



AREA RUGS

Rug Identification

INTRODUCTION

It is critical to identify a few basic characteristics of any area rug you clean. Identify the type of fiber, the color stability of the fiber, and the overall condition of the rug and fringes before the rug is removed from the house. It is highly recommended that area rugs be cleaned in-plant rather than on-location since it offers more of a controlled environment.

PROCEDURE

➤ STEP 1

Identify the fiber as synthetic or natural. Almost all synthetic rugs are machine-made and have a label clearly stating the type of fiber. Wool is a natural fiber from which most hand-made oriental rugs are made. When wool is used in machine-made rugs, a woolmark symbol is usually on the label. If in doubt, test a fiber sample with a burn test or with chlorine bleach. Chlorine bleach will dissolve a wool or silk fiber within a few minutes.

➤ STEP 2

If it is a natural fiber, you need to test for bleeding. Put **Protein Spotter** on a **Spotting Towel** and rub on dark colors in different areas on the back of the rug. If no color transfers, then the rug has stable colors. You will also need to do this test on any areas that have urine stains. If color does transfer, then you need to re-do the test with **Avenge** and **T.C.U.** Most rugs will only show color transfer with **Protein Spotter**, but the worst bleeders will show color transfer at all pH levels. This needs to be done in front of the customer so they see that it is a problem with the rug and therefore their responsibility.

➤ STEP 3

You also need to closely look over the rug to find prior stains, fiber distortion and damage to the rug in terms of tears, holes and any unevenness in the way the rug lays on the floor. Look over the fringes and test the strength in several places. Make sure that you do not take responsibility for any pre-existing conditions. Leave a receipt for the rug with the agreed price and any pre-existing conditions listed on the receipt.

➤ STEP 4

Now you are ready to take the rug out of the house and clean it back at your shop.

Chemicals Needed



Protein Spotter

Type: Alkaline spotter

Highlights: Ideal for protein-based stains such as blood, chocolate, egg, etc. Can be used to test for color problems.



Avenge

Type: Neutral spotter

Highlights: The ultimate spotting chemical. Removes most water-based stains and many oil-based stains.



T.C.U.

Type: Acid spotter

Highlights: Removes tannin-type stains, water marks and alkaline salt residue caused by urine.



Bridgepoint Spotting Kit

Type: Assorted chemicals & accessories

Highlights: Contains a complete selection of spotting products stored in a SoftSide™ bag.

Accessories Needed



Spotting Towels

Description: Absorbent Material

Purpose: Used to absorb dye stains during heat transfer systems, remove spots and test for color stability.

HELPFUL HINT – Your careful pre-inspection in the house sets up your customer's satisfaction with your professionalism and your cleaning efforts.

CAUTION – Check with your insurance agent to see if you need any additional coverage to transport and store a rug temporarily at your shop.

QuickGuide

PROCEDURE

- 1 Identify fiber.
- 2 Identify bleeders.
- 3 List any pre-existing conditions on receipt.
- 4 Remove from house and clean back at shop.

PRODUCTS NEEDED

- Protein Spotter
- Avenge
- T.C.U.
- Bridgepoint Spotting Kit
- Spotting Towel

Other Resources

Bridgepoint Oriental Rug Cleaning

Manual and Course

www.InterlinkSupply.com

To locate your nearest Interlink Supply

Call 1-800-660-5803