

## For your notice board

### First aid for stains and spills

Accidents will happen. If something is spilt onto your carpet, take prompt action to prevent staining. You will need some clean, white, absorbent cloth or tissue and the Rainbow Professional Spot Remover Kit or, failing that, four basic solutions:

- Neutralising Solution (distilled white vinegar)
- Neutral Liquid Detergent (Woolite or Stergene)
- Dry Cleaning Solvent (Dabittoff)
- Water Washable Paint Brush Restorer (Polyclens)

### Types of spills and stains

- a) Alcohol, beer, fruit juice, blood, tea, coffee, wine
- b) Vomit, faeces, food spillages, emulsion paint
- c) Make-up, oil, tar, grease, milk
- d) Gloss paint
- e) Urine

### Remember...

- Act quickly
- Scrape up solids
- Blot up liquids – take your time as it is worth the effort
- Mix the solution accurately and test it on a hidden piece of carpet
- Always work from the outer edge of the stain to the centre
- Never over wet
- Dab rather than scrub or rub hard
- Even if you do not completely remove the stain, following the correct routine will give your professional cleaner, when called in, the best possible chance of success

### Note:

Some new carpets have been subject to anti-static and soil-resistant treatments. Even when these have been applied, it is wise to follow the stain removal procedures suggested.

### Steps to follow

1) Scrape up excess and/or blot with tissue/ cloth until fully absorbed.

2) For (a) pour 500ml lukewarm water on to spillage area and blot until no more can be absorbed.

For (b) mix 20ml neutral liquid detergent with 250ml of lukewarm water (for emulsion paint use hot water) and pour onto area. Blot until no more can be absorbed.

For (c) apply dry cleaning solvent to cloth. Working in from edge of stain, blot with cloth. Use only gentle agitation.

For (d) apply paint brush restorer to cloth. Working in from edge of stain, blot with cloth. Use only gentle agitation.

For (e) mix 100g of salt in 1 litre of water. Pour onto area. Blot until no more can be absorbed.

3) Repeat 2 (above) as necessary, until spillage has been removed (this may be carried out over several days with large areas). When as much spillage as possible has been removed, carry out steps 4 and 5.

4) For (a), (c), (d) and (e) mix 25ml of neutral detergent with 750ml of lukewarm water. Pour onto area. Blot until no more can be absorbed.

5) For (a), (b), (c), (d) and (e) mix 25ml of neutralising solution to 250ml of lukewarm water and pour over area (mix enough solution to cover whole area worked on). Blot until no more can be absorbed.

### Note:

Some spillages may require a combination of the actions listed above. Contact your local Rainbow International branch for advice (details on back cover).

# Rainbow International

The UK's leading provider of Commercial Cleaning, Fire, Flood, Escape of Water and Accidental Damage Restoration Services to:

#### ■ Insurance industry

Insurance companies, loss adjusters, insurance brokers on domestic and commercial policyholders claims.

#### ■ Education

Schools, LEA's, colleges and universities.

#### ■ Health

Hospitals, medical and walk in centres, dental practices, nursing homes and veterinary centres.

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Pubs, clubs, restaurants, hotels, conference facilities, theatres, cinemas, retail chains and health clubs.

#### ■ Construction

Builders cleans

#### ■ Commercial institutions

Banks, building societies, offices factories and warehouses

#### ■ Property management

Housing Associations, letting, managing agents and general facilities management.

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## Your Local Branch

A FRANCHISE OWNED & OPERATED UNDER LICENCE

24hr National  
Helpline:  
**01623 422488**



-Part of

## Carpet & upholstery cleaning and restoration services for your home

Professional, Reliable, Effective, Flexible, Safe

FREE INSIDE

Tear-off guide to 'first aid for stains & spills'

## Why is professional cleaning necessary?

Your carpets and upholstery take a beating every day. Dirt builds up. Much of this dirt is buried deep within the pile. As well as damaging the pile and reducing the life of your carpet, the dirt could also be harbouring harmful mites and bacteria – dangerous enough to cause allergic reactions.

A better than usual going-over with the vacuum cleaner won't do the trick. Even the more powerful vacuum cleaners and shampoo machines simply haven't got what it takes to get rid of that deep-down dirt or deal with those nasty germs. That's why regular, professional cleaning is needed.



# Why choose Rainbow International?



that the Rainbow International cleaning system extends the life of your carpets and furnishings to give many years of comfort.

### ...for safety

Rainbow International's cleaning system is safe for you and your family, as well as for your carpets and upholstery.

Our tried and tested system removes damaging grit, grease and outside dirt carried in on shoes (and paws!). Even dirt buried deep within the pile is removed, along with harmful mites and bacteria, leaving your carpets hygienically clean. Rainbow International uses only gentle, safe cleaning methods and materials recommended by the leading carpet manufacturers, no harsh, damaging chemicals.

### ...for reliability

Your local Rainbow International franchise is part of a national company, an industry leader in carpet and upholstery cleaning and restoration, with branches nationwide. All of our work is fully insured and guaranteed.

### ...for results

When Rainbow International clean your carpets and upholstery, everyone will notice the effect.

You forget just how colourful and 'nice to touch' your carpets used to be, when you first had them fitted. With Rainbow International your carpets will be really deep down clean, smell fresh, look brighter and have a lovely, soft feel. You will also be reassured to know

The UK's top insurance companies use Rainbow International to safeguard their customers' carpets and furnishings when unfortunate accidents or disasters, such as fires or floods, strike - so you know you can rely on Rainbow International.

### ...for professionalism

Our specialists are fully trained to the highest standards. Rainbow International was the first company in our industry to use National Vocational Qualifications (NVQs).

We can advise you on all aspects of caring for your carpets and upholstery and will always explain what is involved before starting work.

At Rainbow International we wear corporate uniforms, our vehicles are liveried to a corporate standard and all equipment is regularly tested and maintained to ensure you receive a first class service.

### ...for flexibility

Rainbow International offers a wide range of services to care for your carpets, rugs, upholstery and soft furnishings, including cleaning, spot and stain removal, restoration and repair.

Our specialist services include protective treatments, leather care and French Polishing.

We will happily visit you in the evening or at the weekend - appointments are made to suit your schedule.

For information on the full range of Rainbow International services, simply give us a call on our local number overleaf or call the 24 Hour National Helpline on... 01623 422488



## Your questions answered

Q - Will my carpets shrink when cleaned?

A - Not if they are correctly and securely fitted. We inspect and report on any likely problems before cleaning, and ensure that the appropriate cleaning method is used.

Q - How often should my carpet or suite be cleaned?

A - The frequency of cleaning depends on the amount of usage, but even where there is only light soiling, professional cleaning should be carried out at least every two years.

Q - Will my carpet or suite become dirty more quickly as a result of being cleaned?

A - No. As Rainbow International uses the correct procedures and the appropriate products, no residues are left, which could attract dirt more quickly.

Q - Will the colours run?

A - We test for colour fastness before cleaning any carpet or item of upholstery and then use the appropriate procedure to suit the carpet or fabric and its condition.

Q - How long will it take for my carpet to dry?

A - Drying times depend on carpet type, so we will advise you of this before we start cleaning. It would be, however, very unusual for you not to be able to use the carpet the same day as cleaning.

Q - If my carpets are flood damaged due to burst pipes, washing machine or radiator problems, what should I do?

A - Take a deep breath, keep calm and phone Rainbow International for advice. Please remember, we provide a fire and flood restoration service for the UK's top insurance companies, so you can trust us to know what to do!