

## PROCHEM EUROPE LTD

### SPOT & STAIN REMOVAL GUIDE

#### TIPS & PRECAUTIONS

- **Always be aware that no guarantee can be given for complete stain removal and agree this with the customer before proceeding.**
- **Some stains, such as but not limited to:- food colourings, hot drinks, cosmetic preparations, plant foods etc. may cause permanent colour change to the fibres and may react adversely to stain removal products.**
- **Always pre-test a small section of the stain with the stain remover to check for any adverse reaction or colour change before proceeding with the treatment.**
- All spills and stains should be treated as quickly as possible to help prevent permanent staining.
- The longer a spot or stain remains on the carpet or fabric, the more difficult it will be to remove.
- Always remove any solid matter first by using a spatula, or blunt knife edge.
- Spills and fresh stains should always be blotted with clean, white, absorbent towels, napkins or tissues. Never use coloured towels or tissues.
- Apply towel or tissues with firm pressure. Keep blotting and repeat.
- Always pre-test stain removal procedures and products in an inconspicuous area (under a sofa, on an area of carpet under or behind a piece of furniture).
- Apply a small amount of spotting agent to the fibre and blot gently with a clean, white towel. If colour transfers to towel or a colour change occurs, do not proceed.
- Do not over-wet or over-apply solvents. Use small amounts of the spotting products and blot frequently.
- Always blot, do not rub or brush. Continue until all of the stain is removed, then brush to re-align fibres.
- Work from outer edge of the stain towards the centre to prevent ring marks.
- **If more than one product is indicated in the stain removal chart, start with the first product.**
- **If the treatment is unsuccessful then try the next product, treat the stain with each spotting agent until the stain is removed or the best result is obtained.**
- **It may not be necessary to use all of the products listed.**
- The final step is always to rinse the area with water or **Fibre & Fabric Rinse**, if indicated, then absorb all the remaining moisture with absorbent towels.
- Be patient. Some spots and stains respond slowly. All spots and stains cannot be removed from every fibre and fabric due to differences in fibres, dyes, construction, finishes, composition of the spills, length of time the spot has remained on the article and many other factors.
- **Important: Prochem water-based stain treatments may require dilution with water. Always check label directions before proceeding.**
- **Application is the sole responsibility of the cleaning operator. Some stains may be permanent.**
- **Always pre-test in an inconspicuous area and test a small area of the stain to assess the suitability and performance of the treatment before proceeding.**

## STAIN REMOVAL CHART

STAIN TYPE	STAIN REMOVAL PROCEDURE
<b>ADHESIVE (MASKING TAPE)</b>	Apply <b>Solvall Spotter</b> and blot. Apply <b>Solvex</b> and blot. Apply <b>Citrus Gel</b> and blot. Apply <b>Neutral Pro-Spotter</b> then blot or extract.
<b>ALCOHOL/BEER</b>	Apply <b>Neutral Pro-Spotter</b> and blot. Apply <b>Coffee Stain Remover</b> and blot. Apply <b>Fibre and Fabric Rinse</b> solution and blot. Rinse thoroughly with water and blot until dry.
<b>BLOOD</b>	<b>Take safety precautions to avoid infection or contamination.</b> Apply <b>Microsan</b> leave for 15 minutes, then blot or extract. Apply <b>Stain Pro</b> and blot. Apply <b>Rust Remover</b> , wait 2-5 minutes and blot. Allow to react 5 to 15 minutes. Rinse thoroughly with water and blot until dry. It may be necessary to apply a solution of 30ml of <b>Oxibrite</b> per litre of water (subject to colour test).
<b>BLUE TACK</b>	Scrape up excess, hardened residue prior to treatment. Apply <b>Solvall Spotter</b> and blot. Apply <b>Solvex</b> and blot. Apply <b>Citrus Gel</b> and blot.
<b>BROWNING</b>	Apply <b>Browning Prescription</b> solution. Agitate fibres, leave 5 to 15 minutes then rinse extract with <b>Fibre &amp; Fabric Rinse</b> . (For severe discoloration apply <b>Oxibrite</b> , <b>Fibrebuff</b> and <b>Fibre Shampoo</b> - see label directions)
<b>BUTTER &amp; MARGARINE</b>	Apply <b>Citrus Gel</b> or <b>Solvall Spotter</b> and blot. Apply <b>Stain Pro</b> or <b>Neutral Pro-Spotter</b> and blot. Rinse thoroughly with water and blot until dry. Use <b>Fibre &amp; Fabric Rinse</b> to rinse if <b>Stain Pro</b> is used.
<b>CANDLE WAX</b>	Scrape off as much as possible with a spatula or blunt knife. Apply <b>Citrus Gel</b> or <b>Solvall Spotter</b> and blot.
<b>CHEWING GUM</b>	Apply <b>Citrus Gel</b> or <b>Solvall Spotter</b> and leave for a few minutes. Remove softened gum with spatula or blunt knife.
<b>CHOCOLATE</b>	Scrape off as much as possible with blunt knife following direction of pile. Apply <b>Stain Pro</b> and blot. Apply <b>Fibre &amp; Fabric Rinse</b> solution and blot. Rinse thoroughly with water and blot until dry.
<b>COFFEE &amp; TEA</b>	Apply <b>Stain Pro</b> and blot, then apply <b>Fibre &amp; Fabric Rinse</b> solution and rinse. Apply <b>Coffee Stain Remover</b> and blot. Repeat above and leave for 15 to 30 minutes then rinse with water. Apply <b>Red Rx</b> with towel and iron method (see label directions). For difficult stains, apply a foam solution of 30ml <b>Oxibrite</b> , 60ml <b>Fibrebuff</b> and 250ml <b>Fibre Shampoo</b> mixed with 5 litres of warm to hot water (subject to pre-testing). Leave to dry and repeat procedure if required. Stronger solutions may be tried (subject to pre-testing) by reducing the amount of water and shampoo down to 1 litre of water and 50ml of <b>Fibre Shampoo</b> mixed with 30ml <b>Oxibrite</b> and 60ml <b>Fiberbuff</b> . <b>Some coffee and tea stains may be permanent.</b>
<b>COUGH SYRUP</b>	Apply <b>Stain Pro</b> and blot. Apply <b>Fibre &amp; Fabric Rinse</b> solution and blot-use hot water. Apply <b>Neutral Pro-Spotter</b> and blot. Apply <b>Citrus Gel</b> and blot. Rinse thoroughly with water and blot until dry. Certain colourings may be more difficult to remove than others - see <b>Food Colourings</b> .
<b>CRAYONS</b>	Scrape off as much as possible with a blunt knife. Apply <b>Citrus Gel</b> or <b>Solvall Spotter</b> , blot and leave to dry. If stain persists apply <b>Ink Solv</b> or <b>Solvex</b> . Rinse thoroughly with water, blot until dry.

<b>DRAUGHT MARKS</b>	Pre-test in an inconspicuous area for effect on carpet. Apply <b>Ultrapac Renovate</b> solution or <b>Filter-Out</b> by sprayer. Agitate with carpet pile brush. Allow 5 minutes dwell time, then rinse extract with <b>Fibre &amp; Fabric Rinse</b> solution. <b>Some draught marks may be permanent.</b>
<b>EGGS (RAW)</b>	Blot / scrape up as much as possible, as quickly as possible. Apply <b>Stain Pro</b> and blot. Rinse thoroughly with <b>Fibre &amp; Fabric Rinse</b> and blot until dry.
<b>FAECES EXCREMENT</b>	<b>Take safety precautions to avoid infection or contamination.</b> Apply <b>Clensan</b> or <b>Microsan</b> leave for 15 minutes, then blot or extract. Apply <b>Stain Pro</b> and blot. Rinse thoroughly with <b>Fibre &amp; Fabric Rinse</b> solution and blot until dry.
<b>FAKE TAN</b>	Usually permanent. Apply <b>Neutral Pro-Spotter</b> or <b>Red Rx</b> as for <b>Food Colouring</b> .
<b>FOOD COLOURING</b>	Apply <b>Stain Pro</b> and blot. Apply <b>Neutral Pro-Spotter</b> and blot. If stain persists apply <b>Red Rx</b> , place damp clean white towel over spot and apply steam iron for 5 to 10 seconds only. Check towel for colour transfer and repeat as required. DO NOT allow hot iron to contact carpet. Caution: <b>Red Rx</b> with hot iron method may cause carpet colour loss. Always pre-test with above procedure in an inconspicuous area.
<b>FRUIT JUICE</b>	Apply <b>Stain Pro</b> blot then rinse with <b>Fibre &amp; Fabric Rinse</b> solution, blot until dry. Repeat if necessary and leave to dry. Apply <b>Coffee Stain Remover</b> and blot. Apply <b>Fibre and Fabric Rinse</b> solution and blot. If stain persists, use <b>Food Colouring</b> removal procedure. <b>Some stains may be permanent.</b>
<b>FURNITURE STAIN</b>	Apply <b>Solvex</b> and blot. Apply <b>Citrus Gel</b> and blot. Apply <b>Red Rx</b> as for <b>Food Colouring</b> procedure. Rinse area thoroughly with water and blot until dry. <b>Furniture dye stains are often impossible to remove.</b>
<b>GLUE (WATER-BASED)</b>	Apply <b>Neutral Pro-Spotter</b> and blot or apply <b>Stain Pro</b> and blot. Rinse thoroughly with <b>Fibre &amp; Fabric Rinse</b> and blot until dry.
<b>GLUE (HOUSEHOLD CEMENT)</b>	Apply <b>Solvex</b> and blot. Apply <b>Citrus Gel</b> sparingly and blot. Rinse thoroughly with water.
<b>GRASS</b>	Apply <b>Citrus Gel</b> and rinse with hot water. Apply <b>Stain Pro</b> and allow to stand for 2 to 5 minutes. Rinse thoroughly with water and blot until dry.
<b>GRAVY</b>	Apply <b>Stain Pro</b> and blot. Apply <b>Fibre &amp; Fabric Rinse</b> solution and blot. Apply <b>Neutral Pro-Spotter</b> and blot. Rinse thoroughly with water and blot until dry.
<b>GREASE</b>	Scrape up excess, hardened residue prior to wetting. Apply <b>Solvex</b> or <b>Solvall Spotter</b> and blot. Apply <b>Citrus Gel</b> and blot. Apply <b>Stain Pro</b> and blot. For larger areas apply <b>Power Burst</b> then rinse extract thoroughly with <b>Fibre &amp; Fabric Rinse</b> solution and vacuum until dry.
<b>HAIR DYE</b>	Usually permanent. Apply <b>Neutral Pro-Spotter</b> or <b>Red Rx</b> as for <b>Food Colouring</b> procedure.
<b>ICE CREAM</b>	Apply <b>Stain Pro</b> and blot. Apply <b>Fibre &amp; Fabric Rinse</b> solution and blot. If stain persists apply <b>Neutral Pro-Spotter</b> , allow to stand for 10 to 15 minutes, then blot. Rinse extract thoroughly with water, vacuum until dry.
<b>INK (BALL POINT)</b>	Apply <b>Solvex</b> or <b>Ink Solv</b> and blot and note if ink is readily released. If so, this indicates a solvent soluble dye. Repeat as needed. Blot, do not rub, to avoid spreading spot. If stain persists, apply <b>Citrus Gel</b> (or <b>Stain Pro</b> for water-based inks). Rinse thoroughly with water and blot until dry. Note: All inks are not the same and different approaches may have to be evaluated.

<b>LILY POLLEN</b>	Apply <b>Citrus Gel</b> , work in and leave to dwell for 2 to 5 minutes. Rinse thoroughly with <b>Fibre &amp; Fabric Rinse</b> and blot until dry. Alternatively apply <b>Ink Solv</b> , blot and rinse with water.
<b>JAM</b>	Apply <b>Neutral Pro-Spotter</b> and blot. Apply <b>Fibre &amp; Fabric Rinse</b> solution and blot. If stain persists apply <b>Stain Pro</b> and blot. Rinse thoroughly with <b>Fibre &amp; Fabric Rinse</b> solution and blot until dry.
<b>KETCHUP</b>	Apply <b>Stain Pro</b> or <b>Neutral Pro-Spotter</b> and blot. If stain persists apply <b>Red Rx</b> , allow 2 to 5 minutes dwell time and blot. Rinse thoroughly with water and blot until dry.
<b>LIPSTICK</b>	Scrape off excess with spatula or blunt knife. Apply <b>Solvall Spotter</b> (or <b>Citrus Gel</b> for surface-only stains) and blot. Apply <b>Solvex</b> for deep stains.
<b>MARKER PEN</b>	Apply <b>Ink Solv</b> then blot and rinse area with water.
<b>MASCARA MAKE-UP</b>	Scrape off excess with spatula or blunt knife. Apply <b>Solvall Spotter</b> (or <b>Citrus Gel</b> for surface-only stains) and blot. Apply <b>Solvex</b> for deep stains.
<b>MILDEW &amp; MOULD</b>	<b>May permanently damage fibres.</b> Apply <b>Neutral Pro-Spotter</b> DO NOT blot. Apply <b>Stain Pro</b> or <b>Multi Pro</b> allow 10 to 15 minutes dwell time. Apply <b>Fibre &amp; Fabric Rinse</b> solution and blot until dry. Apply a solution of 30ml <b>Oxibrite</b> per litre of water (subject to colour test) and leave to dry. Spray with <b>Clensan</b> ® after cleaning.
<b>MILK</b>	Apply <b>Stain Pro</b> and blot. Apply <b>Fibre &amp; Fabric Rinse</b> solution and blot until dry. If stain persists apply <b>Solvex</b> or <b>Citrus Gel</b> and blot. Apply <b>Neutral Pro-Spotter</b> and blot. Rinse thoroughly with water and blot until dry. Apply <b>Clensan</b> as post-treatment sanitiser.
<b>MUD</b>	Brush or scrape off as much as possible. Apply <b>Neutral Pro-Spotter</b> and blot. Rinse thoroughly with water and blot until dry. If stain remains apply <b>Citrus Gel</b> and blot. Rinse thoroughly with water and blot until dry. Note: Some clay and mud stains may be difficult to remove completely.
<b>MUSTARD</b>	Apply <b>Stain Pro</b> and blot. Apply <b>Fibre &amp; Fabric Rinse</b> solution and blot until dry. Apply <b>Neutral Pro-Spotter</b> DO NOT blot. If stain persists apply <b>Red Rx</b> as <b>Food Colouring</b> procedure. Rinse thoroughly with water and blot until dry.
<b>NAIL POLISH</b>	Apply <b>Solvex</b> or <b>Ink Solv</b> then blot and rinse area with water. Apply <b>Citrus Gel</b> then blot and rinse area with water.
<b>OILS</b>	Test with clean tissue - oil will transfer to tissue. Apply <b>Solvall Spotter</b> and blot or apply <b>Citrus Gel</b> and blot or apply <b>Solvex</b> and blot until dry. Where a solvent cannot be used apply <b>Power Burst</b> solution, brush and rinse with <b>Fibre &amp; Fabric Rinse</b> solution.
<b>PAINT (OIL-BASED)</b>	Apply <b>Solvall Spotter</b> and blot or apply <b>Citrus Gel</b> and blot or apply <b>Solvex</b> and blot. Re-apply <b>Solvex</b> until as much paint as possible is removed then weight down the stain with towels for several hours to loosen. Apply <b>Neutral Pro-Spotter</b> , work into stain then blot. Rinse thoroughly with water and blot until dry.
<b>PAINT (WATER-BASED)</b>	<b>Usually permanent.</b> Break up any dried residue into small sections and remove. Apply <b>Neutral Pro-Spotter</b> and blot. Apply <b>Solvall Spotter</b> and blot. Rinse thoroughly with water and blot until dry. Apply <b>Citrus Gel</b> and blot. For hardened paint, apply <b>Solvex</b> and blot. Apply <b>Neutral Pro-Spotter</b> and blot. Rinse thoroughly with water and blot until dry.
<b>PLASTICINE PLAY DOH PUTTY</b>	Scrape up excess, hardened residue prior to treatment. Apply <b>Solvall Spotter</b> and blot. Apply <b>Solvex</b> and blot. Apply <b>Citrus Gel</b> and blot. Apply <b>Neutral Pro-Spotter</b> then blot or extract.

<b>PVA GLUE</b>	Apply <b>Ink Solv</b> then blot and rinse area with water.
<b>RUST</b>	Apply <b>Rust Remover</b> and agitate with spotting brush. Allow to stand 5 to 15 minutes. Rinse thoroughly with water and blot until dry. Repeat process if required.
<b>SALT (ICE MELTER)</b>	Discuss with customer before taking action. Pre-test an inconspicuous area to determine if salt has permanently discoloured carpet and effectiveness of residue removal. Rinse extract area with <b>Fibre &amp; Fabric Rinse</b> solution. Ensure adequate ventilation to aid drying.
<b>SHOE POLISH</b>	Apply <b>Solvex</b> or <b>Sollval Spotter</b> and blot. Apply <b>Citrus Gel</b> and blot. Rinse thoroughly with water and blot until dry.
<b>SILICONE SEALANT</b>	Scrape up excess, hardened residue prior to treatment. Apply <b>Sollval Spotter</b> and blot. Apply <b>Solvex</b> and blot. Apply <b>Citrus Gel</b> and blot.
<b>SOOT</b>	Vacuum loose dry soot. Use air suction only. Do not rub. For small spots apply <b>Citrus Gel</b> then blot. Rinse thoroughly with water and blot or extract until dry. For larger areas, apply <b>Ultracpac Renovate</b> or <b>Filter-Out</b> then extract with <b>Fibre &amp; Fabric Rinse</b> solution.
<b>TAR &amp; ASPHALT</b>	Scrape off as much as possible with blunt knife. Apply <b>Sollval Spotter</b> or <b>Solvex</b> and blot. Apply <b>Citrus Gel</b> and blot. Apply <b>Neutral Pro-Spotter</b> and blot then rinse thoroughly with water and blot until dry.
<b>TOOTHPASTE</b>	Apply <b>Neutral Pro-Spotter</b> and blot. Apply <b>Fibre &amp; Fabric Rinse</b> solution and blot. Rinse thoroughly with water and blot until dry.
<b>URINE</b>	Blot up as much as possible if still wet. Apply <b>Urine Neutraliser</b> and blot. For old stains apply <b>Fibre &amp; Fabric Rinse</b> HOT solution, and extract. Repeat 2 to 3 times. Apply <b>Urine Neutraliser</b> and leave to dry. <b>Urine stains may cause permanent dye removal and may damage wool or nylon.</b>
<b>VOMIT</b>	Blot up as much as possible. Apply <b>Stain Pro</b> and extract. Apply <b>Neutral Pro-Spotter</b> and blot. Apply <b>Fibre &amp; Fabric Rinse</b> solution and extract. Rinse thoroughly with water and blot until dry. If stain persists try <b>Food Colouring</b> procedure.
<b>WASHING UP LIQUID</b>	Discuss with customer before taking action. Pre-test an inconspicuous area to determine if detergent has permanently stained carpet. Rinse - extract area with <b>Fibre &amp; Fabric Rinse</b> solution. Add <b>DEFOAMER</b> to waste tank. If stain persists try <b>Food Colouring</b> procedure.
<b>WINE</b>	Blot up as much as possible if wet. Apply <b>Stain Pro</b> or <b>Neutral Pro-Spotter</b> and blot. Apply <b>Fibre &amp; Fabric Rinse</b> solution and extract. For red wine apply <b>Coffee Stain Remover</b> and blot. Apply <b>Fibre and Fabric Rinse</b> solution and blot. If stain persists try <b>Food Colouring</b> procedure.
<b>YELLOWING</b>	Yellow discoloration of carpet may be due to many factors such as soiling, fume fading, atmospheric pollutants, stain resist deterioration, butylated hydroxy-toluene, oxidation, colour loss, oil tracking, urine or asphalt track-off. Discuss with customer before taking action and pre-test in an inconspicuous area. Apply <b>Browning Prescription</b> solution, agitate and leave 5 to 15 minutes. Rinse-extract area with <b>Fibre &amp; Fabric Rinse</b> solution.
<p align="center"><b>COPYRIGHT Prochem Europe Ltd.</b> Oakcroft Road, Chessington, Surrey, KT9 1RH, UK  Tel: 020 8974 1515 Fax: 020 8974 1511 Email: <a href="mailto:sales@prochem.co.uk">sales@prochem.co.uk</a>  <i>All information in this publication is copyright of Prochem Europe Ltd. and may not be reproduced without the prior written permission of Prochem Europe Ltd. E &amp; OE. The above information is intended as a guide only. Prochem Europe Ltd cannot accept responsibility for the user's professional cleaning application.</i></p>	