

## TROUBLE SHOOTING GUIDE

### CARPETS, RUGS AND UPHOLSTERY MATRIX

#### PROBLEMS/CAUSES/RECOMMENDED SOLUTIONS

The following chart displays a number beside a common problem associated with carpet and upholstery care. Below each number is a corresponding letter or letters. In each case, the number relates to a 'probable cause' (listed on the following page) and the letter or letters under each number relates to a 'recommended solution' (listed on the page immediately following 'probable causes').

Bleach Stains	16 A-A2-W	
Kool-Aid/Juice Spots	23 E-Z-W	
Browning (rings) Tipping	1 B-W	2 H-L-W
Coffee/Tea Spots	13 E-D-F-W	20 A-A2-W
General Spots	6-15-17 E-D-F-W	
Gum/Wax	8 C-G-F-W	8 V
Oil/Grease Spots	9 E-D-C-F-W	
Latex Paint Spots	19 E-M-C-X-G-F-W	
Shoe Polish/Tar Spots	19 D-K-G-F-W	
Rust Spots	10 D-C-F-W	
Rapid Re-soiling	21 U-H-R-L-J-Q-S	
Traffic Lanes	7 U-H-I-S	7 H-L-J-I
Re-appearing Spots	12 Y-F-W	
Pet Spots and Odours	11 P-Y-T-F-W	
Static Electricity	5 N-S-W	
Copier Toner Spots	22 U-D-N-W	
Shrinkage or Needs Stretching	3 O	
Body Oil on Upholstery	24 Z-F-W	
Protein Spots/Stains	14 D-Q-W	
Odours	11 Q-T-J	
Heavy Duty Stains/Spots	15-17 A1-N-W	
Bubbles in Carpet	18 A2	
Cigarette Burns	4 A3	

## **CARPETS, RUGS AND UPHOLSTERY – CAUSES**

1. Carpet over-wet. Jute backing dye migrated to tips of carpet pile.
2. Excessively soiled carpets. Soils wicked to top.
3. Wool carpet over-wet. Pulled away from walls/edges. Dried incorrectly.
4. Synthetic carpet melted.
5. Low humidity.
6. Spills of food or other contaminants.
7. Heavy foot traffic.
8. Gum or candle wax dropped on carpets and walked into carpet pile.
9. Petroleum based contaminate spill.
10. Filing cabinets and other ferrous metals exposed to damp carpet.
11. Bacteria or fungi growth, vomit, urine, fecal matter, etc., in carpet.
12. Spills pyramided into carpet backing.
13. Spilled coffee, tea.
14. Spilled albumin blood, egg, gravy, milk, salad dressing, etc.
15. Spills, of chemicals and other staining contaminate.
16. Spills of chlorine bleach, floor finish, strippers, etc.
17. Spills of unknown contaminants.
18. Aggressive solvent spills or alkali on carpet.
19. Spills of paint, tar, and shoe polish, or solvent based contaminants.
20. Tannin acid spills.
21. Detergent residual.
22. Photocopier toner spill.
23. Spilled Kool-Aid, juices, etc.
24. Body oil stains on upholstery.

## **CARPETS, RUGS AND UPHOLSTERY – RECOMMENDED SOLUTIONS**

- A. For smaller spots, spread apart affected bleached fibres and colour each individual fibre with appropriate coloured magic marker or else dye appropriately.
- B. Mist carpet with a carpet neutralizer.
- C. Pierce accumulation. Scrape carpet with bone spatula or painters paddle/stick (when spotting scrape towards the centre of spot – outside in). Apply ES88 undiluted; allow 5 minutes contact time and then scrape off residuals.
- D. Apply ES88 to affected area or spot. Let sit for 3 to 5 minutes. Blot stain from outside to centre of stains.
- E. Blot with white absorbent cloth.
- F. Rinse with clear water or spray rinse and blot with white absorbent cloth or equivalent.
- G. Re-apply ES88 undiluted and scrape with bone spatula or painters paddle/stick.
- H. Mix and apply ES87or ES93 as pre-treat with hot water.
- I. Extract with wand against the carpet pile using extractor with 250+P.S.I. and dual vacuums.
- J. Clean water rinse with extractor.
- K. Apply ES93.
- L. Machine scrub with 175 to 300 RPM rotary floor machine with a beige floor pad.
- M. Apply straight ES93 and rinse with water.
- N. Pre-spray with ES87or ES93 with hot water.
- O. Re-stretch carpet with power stretching equipment.
- P. Examine padding and wood flooring/sub-floor of affected area(s). Replace section of affected padding and/or wood flooring if necessary.
- Q. Extract carpet with wand slowly. First pass wet. Second pass dry.
- R. Using 250+P.S.I. extractor, inject solution with trigger wide-open moving wand quickly back and forth with vacuum off.
- S. Dry carpet area with whistle fan (air mover/blower).
- T. Add appropriate dilution of ES58 accordingly in extraction or rinse solution.
- U. Vacuum thoroughly with upright vacuum or pile-lifter vacuum.
- V. Use heat transfer method: with steam iron on low setting, place white absorbent cloth over spot and place iron on top of cloth. Do not place entire iron flush on carpet. Check progress often during process. Use caution.

- W. Extract carpet.
- X. Apply lacquer thinner with white absorbent cloth/towelling.
- Y. Treat larger area around visible spot(s) with solution of ES88.
- Z. Mix ES88, pre-spray, let sit 3 to 5 minutes, blot with absorbent cloth/towel, extract with upholstery/hand tool. For stubborn areas, increase dilution of ES88.
- A1. Treat with ES88.
- A2. Remove section with cookie cutter or replace carpet.
- A3. Cut out burnt area and replace with new tufts of pile from carpet remnants.