



Emergency Tips for Spills and Stains



First and foremost, Don't Panic!

Accidents will happen and most can be resolved, sometimes not without the help of a professional, but the SOR Clean is here to assist no matter what the circumstances.

Be Prepared

It is the recommendation of the National Carpet Cleaners Association and SOR Clean to have the following items and solutions to hand for dealing with spillages as soon as possible:

- Clean white absorbent cloth or towel
- Dry Cleaning Solution - Surgical Spirit (usually available from local Chemists)
- Detergent Solution - One teaspoonful of gentle detergent for washing woollens, to half a pint (0.3 litres) of warm water
- Detergent Vinegar Solution - Add one teaspoonful of white (not malt) vinegar to the Detergent Solution
- Ammonia Solution - One teaspoonful of branded household Ammonia (available from hardware stores) to one cup of warm water



General Tips



Do not over wet into backing materials

Always test any solution/detergent on an inconspicuous area of carpet

Use detergents at recommended dilution ratios

Scrape up or blot up any excess prior to treatment

Blot, never rub or scrub

Do not use inappropriate detergents on carpets or upholstery i.e. (washing up liquid, wash powders, household bleach, disinfectants)

Always work from the outside of the stain inward to avoid spreading

Apply the cleaning fluid to the absorbent spotting material not directly onto the fabric

Encourage quick drying (carefully use a hairdryer on mild heat to assist)

Deal with stains as quickly as possible for increased chances of success

Keep the fabric or carpet as dry as possible.

Alcohol, Coffee, Tea, Liquid Foods, Urine

Blot up surplus spillage

Use Detergent Vinegar Solution, a little at a time

Work from the outer edge of the stain inwards

Frequently blot with dry cloths

See below for final rinse procedure

Chocolate, Sweets, Blood, Glue, Egg, Ice Cream, Milk, Soft Drinks, Vomit

Scrape up excess with a blunt knife

Use a Detergent Solution starting at the outer edge

Blot dry

Follow up with Ammonia Solution

Blot dry

See below for final rinse procedure

Solids, Fats, Tar, Chewing Gum, Oil, Ointment, Shoe Polish

Scrape up excess with a blunt knife

Use a Dry Cleaning Solution followed by Detergent Vinegar Solution

Blot dry

See below for final rinse procedure

Unknown Stains

Scrape up or blot surplus spillage

Use a Dry Cleaning Solution followed by clean luke warm water

Blot dry

If further treatment is needed, use either Detergent or Detergent Vinegar Solution

Blot dry

See below for final rinse procedure

Final Rinse Procedure (applicable to all above methods of stain removal)

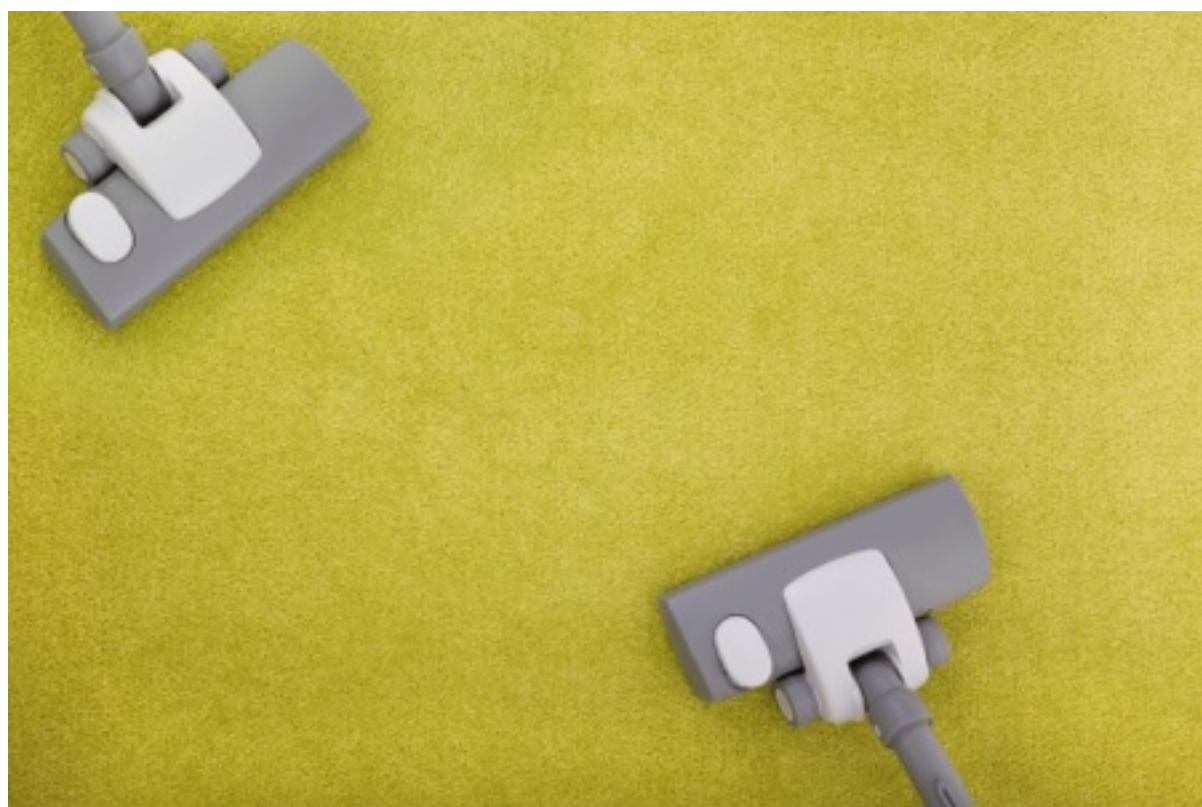
Mix one-part white vinegar and four-parts water

Pour mixture into a spray bottle and spray over the stained area

Blot dampened area (do not rub) to remove excess moisture

Spread white kitchen towel (stacked 6-8 sheets deep) or absorbent cloth over the affected area and place a weight, such as a telephone directory, on top

Leave overnight and repeat if necessary



Whilst the stain removal guide may be basic, it should help prevent some quite common and expensive DIY stain removal damage. Unfortunately, there can never be a guarantee of complete removal of a stain, but the correct routine will give SOR Clean, when called in, the best possible chance of success.

REMEMBER: Act Quickly. Scrape up solids, blot up liquids. Take plenty of time, it is worth the effort. Mix the solution accurately and test it on an out of the way piece of carpet. Always work from the outer edge of the stain to the centre. Dab or blot rather than scrub or rub. And, most importantly, NEVER OVER-WET.

NOTE: We are aware that some new carpets have been subjected to anti-static and soil-resistant treatments. Even when these have been applied, it is wise to follow the stain removal procedures suggested.