

# TSS Professional Stain Removal Guide For Carpet & Upholstery

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Times have changed, and so have stains and stain removal. It is no surprise that stain removal is by far the biggest challenge that carpet and upholstery cleaning professionals face. Your ability to deal with your clients stains will either make you or break you. So say goodbye to old hit and miss stain removers and get up to date with the latest stain removal technology that really works! If treated early, a very high proportion of stains can be effectively removed with **Houdini All Purpose Stain Remover**. If this proves unsuccessful, a more advanced system of stain removal will be required. This guide is designed to help you with more difficult to remove stains.

## Under Promise, Over Perform

The carpet stain removal process can be costly and at times frustrating. Communication with your client before you start the stain removal process is very important and the key to successfully offering carpet stain removal services within your business. Here's some tips...

1. Ask the client if they want the stain removed & agree on time frames and costs.
2. Communicate with them that not all stains can be removed and that the stain removal processes used will cost them regardless of the result. (That is if you are charging for the service).

Remember that before you touch the stain it's the customers but as soon as you start work on it the stain belongs to you. It's important that before you start your customer has realistic expectations.

## 7 Steps to Stain Removal Success

### 1. Identify The Fibre Type

There are hundreds of thousands of different carpet & upholstery fibres. It is important to know the do's and don'ts of the fibres you are dealing with and to also at least group fibres into either 'Natural Fibres' or 'Synthetic Fibres.'

### 2. Identify The Stain: Ask the client questions – What, How & When?

### 3. Communicate

Under Promise Over Perform. Communicate and get the approval from your client for the costs and time frames.

### 4. Test: Always pre-test in an inconspicuous area to ensure suitability before using any product.

### 5. Remove The Stain

Do not use any product before reading and understanding the material safety data sheet and Product Information Sheet. Always wear personal protection equipment (refer to MSDS.)

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## 6. Educate

Don't let an opportunity go by to educate your client on how to avoid it from happening again and/or what they should do if it does. On-sell a general purpose and safe stain remover, **Houdini**. Upsell and recommend the **Fibre Guard** protection system. Your customer will appreciate it, refer you to their friends and be loyal to you.

7. **Evaluate:** Learn from the job and gain in confidence.

## Handy Tips before you start...

- Attend to stains as soon as possible. Fresh spots are significantly easier to remove. Stains that are left too long or treated with the wrong chemical can become permanent.
- Do your stain removal working from the outside of larger stains to the inside. This prevents the stain from spreading.
- All stain removers, except for **Houdini & Dry Safe** should be rinsed and extracted with a diluted pH neutral carpet/upholstery prespray like Fire Power and a carpet cleaning machine. For best results add '**Plush** – Carpet and Upholstery Rinse, Softener & Cleaner' to your water in your machines solution tank. (If a machine is unavailable you can blot away with a damp clean white towel and then neutralise with pH neutral prespray. Blot away again with another damp white towel to remove all chemical and stain residue.)
- Always read and follow the product instructions and information sheet
- Some stains are permanent, or stain removal may damage the fibres so you can never offer 100% guarantee in stain removal.
- Invest in a "Jaws" Agitator. The tool makes spotting so much easier and more effective.

## Re-appearing Stains...

Stains that re-appear after leaving the job result in call backs. You simply cannot afford call backs, this is bad for business. Re-appearing stains can come back as soon as the fibres dry or can come back a week later. Re-appearing stains occur for the following reasons:

- As the fibres dry, in-ground soils and residues that remain on the fibres that have not been rinsed and extracted can rise and leave staining on the surface.

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- Browning or water stains can also appear to have been removed during cleaning but reappear as the fibres dry. This is often the case if the carpet has been flooded or over wetted. Most of the time they were never removed in the first place, the moisture in the carpet after cleaning darkens and hides the staining.
- Oily based substances and soils that have not been completely rinsed and extracted can re-attract and hold soils to the fibres. In fact, often only the visible soils and residues are removed and the oily residue still remains, therefore the oil continues to attract more soils to itself. Tests have shown that a lot of stain removers have low water solubility, which means that they are difficult to rinse completely which is why rinsing with a carpet rinse and neutralising solutions like **Plush** – Carpet and Upholstery Rinse, Softener & Cleaner' is a great idea.

## How To Prevent Or Solve Reappearing Stains

- It is vital to pre-vacuum all of your jobs with a powerful vacuum cleaning machine that has an agitation brush. Then pre-spray with a high quality pre-spray detergent that is suitable for the application. In addition to this, a correct relationship between water output and vacuum suction on your extraction machine is extremely important.
- Often thorough re-cleaning is all that is necessary and should be done using the above method. For best results, use **Plush** - Neutralising Rinse, Softener, Dryer and Cleaner for Carpet & Upholstery in your solution tank. And for severe cases use Browning and Watermark Remover too.
- Only use the best stain removers available. When using wet solvents like **Power Gel** and **Release The Grease** ensure you rinse thoroughly after stain removal. Or use **Dry Safe** in addition or on its own to aid complete removal.
- Always employ proper drying techniques.
- Where possible use Encapsulation chemistry when carpet cleaning with the use of products like Houdini, Aussie Encappa, Plush and Fabulous Fabric Cleaner. This type of chemistry is one of the most effective ways of preventing recurring stains. The reason it works is that it initially releases the soiling (or the residual soiling if another spotter was used first), but as it dries it encapsulates the soiling or detergent residue left behind in the moisture. The net result is that once it has dried the fibres are left virtually chemical and soil free. This means that even the residual moisture left behind after a carpet cleaning job will dry, embrittle, crystallize and be easily vacuumed away. That's why the carpet fibres appear cleaner immediately and stay cleaner longer.

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## "I DON'T know what the stain is... what should I do?"

Knowing what the stain is will help you get the best results from your stain removal kit. The easiest way is to ask your client the question. What stained it, and when did it happen? The location, the feel of the stain and any noticeable odours can also give you clues.

If you still don't know, start off with **Houdini**. If the stain persists, follow the table below starting off with 1 and moving through to 4 if required. The product in italic font is the recommended option within its category... For a more comprehensive guide refer to the A-Z of Stains Chart.

1. Solvent	2. Alkaline	3. Acidic	4. Specialty 2-Part
<b>Products Include:</b> <ul style="list-style-type: none"> <li>• Power Gel</li> <li>• Dry Safe</li> <li>• Release The Grease</li> <li>• Bigg Orange</li> </ul>	<b>Products Include:</b> <ul style="list-style-type: none"> <li>• Blood &amp; Protein Remover</li> </ul>	<b>Products Include:</b> <ul style="list-style-type: none"> <li>• Tea, Coffee &amp; Fruit Juice Remover</li> <li>• Browning &amp; Water Mark Remover</li> <li>• Trust Me</li> </ul>	<b>Products Include:</b> <ul style="list-style-type: none"> <li>• Double Whammy (for difficult to remove stains)</li> </ul>
<b>Stains Removed:</b> <ul style="list-style-type: none"> <li>• Paint</li> <li>• Oil</li> <li>• Grease</li> <li>• Gum</li> <li>• Adhesive</li> <li>• Wax</li> <li>• Pen</li> <li>• Tar</li> <li>• Lipstick</li> <li>• Crayon</li> <li>• Shoe Polish</li> <li>• Nail Polish</li> <li>• Ink</li> <li>• Food Oils</li> </ul>	<ul style="list-style-type: none"> <li>• Blood</li> <li>• Milk</li> <li>• Egg</li> <li>• Cheese</li> <li>• Faeces</li> <li>• Gravy</li> <li>• Chocolate</li> <li>• Grass</li> <li>• Vomit</li> <li>• Mayonnaise</li> <li>• General Food</li> <li>• Stains</li> <li>• Shoe Polish</li> <li>• Mildew</li> <li>• Traffic Lane Soils</li> <li>• Picture Framing (Grey shadowing)</li> </ul>	<ul style="list-style-type: none"> <li>• Tea / Tannin</li> <li>• Coffee</li> <li>• Fruit Juice</li> <li>• Urine</li> <li>• Water Marks</li> <li>• Berry</li> <li>• Red Wine</li> <li>• Dyes</li> <li>• Soft Drink</li> <li>• Medicines</li> <li>• Browning Discolouration</li> <li>• Rust</li> <li>• Dried blood spots</li> </ul>	<ul style="list-style-type: none"> <li>• Tea / Tannin</li> <li>• Coffee</li> <li>• Fruit Juice</li> <li>• Red Drinks</li> <li>• Urine &amp; Pet Stains</li> <li>• Mustard</li> <li>• Berry</li> <li>• Red Wine</li> <li>• Dyes</li> <li>• Soft Drink</li> <li>• Medicines</li> <li>• Vomit</li> <li>• Cough Syrup</li> <li>• Betadine</li> <li>• Powerade/Gatorade</li> <li>• Curry</li> <li>• Coke and Colas</li> <li>• Blood</li> <li>• Cordial</li> <li>• Soy Sauce</li> <li>• Ribena</li> <li>• Mercurochrome</li> <li>• Jam &amp; Sauce</li> </ul>

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"I DO know what the stain is!"  
The A – Z of Stains chart below is for you.

Type Of Stain	Recommended Product & Helpful Hints
<b><u>ACNE CREAMS:</u></b>	<p>Most acne creams on the market today contain the active ingredient 'Benzyl Peroxide' which is a bleaching / oxidising agent. The dyes are usually tan, brown or yellowish in colour. Note: In most cases acne creams will permanently bleach carpet which is not reversible with any carpet stain remover.</p> <p>Solution - 1. <b>Double Whammy.</b></p>
<b><u>ADHESIVE:</u></b>	<p>Usually from tape residue, cellophane, band-aids &amp; stickers.. Adhesive is usually sticky, shiny and in turn attracts dirt and builds up a dark colour.</p> <p>Solution - Peel off any remaining adhesive. 1. <b>Power Gel, Dry Safe or Release The Grease.</b></p>
<b><u>ALUMINUM:</u></b>	<p>Usually from window frames, awnings and furniture, aluminium can leave a crusty white residue.</p> <p>Solution - 1. <b>Trust Me.</b></p>
<b><u>BEER:</u></b>	<p>There are thousands of different beer products on the market. The hops, malt, alcohol, sugar, albumins, tannin and proteins contained in beer cause the stain. Dark coloured beers are more likely to stain than light coloured beers. Beer stains are usually light yellow to brown in colour. Beer is usually sticky, and in turn attracts dirt and builds up to a dark colour.</p> <p>Solution - 1. <b>Blood &amp; Protein Remover.</b> 2. <b>Double Whammy.</b></p>
<b><u>BLOOD:</u></b>	<p>Human and animal blood. Blood contains salts, proteins, albumin, fat, fibrin and iron. Stains are usually dark brown with an irregular edge.</p> <p>Solution - 1. <b>Blood &amp; Protein Remover.</b> 2. For old dried up blood stains you can use <b>Trust Me.</b> Do not use warm/hot water. 3. If stain is still present - <b>Double Whammy.</b></p>

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<p><b><u>BROWNING:</u></b></p>	<p>Browning is most often caused by moisture in the cellulose fibre or jute backing of the carpet causing a wicking or colour bleeding effect. As the carpet dries, this browning stain travels up the fibre from the cellulose backing leaving an unsightly yellow/orange/brown stain with irregular edges on the surface. It can be caused by:</p> <ul style="list-style-type: none"> <li>• Over wetting the carpet during the cleaning process, a flood or from excess water.</li> <li>• Poor carpet drying conditions (high humidity, inadequate ventilation.)</li> <li>• The use of highly alkaline chemicals that have not been sufficiently neutralised.</li> <li>• Poor or non-existent dry vacuuming before hot water extraction allows soils that are deeply imbedded in the pile to travel up the carpet fibre as the carpet dries.</li> </ul> <p>Solution - <b>Browning &amp; Watermark Remover.</b></p>
<p><b><u>BURNS:</u></b> (Cigarette &amp; incense)</p>	<p>Cigarette burns will leave a yellow nicotine stain that can be difficult to remove. Cigarette burns can also melt the fibres which permanently damage the fibres.</p> <p>Solution - 1. <b>Powergel, Dry Safe</b> or <b>Release The Grease.</b> 2. <b>Double Whammy.</b></p>
<p><b><u>BUTTER &amp; MARGARINE:</u></b></p>	<p>The stain is greasy, yellowish and sometimes built up to a dark colour as a result of it attracting general soil. The stain contains vegetable dye, corn oil, milk, salt, preservatives and vegetable fats.</p> <p>Solution - 1. <b>Powergel, Dry Safe</b> or <b>Release The Grease.</b></p>
<p><b><u>CHOCOLATE:</u></b></p>	<p>Lollies, cocoa, ice cream, etc. Chocolate contains oil, grease, cocoa, butter, colouring, sugar and milk. The stain is brown with an irregular edge and builds into a darker colour as a result of it attracting general dirt.</p> <p>Solution - 1. <b>Blood &amp; Protein Remover.</b> 2. <b>Powergel, Dry Safe</b> or <b>Release The Grease.</b></p>
<p><b><u>COCKTAIL BEVERAGES:</u></b></p>	<p>The stains contain food colourings, alcohol, tannin and sugars. The colour could be anything as alcohols come in every possible colour.</p> <p>Solution - 1. <b>Tea, Coffee &amp; Fruit Juice Remover.</b> 2. <b>Double Whammy.</b></p>

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<b><u>COFFEE:</u></b>	Coffee stains contain tannins, sugar, fatty acids, alcohol, oils, milk, creams that can leave a yellow to brown stain with an irregular edge, darkening with heat and age.  Solution - <b>Tea, Coffee &amp; Fruit Juice Remover. 2. Double Whammy.</b>
<b><u>COPPER:</u></b>	Solution - <b>Trust Me.</b>
<b><u>COSMETICS:</u></b>	Cosmetics contain animal fats, oils, colouring water and can leave the fibres with a greyish or brown absorbed stain.  Solution - <b>1. Dry Safe, Powergel or Release The Grease. 2. Double Whammy.</b>
<b><u>COUGH SYRUP:</u></b>	Cough Syrup contains honey, sugar, syrup, menthol, alcohol, flavouring and colouring matter. The stain is usually absorbed with an irregular edge, sticky when wet and stiff when dry.  Solution - <b>1. Blood &amp; Protein Remover. 2. Double Whammy</b>
<b><u>CRAYONS:</u></b>	Crayons contain wax, grease, pigment, colouring matter and is built up  Solution - <b>1. Powergel, Dry Safe or Release The Grease. 2. Double Whammy</b>
<b><u>EGG:</u></b>	Eggs contain a protein, called albumin and also oils, fats and colouring matters which can leave a yellow stain.  Solution - <b>1. Blood &amp; Protein Remover.</b>
<b><u>FAECES:</u></b>	Faeces contains digested food, albumins and acids leaving a brown or dark grey built up stain.  Solution - <b>1. Blood &amp; Protein Remover</b>
<b><u>FERTILIZER:</u></b>	Usually consists of nitrogen, phosphorus and potassium. A percentage of fertilizer is iron, therefore the stain should be treated and look similar to rust. Fertilizer stains are one of the most difficult stains to remove. It can cause a reddish-brown to yellow stain that can permanently stain the fibres. Do not use alkalines on this stain.  Solution - <b>1. Trust Me.</b>
<b><u>FOOD COLOURING:</u></b>	Contains colouring matter and propylene glycol and the stain is absorbed with an irregular edge.  Solution - <b>1. Double Whammy.</b>

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<p><b><u>FRUIT (INCLUDING JUICES) - DARK COLORED:</u></b></p>	<p>Stains caused by cherries, grapes, blueberries, blackberries, cranberries, raspberries, strawberries, etc., and their juices. These fruits contain tannin, acids, pulp, sugar and colouring matter that can be very difficult to remove, not to mention the sugar giving off a brownish stain. These stains are absorbed, splotchy with an irregular edge.</p> <p>Solution - 1. <b>Tea, Coffee &amp; Fruit Juice Remover.</b> 2. <b>Double Whammy.</b></p>
<p><b><u>FRUIT (INCLUDING JUICES)- LIGHT COLORED:</u></b></p>	<p>Stains caused by apples, pears, oranges, lemons, limes, grapefruits, etc., and their juices. These fruits contain tannin, acids, pulp, sugar and colouring matter that can be very difficult to remove, not to mention the sugar giving off a brownish stain. These stains are absorbed, splotchy with an irregular edge.</p> <p>Solution - 1. <b>Tea, Coffee &amp; Fruit Juice Remover.</b> 2. <b>Double Whammy.</b></p>
<p><b><u>FURNITURE POLISH:</u></b></p>	<p>Spray and liquid furniture polishes contain oils, dyes, waxes, petroleum, distillate and silicones that can cause staining. The darker polishes (walnut) can permanently stain the fibres.</p> <p>Solution - 1. <b>Powergel, Dry Safe, or Release The Grease.</b> 2. <b>Double Whammy.</b></p>
<p><b><u>GUM (CHEWING):</u></b></p>	<p>Solution - 1. <b>Powergel, Dry Safe, or Release The Grease.</b> For best results, use the 'Jaws' agitator tool.</p>
<p><b><u>GLUE (SYNTHETIC):</u></b></p>	<p>Super glue, hot glue, epoxy, resin, plastic model cement, etc.</p> <p>Solution - 1. <b>Powergel, Dry Safe, or Release The Grease.</b> It may take a few applications to remove the gum completely. For best results, use the 'Jaws' agitator tool.</p>
<p><b><u>GRASS:</u></b></p>	<p>Grass contains Tannin, chlorophyll, acids, oils leaving a nasty green or yellow stain.</p> <p>Solution - 1. <b>Blood &amp; Protein Remover.</b> 2. <b>Double Whammy.</b></p>
<p><b><u>GRAVY:</u></b></p>	<p>Gravy contains Meat extracts, starch, protein, milk, flour, seasonings and leaves a brown absorbed or built up stain.</p> <p>Solution - 1. <b>Blood &amp; Protein Remover.</b> 2. <b>Double Whammy.</b></p>
<p><b><u>GREASE:</u></b></p>	<p>Including cooking grease and vegetable oils can leave a nasty dark stain.</p> <p>Solution -1. <b>Powergel, Dry Safe, or Release The Grease.</b></p>

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<b><u>GROUT:</u></b>	Grout films and other concrete based residues leave a greyish film on the fibres.  Solution - 1. <b>Trust Me</b>
<b><u>ICE CREAM (NON-CHOCOLATE):</u></b>	All flavours except chocolate (for chocolate see 'Chocolate') Ice cream contains cream, milk, egg, sugar, fruit extract and colouring matter leaving an absorbed, built up and stiff when fry stain.  Solution - 1. <b>Blood &amp; Protein Remover</b> . 2. <b>Double Whammy</b> .
<b><u>INK:</u></b>	Ink found in ballpoint pens, magic markers, carbon paper, newspaper print, etc contain basic or soluble aniline dyes, insoluble organic solvents, oils, resins, gums, binding agents, such as shellac, varnish or petroleum.  Solution - 1. <b>Powergel, Dry Safe, or Release The Grease</b> . 2. <b>Double Whammy</b> .
<b><u>INK (TONER):</u></b>	Copy machine toner and similar inks. If the stain is allowed to sit it may become permanent.  Solution - 1. <b>Powergel, Dry Safe, or Release The Grease</b> . 2. <b>Double Whammy</b> .
<b><u>IODINE:</u></b>	Iodine and dyes found in similar medicines like Betadine can leave a orange-red absorbed stain.  Solution - 1. <b>Double Whammy</b> .
<b><u>JAM &amp; JELLY:</u></b>	All types and flavours, artificial and natural preserves contain pulp or fruit, tannin and preservatives. The colouring matter and fruits can cause staining, especially grape and berry jams and jellies. Stains are usually Red to blue, absorbed and built up.  Solution - 1. <b>Blood &amp; Protein Remover</b> 2. <b>Double Whammy</b> .
<b><u>LEATHER:</u></b>	Shoe and clothing leather contain oils and dyes that can penetrate into the fibres and cause staining.  Solution - 1. <b>Powergel, Dry Safe, or Release The Grease</b> . 2. <b>Double Whammy</b>
<b><u>LIPSTICK:</u></b>	Lipstick contains pigment or dye in fat, oil, waxes and dyes leaving a red, pink, orange soft and greasy stain.  Solution - 1. <b>Powergel, Dry Safe, or Release The Grease</b> . 2. <b>Double Whammy</b>

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<b><u>LIQUOR:</u></b>	Mixed drinks and white wine (For red wine see 'Wine'. For beer see 'Beer'. For mixed drinks, see 'Cocktails')
<b><u>LOLLIES:</u></b>	There are millions of types of lollies all containing sugar and various colouring matter.  Solution - 1. <b>Powergel, Dry Safe, or Release The Grease.</b> 2. <b>Double Whammy</b>
<b><u>LOTION:</u></b>	Including baby lotion, body lotion, suntan and hair oil, etc. Lotions contain various oils that can cause dark staining.  Solution - 1. <b>Powergel, Dry Safe, or Release The Grease.</b>
<b><u>MAKE-UP:</u></b>	Including mascara, blush, eye shadow, liquid foundation, etc. The colouring matters, waxes and oils can stain fibres.  Solution - 1. <b>Powergel, Dry Safe, or Release The Grease.</b> 2. <b>Double Whammy</b>
<b><u>MARIJUANA:</u></b>	Solution - 1. <b>Blood &amp; Protein Remover.</b> 2. <b>Tea, Coffee &amp; Fruit Juice Remover.</b> 3. <b>Double Whammy.</b>
<b><u>MERCUROCHROME:</u></b>	Same as iodine.
<b><u>MILK:</u></b>	Milk, cream and other milk products contain animal fat, albumins and water leave a white to cream stain lighter in the centre with a heavier build-up around the edges.  Solution - 1. <b>Blood &amp; Protein Remover</b>
<b><u>MOULD &amp; MILDEW:</u></b>	Mould, mildews, fungus, algae and other living plant stains can leave a black, green, blue, orange or white blotchy type of stain on carpeted surfaces. Since this is a living fungus, it can grow and spread at a rapid rate. It usually requires a moist environment with limited sunlight to grow.  Solution - 1. <b>Blood &amp; Protein Remover.</b> 2. <b>Oradicator</b> is an anti-fungal and may help stop the mould from returning.
<b><u>MUD:</u></b>	Mud, dirt, red clay, etc. contain soils with greases and oils, clay and iron. Most dirt is removed in normal maintenance, however, red clay can leave stains.  Solution (for brownish stains) - 1. <b>Blood &amp; Protein Remover.</b> Solution (for red coloured stains) - 1. <b>Blood &amp; Protein Remover.</b> 2. <b>Trust Me</b> 3. <b>Double Whammy.</b>

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<b><u>MUSTARD:</u></b>	Mustard contains mustard seed, vinegar, salt, tumeric, oils, spices and flavourings which can create a yellowish stain.  Solution - 1. <b>Tea, Coffee &amp; Fruit Juice Remover.</b> 2. <b>Trust Me</b> 3. <b>Double Whammy.</b>
<b><u>NAIL POLISH:</u></b>	Including enamel and lacquer nail polish, the stain contains red dye or pigment in a liquid cellulose acetate base, solvent and plasticiser.  Solution - 1. <b>Powergel, Dry Safe, or Release The Grease.</b> 2. <b>Double Whammy</b>
<b><u>OILS:</u></b>	Including automotive, cooking, butter, margarine, fried food, mayonnaise, salad dressing, gravy, lubricating, etc. oil can also contain colour. Oil will penetrate deep and throughout the surface.  Solution - 1. <b>Powergel, Dry Safe, or Release The Grease.</b>
<b><u>PAINT (OIL / ENAMEL BASED):</u></b>	Oil based paints and alkyd resins and solvents contain pigments, drying oils, resins, volatile solvents. The stain is built up and stiff.  Solution - 1. <b>Powergel, Dry Safe, or Release The Grease.</b>
<b><u>PAINT (WATER / ACRYLIC BASED):</u></b>	Water based paints and polymer resins contain water, latex, pigments, emulsifiers, preservatives leaving a stiff and built up area.  Solution - 1. <b>Powergel, Dry Safe, or Release The Grease.</b>
<b><u>PAPER:</u></b>	Wet brown paper bags and construction paper can bleed into the fibres leaving a brown stain.  Solution - 1. <b>Double Whammy</b>
<b><u>PENCIL:</u></b>	Graphite and indelible pencil is a very common stain especially found during the building process.  Solution - 1. <b>Tea, Coffee &amp; Fruit Juice Remover.</b> 2. <b>Trust Me</b>
<b><u>PERFUME:</u></b>	Oils, alcohol and fragrances in perfume can penetrate into the surface and cause a light oil spot.  Solution - 1. <b>Powergel, Dry Safe, or Release The Grease.</b> 2. <b>Double Whammy</b>

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<b><u>PERSPIRATION:</u></b>	<p>Perspiration contains body oils, salts and enzymes which can cause staining especially where hands or body parts are constantly touching the surface. (eg. upholstery)</p> <p>Solution - 1. <b>Powergel, Dry Safe, or Release The Grease.</b></p>
<b><u>RUBBER:</u></b>	<p>All types of tyre marks created by cars, trucks, forklifts, bikes, carts, etc. The rubber itself is easy to remove, however, due to friction, the surface can be damaged and resurfacing may be required.</p> <p>Solution - 1. <b>Powergel, Dry Safe, or Release The Grease.</b></p>
<b><u>RUST:</u></b>	<p>Rust contains iron oxide leaving a reddish-brown absorbed or built up stain. Rust stains can also damage the surface through corrosion.</p> <p>Solution - 1. <b>Trust Me</b></p>
<b><u>SALAD DRESSING:</u></b>	<p>See 'Oil'.</p>
<b><u>SHOE POLISH:</u></b>	<p>Shoe polish contains wax, resins, solvents, dyes, shellac, alcohol, tannin leaving a black or brown absorbed or built up stain.</p> <p>Solution - 1. <b>Powergel, Dry Safe, or Release The Grease. 2. Double Whammy.</b></p>
<b><u>SILICONE:</u></b>	<p>Silicone used for grouting, sealing and in general construction.</p> <p>Solution - 1. <b>Powergel, Dry Safe, or Release The Grease.</b></p>
<b><u>SMOKE / SOOT:</u></b>	<p>Smoke and soot from fireplaces and fire damage contain particles of oil, sulphur compounds and carbon that can leave a black spots and smudges. Fire damage can also melt the fibres causing permanent damage.</p> <p>Solution - 1. <b>Powergel, Dry Safe, or Release The Grease.</b></p>
<b><u>SOFT DRINKS:</u></b>	<p>Coke, Pepsi and all other carbonated soft drinks contain food colourings, alcohol, tannin, flavouring, fruit extracts and sugars. The colour could be anything as soft drinks come in every possible colour.</p> <p>Solution - 1. <b>Blood &amp; Protein Remover. 2. Tea, Coffee &amp; Fruit Juice Remover. 3. Double Whammy.</b></p>
<b><u>SOUP:</u></b>	<p>Soups and stews contain meat and vegetables that can leave greasy looking stains.</p> <p>Solution - 1. <b>Blood &amp; Protein Remover. 2. Double Whammy.</b></p>

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<b><u>SOY / WORCESTERSHIRE SAUCE:</u></b>	Contains colouring matter and proteins leaving a brown absorbed stain with an irregular edge.  Solution - 1. <b>Blood &amp; Protein Remover.</b> 2. <b>Double Whammy.</b>
<b><u>SUNSCREEN:</u></b>	See 'Lotion'.
<b><u>SYRUP:</u></b>	Honey, molasses, maple, corn, etc. The sugar and colouring added to these syrups can cause yellow to brown built up and sticky stains.  Solution - 1. <b>Powergel, Dry Safe, or Release The Grease.</b> 2. <b>Double Whammy.</b>
<b><u>TAR / ASPHALT:</u></b>	Asphalt, roofing tar, beach tar, etc. contain coal tar or petroleum and sulphur compounds. The stain is black, shiny, built up or absorbed and has a distinctive odour.  Solution - 1. <b>Powergel, Dry Safe, or Release The Grease.</b>
<b><u>TEA:</u></b>	Tea contains tannins, sugar, fatty acids, milk and creams that can leave a yellow to brown stain with an irregular edge, darkening with heat and age.  Solution - 1. <b>Tea, Coffee &amp; Fruit Juice Remover.</b> 2. <b>Double Whammy.</b>
<b><u>TOBACCO:</u></b>	See 'Burns'.
<b><u>TOMATO:</u></b>	Including canned, fresh tomatoes, tomato pastes and juices can leave a reddish stain.  Solution - 1. <b>Tea, Coffee &amp; Fruit Juice Remover.</b> 2. <b>Double Whammy.</b>
<b><u>TOMATO SAUCE:</u></b>	Including barbecue, steak, spaghetti etc. These sauces contain tomato, tannin, oil, salt, sugar, spices, vinegar, onions and dyes. The dyes will leave a red to brown stain.  Solution - 1. <b>Dry Safe.</b> 2. <b>Tea, Coffee &amp; Fruit Juice Remover.</b> 3. <b>Double Whammy.</b>
<b><u>TOOTHPASTE:</u></b>	Toothpaste contains soap, bleaching compounds, flavouring, fluoride compound. The stain is usually white or greenish and built up.  Solution - 1. <b>Blood &amp; Protein Remover.</b> 2. <b>Double Whammy.</b>

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<p><b><u>URINE:</u></b></p>	<p>Urine contains urea, uric acid, ammonia, organic acids, pigments, cholesterol. The proteins contained can also leave a yellow to brown, darkening with age and absorbed stain. The urine can also leave a terrible odour.</p> <p>Solution - 1. <b>Tea, Coffee &amp; Fruit Juice Remover.</b> 2. <b>Browning Treatment.</b> 3. <b>Double Whammy.</b></p>
<p><b><u>VOMIT:</u></b></p>	<p>Human and animal vomit contain food mucus, albumins and acids. The acids in the stomach have a very low pH and can stain fibres. The food mucus, depending on the food eaten, can also leave a coloured stain. The vomit can also leave a terrible odour which will need treatment with a product like Oradicator.</p> <p>Solution - 1. <b>Blood &amp; Protein Remover.</b> 2. <b>Tea, Coffee &amp; Fruit Juice Remover.</b> 3. <b>Double Whammy.</b></p>
<p><b><u>WATER MARKS:</u></b></p>	<p>Water marks are most often caused by moisture in the cellulose fibre or jute backing of the carpet causing a wicking or colour bleeding effect. As the carpet dries, this browning stain travels up the fibre from the cellulose backing leaving an unsightly yellow/orange/brown stain with irregular edges on the surface.</p> <p><b>It can be caused by:</b></p> <ul style="list-style-type: none"> <li>• Over wetting the carpet during the cleaning process, a flood or from excess water.</li> <li>• Poor carpet drying conditions (high humidity, inadequate ventilation.)</li> <li>• The use of highly alkaline chemicals that have not been sufficiently neutralised.</li> <li>• Poor or non-existent dry vacuuming before hot water extraction allows soils that are deeply imbedded in the pile to travel up the carpet fibre as the carpet dries.</li> </ul> <p>Solution - 1. <b>Browning &amp; Watermark Remover.</b></p>
<p><b><u>WAX (CANDLE/BEAUTY):</u></b></p>	<p>Wax also can contain colouring matters.</p> <p>Solution - 1. <b>Powergel, Dry Safe, or Release The Grease.</b> 2. <b>Double Whammy.</b></p>
<p><b><u>WINE:</u></b></p>	<p>Wine contains tannins, alcohol, acids, sugar and colouring matter.</p> <p>Solution - 1. <b>Tea, Coffee &amp; Fruit Juice Remover.</b> 2. <b>Double Whammy.</b></p>

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## WOOD STAIN:

Spray and liquid wood stains contain oils, dyes, waxes, petroleum, distillate and silicones that can cause staining.

Solution - 1. **Powergel, Dry Safe, or Release The Grease.** 2. **Double Whammy.**

## Colour Clues To Stain Identification

Stain Colour	Possible Cause
Blacks	Oil, grease, tar, asphalt, ink, shoe polish, mould, moss, fungus, mildew, faeces, vegetation, dirt, soya sauce, worcestershire sauce
Browns	Coffee, tea, foods, chocolate, grease, oil, algae, moss, vegetation dirt, wood (tannin), tobacco, urine, faeces, rust, copper, bronze, dyes, plant fertilizer, iodine,
Reds	Foods, fruit drinks, blood, ink, dyes, rust, plant fertilizer, dirt, wine
Oranges	Foods, fruit drinks, rust, dyes, mercurochrome
Greens	Algae, mildew, foods, ink, dyes, copper, bronze
Yellows	Eggs, mustard, oil, grease, urine, rust
Ambers	Varnish, polyurethane
Blues	Plant fertilizer, ink, dyes
Blueish - Greenish	Copper, bronze, mould / mildew
Greys	Aluminium, efflorescence, paper

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Whites	Aluminium, plant fertilizer, paint, grout, wax.
Clear	Eggs, lacquer, varnish, urethane, polyurethane
Other	Paint, ink, crayon (wax), dyes, cement colouring stains, pigmented sealers, coloured past waxes, coloured grouts

## Professional Carpet Cleaning Stain Removal Kit

### What you need...

- Houdini
- Power Gel
- Release The Grease
- Dry Safe
- Blood and Protein Remover (For traffic lanes too.)
- Tea, Coffee and Fruit Juice Remover
- Browning and Watermark Remover
- Trust Me
- Double Whammy

### IMPORTANT

1. Do not use any product before reading and understanding the material safety data sheet and Product Information Sheet.
2. Always wear personal protection equipment (refer to MSDS.)
3. Always pre-test in an inconspicuous area to ensure suitability before using this product.
4. Do not mix chemicals with any other chemicals.
5. There is not one product that removes all carpet stains. All of the products listed are part of a complete professional stain removal system. It is important to familiarise yourself with the different products and how each of them work for the ultimate result.

### HEALTH & SAFETY INFORMATION

See separate Product Information and Material Safety Data Sheets available on request.

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