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Tip Sheet

Please refer to specific treatment options from the Stain Removal Chart. However as a general guide the following tips should be followed:

1. Immediately blot up as much of a liquid stain as possible using a soft, white, absorbent material like a towel or napkin.
2. Scrape away solid or semi-solid stains with a blunt spatula or spoon. Never use a knife as you may inadvertently harm the pile fibres of the carpet.
3. Vacuum away as much of the solid stain as possible.

We recommend pre-testing spot removal agents on inconspicuous areas of the carpet prior to applying to the stain. This ensures that colours aren't transferred or bled from the carpet or any other damage that might occur. If any change is noticed it is best to call in a professional.

When applying spot removal agents use a soft, white absorbent material and apply it to the stain gently. Work from the edges of the stain towards the centre to prevent spreading. Continue this motion as long as the stain is transferred onto the towel and use new towels frequently. After the spill has been removed, rinse the affected area with water and blot dry to remove the cleaning agent as the residue may attract soil or cause damage to the carpet. Be careful not to over wet the area of carpet as over wetting carpets while cleaning may cause damage. To effectively blot up the water use clean white dry towels weighed down by flat, heavy objects such as books. Keep changing the towels as they become saturated.

Beer	Sponge with white vinegar solution.
Blood*	Sponge with ammonia solution, then with detergent solution.
Chocolate	Sponge with dry cleaning fluid followed by detergent solution.
Coffee/Tea	Gently sponge with dry cleaning fluid, then sponge with tepid water
Cordial	Treat immediately! Pat with absorbent paper towelling. Sponge with detergent solution, then with ammonia solution and then vinegar solution.
Dairy	Sponge with dry cleaning fluid, then sponge with detergent solution.
Excrement*	Sponge with white vinegar solution.
Grease	Sponge with dry cleaning fluid, then sponge with detergent solution. May need to be repeated several times.
Gum	Freeze with ice, and then scrape off carefully.
Ink	Flush with cool water and blot up excess. Sponge with vinegar solution.
Make-up	Sponge with dry cleaning fluid.
Mud	Let dry, then brush. Rinse with cold water.
Paint	Sponge with thinner or turpentine until paint disappears, sponge rinse with water. For large spills cover with damp towel and call for professional help.
Urine*	Sponge repeatedly with water, dab with vinegar and leave for 15 minutes, sponge rinse.
Vomit*	Sponge in a solution of one fifth cup of salt to 1 litre water.
Wine	Sponge with detergent solution followed by vinegar.

* After initial treatment bio-contaminants should be cleaned by a professional carpet cleaner as soon as possible.

Ammonia Solution: 5% ammonia, 95% cold water

Detergent Solution: 10 mls detergent per half litre water

Vinegar Solution: One third white vinegar to two thirds cold water

**Prompt removal of stains increases the odds of them being completely removed.
 The longer you leave stains the harder and less likely they are to get out!**