ELECTRODRY GROUP

Specialised Stain Treatment

Acknowledgement

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Introduction

Good Business Practice

Professional mattress cleaners are expected to provide the following:

Quality service

This incorporates a reliable, prompt and efficient service. The client should be advised as to all procedures. The attending technician or technicians should be punctual, polite, helpful, and understanding of the clients' needs in relation to their goods to be cleaned. They should also be correctly attired (wear clean, correct uniform, etc.).

Quality equipment

This means vehicles and equipment that must be readily available and in good working order at all times. All equipment should be properly labelled with the Company name, telephone numbers and address as well as any appropriate safety advice. All equipment and vehicles should be checked and maintained regularly, without waiting for breakages to occur.

Each vehicle should be presentable and properly signed written. It should be clearly defined who is responsible for the maintenance of equipment and vehicles to ensure their availability and readiness.

Qualified staff

This requires that all personnel involved in all of the procedures are properly trained and skilled in their areas of involvement. This could include the receptionist (telephonist), office staff and on-site technicians. This could mean attending appropriate Training courses relevant to the job specification of each member of staff involved.

Communication skills are of the utmost importance for all personnel involved in the Service industry.

Documentation

Provision of professional documentation, which means the availability of all appropriate forms, starting with the initial telephone call checklist, pre-inspection forms, through to a final account.

Chemicals, etc.

Provision of chemicals and appropriate ancillary supplies must be constantly maintained and re-stocked. All chemicals should be clearly labelled and stored in appropriately ventilated areas. For all chemicals that are used and carried either at the factory/warehouse, in each vehicle or on site material safety data sheets (MSDS) must be available. Health and Safety

Ensuring safety is a prime responsibility of any professional. These incorporate provision of a healthy and safe environment for the technician as well as customers.

Chemical Safety

General Chemical Safety

1. Store chemicals securely in correctly labelled appropriate containers.
2. Containers used on site should be correctly labelled
3. All safety data sheets (SDS) must be available wherever chemicals are being used or carried (vehicle, on site, factory)
4. Carry and use protective equipment such as chemical resistant gloves, respirators with appropriate filter cartridges and eye protection.
5. Dispose of waste and unused chemical properly in accordance with local regulations as per Australian and New Zealand standards
6. Always read labels and observe safety considerations
7. Do not sniff chemicals or containers to find out what it is. If in doubt, throw it out
8. Wash your hands well after handling any chemicals or containers with chemicals
9. Avoid skin contacts with chemicals.
10. Hydrofluoric acid rust remover has an anaesthetic effect and is dangerous because it attacks skin rapidly and the damage will not be felt immediately. It should never be used without wearing rubber gloves
11. Continuous exposure to even the mildest of chemicals can lead to problems. Nearly all chemicals can have a threshold limit value (TLV). This rates the parts per million at which exposure may become a problem

12. Always cap your chemicals immediately following their use

13. Never leave any chemicals unattended

14. Ensure that children or pets do not have access to the area while chemicals are being used

Solvents Chemical Safety

1. Always store in properly labelled, manufacturer approved containers
2. Wear protection as required

3. When dry cleaning fabrics using an extraction system it is important to use personal protective equipment designed for use with specific solvents
4. When choosing a respirator to use with any dry cleaning solvent, wear an organic vapour respirator and choose cartridges approved for the specific solvent that you are using

5. Disposal of dry cleaning solvent should be done at an approved solvent disposal site and/or in accordance with local laws

6. Do not over-heat solvent as solvents are combustible (can explode)

7. Always provide adequate ventilation during and after cleaning until all fumes have dissipated. This can include the use of drying fans to blow in fresh air

8. When using an extraction system to dry clean fabrics on location always vent the exhaust outside the structure taking care that fumes cannot build up in other areas like underground carparks, basements or go into air-conditioning air intakes and the like

Site and Personal Safety

1. Ask the customer is there are site risks that you need to be aware of such as trip hazards or faulty power points.

2. Undertake a risk inspection before commencing works. Complete the pre-inspection on the Electrodry Invoice

3. Arrange equipment so that it is out of traffic ways

4. Arrange hoses and power cords so that people cannot trip

5. Always ask people to keep children away from the work area at all times

6. When not using hoses, turn off pressure hoses to prevent accidental spraying of fluids and keep a tool connected to the vacuum hose to prevent accidental injury

7. Keep spotters under cover and under strict supervision at all times

8. Use drop sheet to help prevent slippery floors

9. Post caution signs to warn customers that floors may be slippery and give verbal warnings as well

10. Ask customers if any occupants suffer allergic reactions, and take appropriate actions or precautions. Certain chemicals (usually perfumed deodorants used in some chemicals, solvents, alkaline or acid solutions or enzymes) or even just raised humidity levels can trigger attacks in hypersensitive people. Sometimes the fine dust kicked up by pre-vacuuming or brushing the air conditioner can fill the air with Dust-mite soiling (a very well-known allergen)

11. Use correct lifting techniques to avoid back injury

Pre-Inspection

Safety Equipment

Gloves, rubber and lined if possible for easy removal

Goggles, to guard against accidental spillage and splashing

Dry towels to kneel on when carpets are wet or recently cleaned

Ensure all chemicals are labeled correctly and filled the evening before you start work

Ensure you read and understand all MSD sheets prior to using chemicals

Other Precautions

Always keep your kit clean and tidy, not just for appearance.

Never decant from larger bottles to usable spot bottles whilst in customer's house

Never mix chemical together

Always and only use the correct container

Never use unlabeled chemicals in your customer's property

Always store in a cool dry place

Always carry your SD sheets

Always test for colourfastness

Never rub or scrub spots and stains

Always dab, blot or sponge

Always remove excess spot before treating the stain

Always replace the cap on the chemical.

Always test E-UST trigger applicator by spraying to your cloth before application

Customers Expectations

The majority of general soil stains are removed in our unique cleaning process, however some stains can leave behind difficult dyes and other substances that may react with the fibres

Always set the customers level of expected outcome at one that you will surely meet

Never say "removal of stain", use instead "treat the affected area"

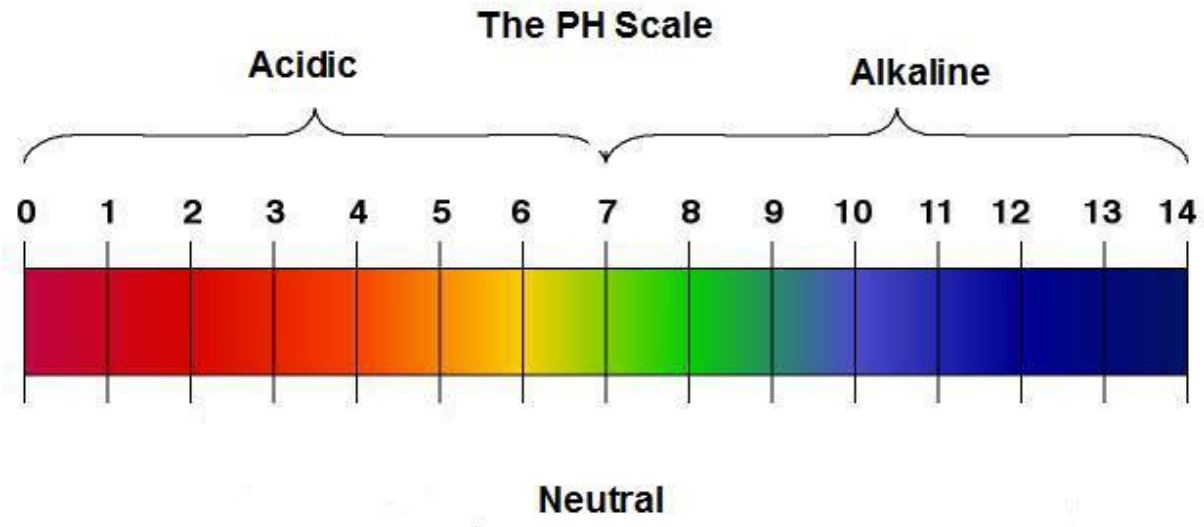
On difficult stains ask the customers approval to continue with difficult cases

Most customers think that stains from urine and the odour from urine are the same, explain that you can remove the urine but the stain left behind will need to be treated separately

Always ask, "is there any part of the stain you have not been able to remove yourself Mrs. Smith "

Customers have usually had a bad experience with previous uneducated cleaning. Let them see and hear your expertise, be professional, have your kit ready, identify the stain with questions and explain that treatments other than professional may cause an irreversible incident. Is there anything that you have tried that has not worked? I need to know so that I apply the correct treatment.

This is the time to discuss the payment for your service.



pH of Chemicals

3	E-UPT
4	E-Brown Out
5	E-Rust Out
7	E-UST
10	E-Pro Spot
11	Electro 3
12	E 1

Neutralize

Acids are neutralized with alkaline

Alkalines are neutralized with acid

NVDS Solvents are flushed (E-POG)

Solvents

DO NOT HAVE a pH they are Neutral

E-POG

DRY-SOLVE-E

E-GUM

General Rule

FROM THE ANIMAL BODY	USUALLY ALKALINE
FROM THE GROUND/NATURE	USUALLY ACID
MAN MADE OR PROCESSED	USUALLY SOLVENT

pH of Common Stains

Acid	*Alkaline*	*Solvent*
Coffee	Blood	Milk
Tea	Vomit	Ink
Rust	Faeces	Grease
Dirt/Mud	Food	Oil
Mould	Sauces	Make-up
Urine	Drinks	Cordial
		Glue
		Tar
		Boot Polish
		Paint

Application of Chemicals

DO NOT DILUTE ANY SPOTTERS

DO NOT SUBSTITUTE ANY SPOTTERS

Applied to Wet Surfaces

E-Rust out

E-Brown Out

E-UPT

E-POG

E-pro Spot

Applied to Dry Surfaces

E-GUM

Drysolve-E

Applied but must be rinsed

E-Pro Spot

E-POG

E-1

Electro 3

Must be applied last Step and not rinsed

Drysolve-E

E-UST

Bactech

E-2

Extraction Process

Blotting to clean white Terri cloth, tissue and paper towel

Extraction with machine and flush with water hot/cold

Sponge with downward pressure and upward release

Always use cold water on bloodstains

Treatment

Known Stain

Apply a like treatment that suits the stain, allow dwell time, agitate with bone scraper and apply treatment again. Neutralize with opposite treatment then extract and dry/clean.

Unknown Stain

Always start with a dry surface and apply Drysolve-E directly to a clean cloth and blot the stained area. This will remove oily soil build up and allow you better access to the stain. If the stain is oil based it will show a slight colour transfer to the cloth and you should continue this until removed.

If nothing occurs go to E-Rust Out and use the same application process. When the stain is removed begin cleaning.

Or

Use E-Pro Spot as above. When the stain is removed neutralize with E-Rust Out then begin cleaning.

Urine Decontamination

The yellowish stain associated with urine is not always treatable, but you have the best product and experience available. You will give the best outcome possible considering the situation.

This is an expensive process in both chemical and time. It is important to fully explain to your customer that the yellowish stain is just that and the odour is the unhealthy, germ ridden, entrenched urine in the carpet and the underlay.

To treat the yellow stain only, spray the E-UST after cleaning and groom it into the carpet fibre and leave it to dry. This is a chargeable service.

To totally decontaminate the stain mix E-UPT 1 part to 3 parts hot water and pour liberally over the affected area and leave for 15 minutes to wet out the carpet and underlay, then extract and apply Bactech 1 part to 4 parts water and pour liberally over the treated area. Leave and continue to clean. If the yellowing persists apply E-UST as above. DO NOT APPLY HEAT OR HOT WATER TO E-UST

Lots of Dark Spots

Whatever was spilt on the carpet to make those spots has left a sticky residue in the carpet and dirt will continue to stick to it over time this is why the spots keep getting darker.

Pre-treat those spots and stains with our specialized stain removal products that will break down the sticky residue so that the stains can be permanently removed.

Animal Fur

Animal fur will weave its way onto the carpet fibre, much like a woolen jumper. The pre-vacuum and the agitation in the cleaning process will remove a lot of the fur from the carpet but it will take a lot of consistent vacuuming over an extended period of time to remove all of the fur from the carpet.

Blood

In the case of minor blood loss, total removal can almost always be achieved through the use of a product specifically designed to break down the protein in blood. In the very unfortunate case of major blood loss the blood may have penetrated through the carpet into the underlay and below the sub-floor. In this case carpet removal may be required.

The pH of blood is tightly regulated between **7.35** and **7.45**

Coca-cola

Firstly remove the sugar residue left from the coke and then, depending on the extent of the stain, processes will be used to remove the remaining stain that is a result from the colours in coke. This will generally result in total removal of the stain from the carpet.

Note: If a very large amount of coke has been spilt onto the carpet it is possible that the sugars have penetrated as far as the underlay of the carpet and will “wick up” through the carpet fibre causing re-staining at a later stage.

The pH of Coca-cola is **2.52**

Cordial

As the food dyes in cordial have dyed the carpet, this is one of the hardest stains to remove. Use a reducing agent through heat transfer process to slowly un-dye the carpet. This can be a time consuming process.

Unfortunately a cordial stain will generally affect the backing of the carpet as well as the carpet fibre and while we will generally be able to remove the very great majority of the stain it is likely that a faint shadow will remain.

The pH of cordial is **2.85**

Hair Dye

As hair dye is specifically designed to dye hair, it is also very effective in dying carpet. The use of a specialized reducing agent and a heat transfer process will be used to remove the hair dye from the carpet.

It is likely that all, or the great majority of the stain will be removed with the result subject to the amount of staining and the type of carpet and a faint shadow may remain on the carpet.

The pH of Semi- and quasi-permanent is between **8.0** and **9.0**. Temporary hair dye is **7.0**-**8.0**. Permanent hair dye is **9.0**-**11.0**

Make-up

By breaking down the "body" of the makeup which is usually oil based or a synthetic equivalent. We are able to remove the bulk of the make-up stain. In the case of a minor stain this will be done in the cleaning process often with no additional charge. In the case of a major stain, especially those with many colours a specialized treatment process is required to remove the dye and remaining make-up from the carpet.

Milk

Through the use of a product specifically designed to break down the protein in the milk we will be able to remove it entirely from the carpet.

The Healthguard built into the cleaning process will remove the bacteria that has grown following the milk spill getting rid of the "stale milk" smell.

The pH of Cows Milk is **6.9**

Nail polish

Nail polish removal is a very time consuming process and must be undertaken with great care to ensure that as the nail polish is removed the stain does not spread nor is damaged caused to the carpet. We will generally be able to remove 90% of the nail polish stain and it is likely that a faint stain will remain.

This process can be very, very time consuming – allow 30 minutes to an hour minimum for a nail polish stain.

The pH of Nail polish is **9.0**

Orange Juice

The colours in orange juice can re-dye the carpet if left to dry. This re-dying of the carpet means that the normal cleaning, which is designed to remove soiling and general stains will not generally remove an orange juice stain. We use a specialized spotting treatment followed by an oxidizing agent with a heat transfer process to unset and remove the stain. Depending on the stain and the type of carpet it is likely that we will be able to remove all, or the great majority of the stain.

In the case of a large juice stain it is possible that a shadow of the stain will remain in the carpet after the treatment process.

The pH of orange juice ranges from **3.3** to **4.19**

Paint

A combination of solvents will be used to break-down and slowly remove the paint from the carpet pile. Depending on the size of the paint spill this can be very time consuming and in the case of a very large paint spill we actually recommend you consult your insurance policy to determine if the accident maybe covered by your insurance (in the case of a big spill it is likely that we will not be able to remove all the of the stain)

Technicians will achieve a substantial result and in many cases will be able to achieve 100% removal of the paint stain, but on other occasions a faint stain may remain.

The pH range of Paint is **8** to **8.8**. It becomes unstable below 7.5

Tea/Coffee

With specialized stain removal we can almost always remove all of the coffee stain, however tea is much harder, especially black tea. As it contains tannins that effectively re-dye the carpet. The use of an oxidizing agent will be effective in treating the stain but if it is a bad stain there is the possibility that we will not be able to remove all of the stain. i.e. a faint shadow may remain.

The pH of Tea is **4.9**. The pH of Coffee is **5.0**

Red wine

A specialized enzyme based stain remover will be used to break down the red wine stain. This will often be followed by the use of a further spotting product designed to release the red wine tannins from the carpet ensuring that total removal of the red-wine stain on almost all occasions.

The pH range of red wine is between **2.9** and **3.9**

Texta

The use of ink and dye removers will enable us to remove the great majority of virtually any texta stain although the type of texta will have an effect on the results we can achieve. The worst case is (usually only on very light coloured carpet) that a very faint stain will remain.

Water based/washable textamarks will usually be totally removed. Permanent marker stains can be very permanent!

Vomit

The treatment process for vomit will often depend on the make up of the vomit (what the person/animal has eaten) In the greatest majority of occasions, the treatment process will enable the total removal of the vomit however this can be time consuming and the acid content in the vomit will breakdown any resistance the carpet has to staining, making the staining much more difficult to remove.

The pH of vomit is usually around **2.0**

Water marks

The brown stain from a water-mark is not caused by dirty water is caused by the jute, the heshian like material attached to the backing of the carpet, becoming wet and when this happens it lets out a brown sugar called Lingnen which rises up the carpet as the area dries causing the brown stain. Specialised chemicals can be used to treat the watermark and in all but the very worst of cases 100% of the water mark will be removed.

Wax

A heat transfer process will be used to remove wax from the carpet onto soft absorbent paper. We will generally be able to remove the great majority of the wax however there may be a small residue of wax left at the base of the carpet fibre but this will generally be invisible to the naked eye and only identifiable by touch.

Naturally occurring waxes			Synthetic Waxes
Animal	Vegetable	Mineral (*)	
Beeswax	Carnauba	Montan	PP, PE and PTFE (**)
Lanolin	Candellila	Paraffin (***)	Fischer - Tropsch
Lanocerin	Jojoba	Microcrystalline (***)	Fatty acid amide
Shellac	Ouricouri	Intermediate (***)	PTFE
Ozokerite			Polyamide