

Consumer SPOTTING GUIDE



The Spotting Guide provided by **On The Spot Cleaning & Restoration**.

It contains information on how to care for your carpet and upholstery, along with a cleaning frequency guide.



There is a BIG difference between a spot and a stain.

A **SPOT** is a soluble substance that can be easily removed by a normal cleaning process.

A **STAIN** is a substance that has dyed or altered a fabric or carpet fiber and may not be removed by a normal cleaning process. A stain that is lighter than the fabric or fiber will be very difficult if not impossible to remove due to dye loss.

Spot Removal Steps for Success

- ✓ Deal with the spot instantly, you have a greater chance of a positive result if you do so.
- ✓ Excess spots can be removed by brushing, scraping, or blotting. It is essential that you never rub stains as this could cause the stain to spread throughout your carpet fibers and upholstery's fabric.
- ✓ To prevent any carpet or upholstery spot from spreading NEVER start in the middle of the spot, start working from the edge inwards.
- ✓ Always test the spot removal product in a small area to begin with.

Unfortunately Carpet Spots DON'T Vanish!

We would like them too, but it doesn't work that way. We have included some helpful hints for you to consider.

Accidents are bound to happen!

It's happened to us all, even if you take all the necessary precautions. Accidents will happen, drinks spill on your carpets and upholstery and look unsightly. It often results in a mad dash to the cupboard to find a towel to mop up and try to prevent the spots from spreading.

TIP: Make sure to have various cleaning solutions on hand at all times for quick, easy access when those accidents DO happen!

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What kind of spot are you dealing with?

Before embarking on spot removal from any carpet fiber or upholstery fabric, it is important first to identify what kind of fabric or carpet spot you are attempting to remove. You need to use the correct spot removal solutions; otherwise this may result in limited success and an ineffective spot removal process.

Are you dealing with water, oil, or protein based spots?

Oil-Based Spots come from greasy foods, oil, tar, butter, and generally any other slippery substance. These spots are best treated with a dry cleaning solvent. In a pinch, you can use cornstarch to help absorb the oil.

Water-Based Spots include soft drinks, juices, and many food spots that have sugar or starch. Use a solution of one part vinegar to two parts lukewarm, water with a touch of liquid dishwashing soap (preferably the clear kind) and blot out the spot.

Protein-Based Spots come from eggs, milk, chocolate, or blood. Mix 1 cup cool water with 1/2 teaspoon of ammonia, with a pinch of dishwashing soap. Apply and blot.

No idea where that spot came from? Start from the top and work your way through the list until something works. If you encounter a stubborn spot or are concerned about damaging your carpet, you may want to call a professional carpet cleaner for help.



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CONSUMER SPOT REMOVER GUIDE

FOOD/PROTEIN AND WATER-BASED SPILLS

TYPES OF SPILLS AND SPOT TYPICALLY FOUND IN THIS CATERGORY:



Beer, coffee, soft drinks, fruit juice, milk, tea, tomato juice, ketchup, chocolate, egg, gravy, ice cream, mustard, grass stains, iodine, etc.

For **water-based spills**, mix one part vinegar to two parts lukewarm water with a touch of clear liquid dishwashing soap.

For **protein-based spills**, mix 1 cup cool water with 1/2 teaspoon of ammonia, with a few drops of dishwashing soap.

STEPS:

1. Remove any excess material by blotting or scraping.
2. Apply **cleaning solution** to a towel and blot onto the spot and check results. Always test when using ammonia, as this may cause discoloration.
3. If testing deemed safe, apply **cleaning solution** directly to the spot and agitate lightly with the towel.
4. Apply light pressure with a dry portion of the towel to absorb the material from the fabric.
5. Repeat if necessary.

NOTE: Some greasy food spills may require use of a **dry cleaning solvent** to break down the oil. If oily residue results after completing step 4, apply **dry cleaning solvent** per instructions and rinse.

INKS, COSMETICS & OILY SPILLS

TYPES OF SPILLS AND SPOTS TYPICALLY FOUND IN THIS CATEGORY:



Ball point pen, permanent marker, lipstick, nail polish, asphalt, chewing gum, crayon, grease, wax, etc.

NOTE: Oil-based spots are best treated with a **dry cleaning solvent** available at most grocery stores.

STEPS:

1. Absorb, blot or scrape to remove excess materials.
2. Apply **dry cleaning solvent** directly to the spot and allow to dwell per manufacturer's instructions.
3. Gently blot to remove spot.
4. Repeat until no more material is being removed.
5. Rinse clean using cool water, then blot until dry.
6. Repeat if necessary.



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PAINTS AND ADHESIVES



TYPES OF SPILLS AND SPOTS TYPICALLY FOUND IN THIS CATEGORY:

Acrylic paint, latex paint, varnish, oil stain, Elmer's glue, rubber cement, contact cement, etc.

FRESH SPILLS THAT ARE STILL DAMP:

NOTE: Paints and adhesives come in two basic forms: water base and oil base. You should be able to tell the type by reading the original container and checking the suggested clean-up method. A solvent based dry cleaning solution is the preferred method, though you may also find success with the solutions for food and water-based spots. Acetone may also be useful. Always test in an inconspicuous area before using.

STEPS:

1. Absorb, blot or scrape to remove excess material.
2. Determine if spilled material is water or oil based.
3. On water base spills use the vinegar and water mixture. On oil based spills use the ammonia and water mixture.
4. Apply spotter directly to the spill and agitate light with a towel. If spot is hard or crusty allow spotter to remain for several minutes before continuing.
5. Apply light pressure with a dry portion of the towel to absorb the material from the fabric.

DYE AND OTHERS



TYPES OF SPILLS AND SPOTS TYPICALLY FOUND IN THIS CATEGORY:

Red food dye, shoe dye, furniture dye, plant food, bleaches, rust, mildew stains, etc.

NOTE: Most dyes react with the fabric to become permanent. Some red food dyes are removable but the services of a Professional Carpet Cleaner may be required. Test for removal possibilities by first applying dry cleaning solvent to a towel and blotting on to the stain. If results are positive, then proceed with the food steps for water-based spills and the ink and cosmetic steps for oil-based spills.

DON'T FORGET THAT WE HAVE A...

**100% SATISFACTION
NO-RISK GUARANTEE!**

If you have any other spots that you are needing removed, call us at **208-643-9694** or visit us at www.onthespotcleaning.com. We will either tell you if we have a product that will remove it, or we can come and remove it for you. We're here to help, so give us a call!

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HOW TO CARE FOR YOUR CARPET

**Warranty Information—Effective Vacuuming
Professional Cleaning—Spot Cleaning—Protective Coating**



When it comes to maintaining your carpet, one of the most critical areas of focus is the traffic areas. If ground soil is not removed on a regular basis, the traffic areas will begin to wear excessively. The dirt is extremely abrasive against the fiber of the carpet as you walk back and forth on it. The second area of focus, of course, is spot removal. You must react to danger spots immediately. Red wine, red beverages, urine, blood, etc. can cause a permanent stain if not treated immediately. Listed below are the steps that you must take to properly maintain your carpeting.

WARRANTY

Copies of specific warranties on your carpet purchase may be available from your carpet retailer. Stain resistant warranties can vary from 5 to 20 years. **ALL STAIN RESIST WARRANTIES REQUIRE REGULAR CLEANING AND IMMEDIATE SPOT REMOVAL.**

VACUUMING

Vacuum your carpet often, at least once or twice a week. Vacuuming removes the sharp soil that can cut and slice the fibers causing premature wear. Much of this soil is not visible to the eye.

PROFESSIONAL CLEANING

As a general rule, professional cleaning by a professional, certified company should take place at least once per year. For extremely heavy traffic areas, cleaning may be required more often. Proper professional cleaning will not leave a sticky residue behind and can be done as many times per year as needed. Many stain resistant warranties require professional cleaning every 2 years. Professional cleaning removes the damaging soil from the traffic areas that vacuuming has not been able to remove. **WARNING:** Uninformed carpet cleaners may void the warranty, be very selective about which company you select.

SPOT REMOVAL AND INTERIM CLEANING

Immediate spot removal is key to a clean carpet. Great care also must be taken in how cleaning is performed. When a carpet is new, or has sufficient protector on it plain tap water will remove many spots. However for those spots that will not move easily with water, you must use a spot cleaner. Select a spot cleaner that is recommended by the carpet manufacturer or your trained, certified professional cleaner. Most spot removers that are purchased over the counter leave too much soap residue and can cause yellowing. Avoid using foam carpet cleaners or any product that is not made specifically for carpet. Apply spot cleaner sparingly to white terry cloth and gently massage the spot causing it to transfer into the cloth. Never pour spot cleaner directly on the carpet. If the product you are using seems to cause the spot to re-soil over a few weeks period, discontinue use. Any spot that you are not able to remove and for pet urine or feces, call your professional cleaner immediately.

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HOW TO CARE FOR YOUR CERAMIC TILE

- * Purchase a good quality dust mop and sweep your ceramic tile floors daily. This is especially important for new installations where the grout has not fully cured. Dirt, mud and sand tend to grind into the grout mortar from heavy foot traffic.
- * Dirt collecting carpet mats should be placed in frequently used entrances and shaken out weekly.
- * We do not recommend the use of floor waxes as they are difficult to remove from ceramic tile floors. As long as your floor is properly sealed and maintained, you should find no need for these products.
- * Shower stall and tub enclosures should have proper ventilation. Stagnant water breeds stains causing mildew as well as other fungi.
- * Many tiles cleaners are acid based and their use should be limited always read the manufacturers label to find out. All acids, no matter how weak, will etch marble surfaces,. Natural marble is commonly installed as thresholds in doorways and is also installed in window sills and shower curbs. In addition, avoid any cleaner that contains harsh abrasives.
- * Mop or sponge your tile down 2 o 3 times weekly. Mix 1 capful of dishwashing liquid per gallon of hot water. Mop up excess water and allow drying. Buffing with a dry towel will help reduce spotting.

HOW TO CARE FOR YOUR LEATHER FURNITURE

Proper cleaning of leather furniture will help your furniture look great and last longer!

GENERAL CLEANING

For normal wear and tear, leather should be conditioned and cleaned every 6 to 12 months. This time frame may vary depending upon the traffic.

SPILLS AND SPOTS

Wipe or blot excess liquid immediately with an absorbent cloth or sponge and let air dry for only a short time. Do not use soap or copious amounts of water for this may cause more damage than good.

SCRATCHES

Scratches are not a big deal when dealing with leather. Like any other leather, the scratch should be gently rubbed with the fingertip until the scratch is gone. Only us a damp cloth (distilled water only) if absolutely necessary. Leather furniture can last a lifetime with the proper care and cleaning. Please ask our sales staff for suggestions on the best cleaning products available to keep your leather looking as good as new for a long time!

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HOW TO CARE FOR YOUR ORIENTAL RUGS

The information here offers easy, basic steps for the care and protection of an oriental rug.

ROTATION

To insure even wear, your rug should be rotated once a year. Depending on the traffic the rotation may vary from six months to two years.

VACUUMING

Oriental rugs, like most carpeting, should be vacuumed on a regular basis to remove dirt and restore life to the fibers. Be sure that you don't vacuum the fringe with your beater bar! Use the end of the vacuum hose from a canister vacuum.

PADDING

A quality pad used under your rug helps protect it from dirt, wear and slippage.

SPOT AND SPILL PROCEDURES

Make sure that you safely and immediately clean up spots and spills before they set.

STEPS:

1. Soak up the excess liquid by blotting with a clean absorbent material. Do not brush or rub the stain.
2. Spot-clean with a mild detergent-white vinegar-water solution. Do not over wet!
3. Rinse area thoroughly with water and a small amount of vinegar. About wetting the rug's backing.
4. Blot dry until most of the moisture has been absorbed.
5. Allow to air dry. A fan or cool hair dryer can be used to hasten the drying process.
6. For stains that do not come out using these methods, ask our cleaning specialists.

HOW TO CARE FOR YOUR UPHOLSTERY AND DRAPERIES

GENERAL INFORMATION

Rotate all loose cushions frequently to assure even wear. Vacuum dust and dirt from all fabric, cracks & crevasses. By far, **Fabric Protection** is the best possible way to extend the life of your upholstery. Read this short section on how fabric protections work to find out why.

- ✓ Vacuum often to reduce grit that can cause abrasion.
- ✓ Reverse loose cushions weekly for even wear.
- ✓ Protect from the sun, ultraviolet light can cause deterioration.
- ✓ Keep pets off furniture. Pet's body oils rub off and are very difficult to remove.
- ✓ Use caution with clothing such as blue jeans. Fabric dyes can transfer onto upholstered furniture.

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All upholstered furniture will become soiled through use. Most spills & soil on fabric treated upholstery will clean easily and quickly provided that the proper cleaning procedures are followed. A fabric protection application is not an absolute impenetrable barrier and improper cleaning methods can damage both fabric and treatment.

MANUFACTURER'S CLEANING CODES

Code "W" Spot clean with water based shampoo or foam upholstery cleaner. Pretest for color loss and fabric compatibility. Do not over wet. Use a professional cleaning service for overall soiling.

Code "S" Spot clean with a water-free cleaning solvent. Pretest for color loss and fabric compatibility. Do not use water! Use a professional cleaning service for overall soiling.

Code "WS" Spot clean with upholstery shampoo, foam from a mild detergent, or a mild dry cleaning solvent. Pretest for color loss and fabric compatibility. Do not over wet. Use a professional cleaning service for overall soiling.

Code "X" Clean only by vacuuming or light brushing with a non-metallic brush. Do not use water or dry cleaning solvents. Consult professional upholstery cleaner.

STEPS

1. Blot (don't rub) spills immediately with a clean absorbent cloth while spill is still fresh. Dried spills are more difficult to remove.
2. Identify the cleaning code for your type of fabric (see above). This is very important to determine the type of cleaner to use.
3. Always read and follow the instructions on the cleaning agent.
4. Use distilled water with the cleaning agent if water is called for (W & WS codes only).
5. Pretest any cleaner on any fabric in a hidden area. Check for color fastness & fabric compatibility.
6. Keep a small spill small. Work lightly, blotting from center to the edges. Feather the edges by dampening them and blotting quickly to avoid rings.
7. Quickly dry a cleaned spot using a small fan or blow dryer on low.

FABRIC PROTECTION

The fabric protection treatment is a spray applied to all surfaces of the upholstered items. The application works into the fibers of the fabric creating a protective barrier against soil and stains.



Choosing to apply fabric protection is the best possible way to protect your new upholstered furniture and keep it looking new. It will last longer and cleans easier. **Fabric Protection** treatment has no smell and is non allergenic, it does not change the look of the fabric and it does not change the feel of the fabric.

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CLEANING FREQUENCY GUIDE

Did you know that according to the Institute of Inspection, Cleaning and Restoration (IICRC) you should have your carpets cleaned AT LEAST 1 TIME PER YEAR depending on the amount of traffic? The IICRC is a professional association that trains & monitors cleaning technicians throughout North America. To help you decide how often your carpets need to be cleaned, we have included a graph from the ICRC S100 Standards. These standards provide the guidelines used by the Carpet Industry to give your carpet the longest life possible.

TRAFFIC SOIL RATING	Carpet Owner/Maintainer		Professional Carpet Cleaner/ Restorer	
	Vacuum	Spot Cleaning	Heavy Use Area Cleaning	Restorative Cleaning
Light Soil	1 Time Per Week	Daily or as soon as the spots are noticed	Traffic areas every 12 to 18 months	Every 2 years per manufacturer warranty
Normal Soil (Families with children, Elderly)	1 to 2 Times Per Week	Daily or as soon as the spots are noticed	Traffic areas every 6 to 12 months	Annually
Heavy Soil (Families with Pets, Smoking)	2 to 4 Times Per Week	Daily or as soon as the spots are noticed	Traffic areas every 3 to 6 months	Semi-Annually (2 times annually)
Extreme Conditions (Large families, multiple pets)	Daily	Daily or as soon as the spots are noticed	Traffic areas every 2 to 3 months	Quarterly (4 times annually)

This table is intended to serve as a guideline for recommended cleaning frequencies from a public health perspective. Originally published in a letter from the U.S. EPA, this schedule has been adopted as part of the Institute of Inspection, Cleaning and Restoration Certifications (IICRC) Carpet Cleaning Standards S001—1991. Complete copies of the IICRC Carpet Cleaning Standard can be obtained by calling the Institute at 360-693-5675

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