



SPILL REMOVAL GUIDE

What to do when you have a spill

Spills become stains. However, speedy action can prevent this occurring. Using tried and tested procedures, and with minimal effort, you should be able to remove the spill before it becomes a stain.

The benefits of attending to spills as soon as they occur are:

- Ø The required result is usually obtained easily and quickly
- Ø Speedy action is the golden rule to prevent spills penetrating and setting

LIQUID SPILLS

The 'Blot-up' procedure

The Golden Rule -

ACT QUICKLY AND BLOT UP THE SPILL

*The majority of spills are as a result of upset drinks – coffee, orange, wine etc
Act quickly and this 'Blot- Up' procedure will almost always do the trick*

Items you will need to 'Blot-Up' the spill:

Absorbent Tissues (a supply of clean dry **WHITE** tissues, e.g. kitchen or bathroom tissues are ideal)

The 'Blot-Up' Procedure

ALWAYS

1. **Hand Blot** the spill gently with tissues (several layers thick) holding the tissues in your hand and using a dabbing action. **Do not press too hard** as this could force the liquid further into the carpet pile.
2. **Repeat Hand Blot** using fresh tissues until no more liquid is easily absorbed into the tissues
3. **Pressure Blot** now, again using fresh tissues, apply pressure by standing on the tissues to squeeze out as much of the remaining liquid as possible, from within the carpet pile.
4. **Repeat Pressure Blot**, standing on fresh tissues, as often as necessary, until the tissues come away dry.

At this stage your problem will usually have disappeared.

NEVER

- Never rub the carpet pile backwards and forwards with a scrubbing action; this can easily distort the pile causing fuzziness and the untwisting of yarns
- Never us washing up liquid

SEMI-LIQUID SPILLS

The 'Spot –Clean' Procedure

For semi-solid spills e.g. soup, food etc

Initially – Scoop up any excess with a spoon or the back of a knife blade, taking care not to force it down into the pile

What you will need to remove the spill

Absorbent tissues (a supply of clean, dry, **WHITE** tissues e.g. kitchen or bathroom tissues are ideal)

A Damp Cloth (a clean, white cloth, damp (not wet) with warm water) e.g. a white cotton towel

A sponge

A clean sponge to re-wet the spill

The 'Spot-Clean' Procedure

1. **Apply Warm Water** Apply a small amount of warm water using the sponge, onto the marked area. Too much water will penetrate into the back of the carpet, causing problems later
2. **Clean** using the cloth, dampened with warm water, wipe across the marked area with 3 or 4 strokes. Use medium pressure and wipe in **one direction only**. Again using 3 or 4 strokes, wipe across the carpet pile in the **opposite direction** (frequently using a clean section of the cloth to ensure that as the loosened spill is removed it is held within the cloth)
3. **Rinse out the spill** Wash out the dirty cloth in clean warm water and wring out until damp. Repeat the wiping procedure without applying any more water. This will help to rinse out any last trace of the spill.
4. **'Blot-dry'** Pressure Blot (as opposite) as for liquid spills, with fresh tissues to dry the 'Spot-Cleaned' areas as far as possible
Repeat steps 1 to 4 until the tissues used for the Blot-Dry procedure no longer become discoloured with staining matter or damp with water.
5. **Finally** Dry with warm air from a hair dryer, taking care not to distort heat sensitive yarns. **Keep the hairdryer moving** at least 10 centimetres above the carpet surface and as the carpet pile dries, brush it carefully so that it lays in the same direction as the surrounding carpet pile.