

SPOT & STAIN REMOVAL TIPS & SUCCESS RATES

The following guide gives tips and success rates for the restoration of most spots and stains on carpet and textile rugs for the majority of household incidents.

Some stains, such as but not limited to:- food colourings, hot drinks containing tannins (tea/coffee), cosmetic preparations, plant foods etc. may cause permanent colour change to the fibres and may react adversely to stain removal products. Under normal circumstances we would recommend replacement procedures rather than an attempted clean. However, where the effected area is less than a 50 pence piece size, we may be able to re-tuft or re-dye to produce an invisible repair.

We will always pre-test a small section of the stain with the appropriate stain remover to check for any adverse reaction or colour change before proceeding with the treatment.

Advice for consumers when they register the claim:-

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.

Step one - Always remove any solid matter first by using a spatula, or blunt knife edge.

Step two - 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 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.

Step three - Call DisasterCare Platinum on 0333 006 3306 immediately to get professional advice.

See following pages for advice on exact perils.



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STAIN REMOVAL CHART

STAIN TYPE	STAIN REMOVAL ADVICE AND CHANCES OF SUCCESS
Alcohol	May contain dyes so may permanently dye absorbent carpet like wool but should come out on non-absorbent carpets such as polypropylene. Restoration success rate >80%
Blood	<i>Take safety precautions to avoid infection or contamination.</i> Restoration success rate >90%
Browning	Restoration success rate >70%
Butter & Margarine	Oil based staining which should come out of most wool carpets and rugs. More difficult on synthetics if left for a long time. Restoration success rate >90%
Candle Wax	Restoration success rate >70%
Chewing Gum	Restoration success rate >90%
Chocolate	High likelihood of success from most carpets subject to any fillings which may contain dyes. Restoration success rate >90%
Coffee & Tea	These contain natural dyes and tannins. Hot drinks are more likely to stain than cool drinks. More absorbent fibre carpets are more likely to stain permanently. Tannins can be removed or reduced so worth an attempt although Restoration success rate >60%
Cough Syrup	If these contain natural or synthetic dyes/colours they are more likely to permanently stain more absorbent fibres. Restoration success rate >70%
Crayons	These are pigments suspended in a relatively solid (low viscosity) material. These should be successfully removed from most carpets. Restoration success rate >90%
Draught Marks	These are carbon based (oil based) atmospheric pollutants/particulates. These are unlikely to form the basis of an insurance claim. Restoration success rate >90%
Eggs (Raw)	Restoration success rate >90%
Food Colouring	Food colourings contain dyes and may permanently discolour absorbent carpet fibres. Restoration success rate <20%
Fruit Juice	Colours in fruit juices are dyes. These may permanently discolour absorbent fibres. Restoration success rate <20%
Furniture Stain	<i>Furniture dye stains are often impossible to remove especially if spilt in volume from a tin of the product. Highest likely success is from non-absorbent fibres such as polypropylene.</i> Restoration success rate <20%
Glue (Water-based)	Restoration success rate >90%
Glue (Household Cement)	Restoration success rate >90%
Grass	Restoration success rate <40%
Gravy	Natural food colourings and oils may result in permanent staining to both natural and synthetic fibres especially if dropped hot. Restoration success rate 50%
Grease	Grease residues should be removable from all carpets. Restoration success rate >90%
Ice Cream	Milk or cream based uncoloured ice cream should be successfully removed from most carpets. Restoration success rate >90%
Ink (Ball Point)	Depends on whether the ink is water soluble, solvent soluble or insoluble and the absorbency of the carpet fibres. Restoration success rate >80%

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STAIN REMOVAL CHART (CONTINUED)

STAIN TYPE	STAIN REMOVAL ADVICE AND CHANCES OF SUCCESS
Lily Pollen	This is one of nature's most potent natural dyes. Successful removal is subject to age of damage and fibre type (natural and absorbent fibres are most vulnerable). Restoration success rate >50%
Jam	Most of the colour is suspended in a low viscosity liquid. Transfer of any food colour is subject to absorbency of fibre and pressure of spill. Restoration success rate >80%
Ketchup	Food colouring (natural or synthetic) are more likely to damage more absorbent fibres like wool and nylon. Restoration success rate >80%
Lipstick	Pigment colours can transfer to carpet fibres but there is a high likelihood of success on most carpets. Paper, sisal, jute, cotton and seagrass will be the exception. Restoration success rate >90%
Mildew	Small (pin head size) colonies of mildew should come off most carpets. Restoration success rate >90%
Milk	Restoration success rate >95%
Mud	Restoration success rate >95%
Mustard	Likely to come out of most carpets although the disperse dyes may cause discolouration in more absorbent carpet fibres especially if heat or friction through rubbing is applied. Restoration success rate >80%
Nail Polish	It is possible to break through the air cured surface of dried nail varnish but the colours in the body of the spill are likely to re-dye absorbent carpet fibres. Large spills (larger than a coin or so) will usually be BER. Restoration success rate <10%
Oils	Restoration success rate >80%
Paint (Oil-based)	Small spills or droplets can be successfully removed from most carpets. Restoration success rate >80%
Paint (Water-based)	Small spills or droplets can be successfully removed from most carpets. Restoration success rate >80%
Rust/Furnox	Usually chemically reversible from most carpets. Restoration success rate >70%
Salt (Ice Melter)	Salt may discolour carpets by attacking dye systems. Wool and nylon carpets may be rinsed and re-dyed if colour loss results. Restoration success rate >80%
Shoe Polish	Likely to come out of most carpets although the disperse dyes may cause discolouration in more absorbent carpet fibres especially if heat or friction through rubbing is applied. Restoration success rate >80%
Soot	Most soot damage should be removed from most carpets as long as kept dry until extraction is possible. Restoration success rate >90%
Tar & Asphalt	High chance of success for most carpets but success rate goes down if synthetic carpets and large spills. Restoration success rate >80%.
Toothpaste	Restoration success rate >90%
Urine	The chemistry of urine will damage wool and other absorbent fibres and their dye systems. The older the stain the more likely the damage is to be permanent. Restoration success rate >70%
Vomit	Strong acid chemistry and food colours may permanently discolour absorbent carpet fibres, however, success rate is still reasonable if treated within first 5 days. Restoration success rate >60%
Wine	Success rate is reasonable if treated within first 5 days and there has been no attempt at DIY cleaning. Restoration success rate >80%
Yellowing	Yellowing through age is unlikely to result in an insurance claim as this will most likely be caused by atmospheric pollutant gases in which case it will be permanent on most carpet fibres. Other forms of yellowing are more likely to be caused by prolonged contact of carpet fibres with some of the stains listed above e.g. tar on synthetic carpets. Restoration success rate >60%

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Technical Footnote:

1. Small permanent stains can be repaired in some carpets e.g. Woven and tufted carpets.
2. Stains resulting in colour loss (reduction in colour intensity) to the carpet may be re-dyed if the carpets are wool or nylon.
3. Some carpets are treated with stain protectors. This may assist in successful removal if any amateur attempts at removal do not cause further damage.
4. Please ask the customer what attempt they have made to clean the area prior to our appointment so we can ascertain if this attempted clean has compromised the success rate.

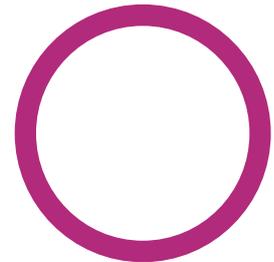
For further help or expert advice, call our national claims centre as detailed below -



0333 006 3306



claims@disastercare.co.uk



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Tel: 0333 006 3306 Email: claims@disastercare.co.uk



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