

# Accidental Damage **Stain Removal Guide**



## **Filter out**

**Battery Acid Cement Curry Fabric Dye Hair Dye  
Iron Burn Rotten Carpet Wood Stain**

## **Proceed with caution** seek further classification re stain/damage:

### **Filter or if stain/damage is under 20cms in diameter**

Make Up  
Shoe Polish/Wax

### **Under 20cm in diameter**

Bacardi Breezer (Water Melon)  
Cherryade  
Cola  
Iron Bru/Original Lucozade  
Lime Cordial

### **Under 20cm in diameter & under 24hrs**

Beetroot Juice  
Blackcurrent Juice  
Red Wine  
Vomit

### **Under 10cm in size & under 24hrs**

Emulsion Paint  
Gloss Paint  
Enamel  
Oil

### **Under 5cm in size**

Cartridge Ink  
Ink – Ballpoint/Felt Tip/  
Permanent Marker  
Nail Varnish  
Printer Ink  
Super Glue  
Tar/Bitumen  
Tippex  
Bleach Spots

### **Carpet is different/lighter in colour**

- **Policyholder** has attempted to remove stain

- **Policyholder** has rubbed/scrubbed stain

### **Misc**

Foam Backed Carpets - **If the carpet is over 15m<sup>2</sup> in size**

Pollen - **Removal hasn't been attempted**

Solvent based stain on leather upholstery  
- **Only 1 panel affected**

Where Carpet is less than 9m<sup>2</sup> - **Is the carpet over £200.00**

If stain/damage is not categorised as above or full details are not known, appoint Rainbow International

## **ALL OTHER INCIDENTS / UNCERTAINTIES** **Appoint Rainbow International**

- a part of the **ISS** GROUP

**24 Hour National Helpline:**

# **01623 422488**

# Stain Removal Guide

## When considering the chance of stain removal remember:

- How long since incident occurred
- Action taken by Insured to restore, including materials used (see 'First Aid Tips' and 'Spills and Stains')
- Natural fibre carpets will repel oil and grease-based stains better. Synthetic fibres will repel water-based stains better. If in doubt call 01623 422488.

## CARPET REPAIRS

Small cigarette burns, the size of a 10p coin, can usually be repaired satisfactorily. This would depend on the type of carpet, e.g. natural fibres such as wool are suitable, but not some synthetic carpets, as these fibres are prone to burst. Satisfactory repair also depends on the position of the burn in the room, e.g. new tufts in a heavily used area would show up against the worn carpet. Burns in less used, and therefore, less visible areas are more likely to be repairable.

## FLOOD AND WATER DAMAGE

### Do

- Turn off the water and try to prevent any further damage
- Mop up as much as you can, using a wet pick up vac, if possible
- Open windows and ventilate the room as much as possible
- If you have a fan or other source, blow COLD air through the room.

### Don't

- Lift or remove the carpets
- Apply heat either directly or indirectly in an attempt to dry out (this can cause shrinkage and possible structural damage)
- Use any bleaches, detergents, disinfectants or cleaning solutions.

## FIRST AID TIPS

### Make up domestic spotting kit with:

- Neutralising solution, e.g. distilled white vinegar
- Neutral liquid detergent, e.g. Woolite or Stergene
- Water washable paint brush restorer (available from DIY stores)

## ALCOHOL, BEER, FRUIT JUICES, BLOOD, TEA, COFFEE, WINE

- Scrape up excess and/or blot with white tissue/cloth until no more can be absorbed
- Pour 250ml or  $\frac{1}{2}$  pint of lukewarm water on to spillage area and blot until no more can be absorbed
- Mix egg cup of neutral liquid detergent with 250ml or  $\frac{1}{2}$  pint of lukewarm water and pour on to area. Blot until no more can be absorbed
- Mix an egg cup of neutralising solution with an egg cup of lukewarm water and pour on to the area. Blot until no more can be absorbed.

## VOMIT, FAECES, FOOD SPILLAGE, EMULSION PAINT

- Scrape up excess and/or blot with white tissue/cloth until no more can be absorbed
- Mix egg cup of neutral liquid detergent with 250ml or  $\frac{1}{2}$  pint lukewarm water (for emulsion paint use hot water) and pour on to the area. Blot until no more can be absorbed
- Mix egg cup of neutralising solution with egg cup of lukewarm water and pour on to area. Blot until no more can be absorbed.

## GLOSS PAINT

- Scrape up excess and/or blot with white tissue/cloth until no more can be absorbed
- Apply paint brush restorer to cloth, working in from edge of stain, blot with cloth. Use only gentle agitation
- Mix egg cup of neutral liquid detergent with 250ml or  $\frac{1}{2}$  pint of lukewarm water and pour on to the area. Blot until no more can be absorbed
- Mix egg cup of neutralising solution with egg cup of lukewarm water and pour on to the area. Blot until no more can be absorbed.

AS MATERIALS VARY GREATLY, RAINBOW INTERNATIONAL CANNOT ACCEPT ANY RESPONSIBILITY FOR ANY DAMAGE.

## SPILLS & STAINS (inc paint)

### Do

- Act immediately before the spill or stain spreads too far or penetrates the fibres
- Scrape up as much as possible with a spoon or palette knife (i.e. a blunt edge), always working towards the centre of the spillage to avoid spreading the stain
- Blot up liquids with a clean cloth or paper towel
- Use plain warm water to dampen and blot the spill, without rubbing
- Keep spill/stain moist with a little plain water and a damp cloth over an area until help arrives
- Cover gloss paint with polythene or Clingfilm to prevent drying.

### Don't

- Lift carpets or roll them up
- RUB the stain – rather BLOT it up
- Try to dry out by applying heat.

- a part of the 

  
**Rainbow**  
International®  
RESTORATION & CLEANING

**24 Hour National Helpline:**

**01623 422488**

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