLUTION - Mix one cup of white household vinegar with two cups of water.

***NOTE: ALWAYS PRETEST SPOT-REMOVAL AGENTS** in an inconspicuous area (an area of carpet under or behind a piece of furniture, or in a closet) by applying several drops of solution and blotting gently with a clean white towel. If color transfers to the cloth or a color change occurs, STOP – call our office for professional removal.

Spot Removal Guide

Adhesives or Glue



Scrape up as much as possible with tablespoon. Apply a non-acetone nail polish remover by applying a small amount to a clean white cloth and blotting on the spot. Then apply detergent solution, blot and follow up with a clear water rinse, and drying.

Asphalt or Tar



Scrape up as much as possible with tablespoon. Apply dry-cleaning solvent using dry towel/ blot. Apply detergent – blot, and follow up with a clear water rinse and drying.

Acne Medication



Benzoyl Peroxide causes color loss and may appear after application of water, or humidity. Act quickly! First apply dry cleaning solvent per directions, next apply detergent solution, ammonia solution, then vinegar solution, - blot, clear water rinse and dry.

Alcoholic Beverages



Scrape and blot up as much as possible. Apply detergent solution, ammonia solution, vinegar solution, and follow up with water rinse and dry.

Beer



Blot up as much as possible, Apply detergent solution, blot, then clear water rinse and dry.

Berries



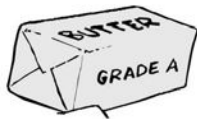
Scrape and blot up as much as possible. Apply detergent solution, leave 3-5 min. Blot. If stain remains, apply hydrogen peroxide-cover with plastic wrap for 2 to 3 hours. Repeat till stain is removed, rinse and dry.



Blood

Blot up as much as possible. Apply ammonia solution, detergent solution, blot, rinse with clear water and dry.

Butter



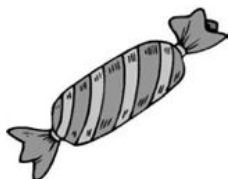
Scrape up as much as possible. Apply dry-cleaning solvent. Blot. Apply detergent solution. Apply ammonia solution. Blot, rinse with clear water and dry.

Candle Wax



Scrape up as much as possible – use ice cube to make it brittle and crack up as much as possible. If colorless wax only, take a brown paper bag, and LOW temperature iron and iron the wax into the bag. Alternately, use dry cleaning solvent. Blot, rinse with clear water and dry.

Candy



Scrape up as much as possible. Apply detergent solution, apply ammonia solution, apply vinegar solution. Blot, rinse with clear water and dry.

Catsup



Scrape up as much as possible. Apply detergent solution, then apply ammonia solution, then vinegar solution. Blot, rinse with clear water and dry.

Chocolate



Scrape up as much as possible. Apply dry-cleaning solvent. Blot. Apply detergent solution. Apply ammonia solution. Apply vinegar solution. Blot, rinse with clear water and dry.

Coffee



Blot up as much as possible. Apply detergent solution. Apply vinegar solution, blot, rinse, dry.

Cola

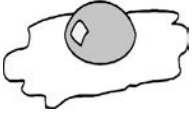


Scrape up as much as possible. Apply detergent solution, then apply ammonia solution, then vinegar solution. Blot, rinse with clear water and dry.



Crayon

Apply dry cleaning solvent. Apply detergent solution. Blot, rinse with clear water and dry.



Egg & General Food Stains

Scrape up as much as possible. Apply detergent solution, then apply ammonia solution, then vinegar solution. Blot, rinse with clear water and dry.



Fruit & Fruit Juice

Blot up as much as possible. Apply detergent solution, then apply ammonia solution, then vinegar solution. Blot, rinse with clear water and dry.



Glue

Household Glue- Apply vinegar solution, apply detergent solution,. Blot, rinse with clear water and dry.

Hobby Glue- Apply detergent solution. Blot, rinse with clear water and dry.

Grease/Oil



Apply dry cleaning solvent, apply detergent solution, blot, rinse with clear water and dry.

Ice Cream

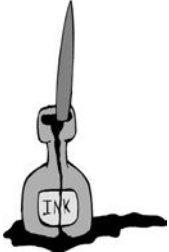


Scrape up as much as possible. Apply detergent solution. Blot, rinse with clear water and dry.

Ink

Ball Point -Blot up as much as possible. Spray cheap hair spray and blot. Apply dry cleaning solvent, blot, rinse with clear water and dry.

India – Blot up as much as possible, use sparingly non-acetone nail polish remover, apply dry cleaning solvent, apply detergent solution, rinse with clear water and dry.





Jell-O

Scrape up as much as possible, apply detergent solution, leave 3-5 min. Blot – if stain remains apply hydrogen peroxide solution, cover with weighted plastic wrap. Repeat application of peroxide until removal is complete – blot, rinse with water and dry.



Jelly

Scrape up as much as possible. Apply detergent solution. Blot, apply vinegar solution, blot, rinse with clear water, and dry.



Kool-Aid

Blot up as much as possible, apply detergent solution, leave 3-5 min. Blot – if stain remains apply hydrogen peroxide solution, cover with weighted plastic wrap. Repeat application of peroxide until removal is complete – blot, rinse with water/dry.

Lipstick



Scrape up as much as possible, apply dry cleaning solvent, apply detergent solution, apply ammonia solution apply vinegar solution, blot, rinse and dry.

Milk



Blot up as much as possible. Apply detergent solution, apply ammonia solution, apply vinegar solution, Blot, rinse with clear water and dry.

Mud



Allow to dry and vacuum up as much as possible. Apply detergent solution, apply ammonia solution, blot, rinse with clear water and dry.

Mustard



Scrape up as much as possible. Apply detergent solution, apply vinegar solution, blot, rinse with clear water and dry.



Nail Polish

Springly and carefully blot with non-acetone nail polish remover. Apply dry cleaning solvent, apply detergent solution. Blot, rinse with clear water and dry.



Paint

Latex –Scrape up as much as possible. Apply detergent solution. Blot, rinse with clear water, and dry.

Oil– Scrape up as much as possible. Apply POG. Blot, apply detergent solution, blot rinse with water and dry.



Pet Poop

Scrape up as much as possible. Apply detergent solution. Apply ammonia solution, apply vinegar solution, rinse with clear water and dry.



Shoe Polish

Scrape up as much as possible. Apply dry cleaning solvent, apply detergent solution, rinse with water and dry.



Urine

Blot up as much liquid as possible. Apply enzyme detergent solution, cover with clear plastic wrap and leave for 10 – 20 min. Apply ammonia solution, apply vinegar solution. Blot, rinse with clear water and dry.



Vomit

Scrape up as much as possible. Apply enzyme detergent solution, apply ammonia solution, apply vinegar solution. Rinse with clear water and dry.



Wine

White Wine – Blot up excess spill. Apply detergent solution. Rinse with clear water and dry.

Red Wine – Blot up excess spill. Apply detergent solution. Apply hydrogen peroxide solution, cover with weighted plastic wrap, leave for 2 to 3 hours. Repeat till stain is removed, blot, rinse with clear wa-

Warning- Many household chemicals may permanently stain or remove color from your carpet. Depending on humidity and temperature conditions, bleached spots may not appear until several days, weeks or months after the chemical has come in contact with the carpet. Protect your carpet by taking special precautions to prevent any contact with these chemicals:

Some over the counter carpet cleaning products – Some of these products contain optical brighteners or bleaching agents that can cause color loss or fiber damage. Non-approved products will invalidate your carpet warranty.

Acne medicine – Most acne medicine and some skin products contain benzoyl peroxide which is a strong bleaching agent. These products, unknowingly transferred from the hand, will cause permanent color loss in carpet, often not appearing until activated by high humidity/moisture and high temperatures.

Household cleaners – Tile, toilet bowl, drain cleaner, cleanser (even in dry form), and oven cleaners contain strong acids or alkalis that can damage carpet dyes and cause color loss. Exercise caution when using these cleaners!

Bleaches – Chlorine bleaches, mildew removers, hot tub and swimming pool chemicals, when tracked onto the carpet, can cause color loss.

Pesticides – Pesticides (insecticides, pet shampoos, flea and tick collars) may cause staining or discoloration, and can lead to accelerated sunlight fading in carpets.

Plant foods – Plant food spills, or leakage can discolor carpet.

Carpet Maintenance Program – Your #1 Defense!

#1 – Reduce Dirt Accumulation

Use walk-off mats at entrances to reduce the outside dirt from being tracked onto the carpet. Vacuum regularly to remove the dirt that causes damage to the carpet fibers. Most dirt, even dust, when left in the carpet will abrade the pile as effectively as sandpaper. Use a vacuum cleaner with a rotating brush to agitate the pile. Vacuum more often by entrances and traffic lanes.

#2 - Remove Spills Promptly

Clean all spills promptly. A spill can quickly turn into a permanent stain if left unattended.

#3 – Regular Professional Cleaning.

Regular professional cleaning of the overall carpet is recommended. Entries and high traffic areas should be cleaned every 6 months. By cleaning these areas when they first show signs of soiling you can prevent the dirt from spreading to the rest of the carpeted areas of the house. Overall carpet cleaning is recommended every 12 to 18 months for low traffic areas. Regular carpet cleaning and maintenance can extend the life of the carpet. **Regular professional cleaning is required to meet carpet manufactures warranty's.**

#4 – Carpet Manufacturer's May Require Hot Water Extraction By A Professional!

Check the warranty information for your carpet – most manufacturers prefer hot water extraction, or steam cleaning to maintain the warranty and to refresh texture retention.

#5 – Carpet Protector

We recommend reapplication of Carpet Protector. Several protectors are applied at the factory, Stain, Soil and Wear Resistance. Reapplication of the Stain Protector will allow your carpet to release stains easier, as this protector wears off with vacuuming and regular foot traffic.



Parksville - Qualicum

Phone 250 752-1343

Port Alberni

Phone 250 720-0945

**Schedule your regular maintenance
program for best results!**

Additional Services:

- **Upholstery cleaning on site**
- **Wool or Synthetic Area Rugs In Plant
(pick up & delivery)**
 - **Marble and Slate**
 - **Tile, Grout cleaning and sealing**
 - **Linoleum: strip, scrub, seal and wax**
- **3M Scotchgard or Green Gard Protection
for Wool Rugs and Fine Fabrics**

