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## Stain Removal Guidelines

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## 1. First Aid

- DO NOT treat fresh or still wet stains with liquids like water, washing solutions, stain removers or dry powder.
- DO NOT RUB on fresh and still wet stains.

### First Step, ABSORB:

Fresh and still wet stains must first be absorbed and dried.

Blot with a clean absorbent cloth or paper towel.

*(Do NOT use towels that have previously been in contact with cleaning agents and do not use paper towels that will disintegrate and leave paper fibres.)*

Absorb the stain using a blotting action, working from the outside to the centre of the spillage in a spiral motion. Frequently change towels in order to avoid recontamination of the carpet.

*Thickened or dried substances should be removed with the back of a knife, then brushed or vacuumed if dry.*

- NB. DO NOT RUB! Rubbing will permanently destroy the finish of the carpet fibre.

Please check that all liquid has been absorbed by placing a dry piece of paper towel on the fresh stain and verifying that it absorbs no more moisture. Press down or stand on the paper towel to absolutely confirm this.

### Second Step, DRY:

The treated area must be completely dried with fans or a hair dryer (on medium heat) without any manual help or brushing. The drying will prevent the substance from acting further and will prepare the stain for the next step.

(Drying may take some time, yet this is the most effective way to immediately tackle a fresh stain.)

Please bear in mind that the earlier you treat the stain, the greater success you will have in purifying the area. If there are large areas to clean, please leave the stains or heavily stained areas to a cleaning specialist after carrying out first aid.

Cleaning specialists will use appropriate custom cleaning solvents, materials and machines. Please follow the same rule for colouring substances such as coffee/tea stains and hygienically detrimental substances i.e. vomit, urine and faeces.

NB. If you follow the first step as described above, you can reduce the stain by up to 90%. Please be patient and be prepared to take your time. It may take several careful attempts to successfully remove the entire stain.

## 2. Stain Removal Kit

### Tools

- Absorbent Cloths
- Brush
- Blotting Paper
- Hair Dryer

### Stain Remover

- No 1 : Mineral Stain Remover (blue bottle, 250 ml)
- No 2 : Clean Pharmacy Benzene (yellow bottle, 250 ml)
- No 3 : Organic Stain Remover (green bottle, 250 ml)

## 3. Basics about Stain Removal

Stains should always be removed from the outside to the inside to avoid enlarging the stain. Thickened or dried substances should be removed with the back of a knife, then brushed or vacuumed.

In order to permanently remove any stains, the stain must both be loosened and completely removed from the fibre. This prevents visual and structural changes that occur in fibres and colours.

Stains from various dissolved substances must initially be treated with an absorbent white cloth to absorb without rubbing. This process must be repeated several times if necessary.

## 4. Selection Cleaning Technique & Stain Remover

Stains can be categorised as follows:

- 4.1 Water-soluble Stains
- 4.2 Non-water-soluble Stains
- 4.3 Coloured Stains
- 4.4 Special Stains
- 4.5 Stains from Discolouration, Burns and Fibre Damage Discolouration

### 4.1 Water-soluble Stains

Approximately 80% of stains are water-soluble and can be removed with mineral water.

Unrecognised stains should first be treated as if they are water-soluble. If this is unsuccessful the stain should be completely dried and a stain remover should be applied, as described in sections 4.2 and 4.3.

*(In order to manage your time effectively you should test a small area first. Please be patient and do not attempt to treat the entire soiled area until you are sure which method will be the most successful.)*

Water-soluble stains are moistened using a white cloth soaked with a little mineral water and blotted with a second dry cloth. The mineral water dislodges the stain particles and allows them to pass into the second dry absorbing cloth. Continue the treatment until all stain particles have been removed and then dry with a hair dryer.



Step 1 – Selecting the stain remover

Choose one of the three stain removers from the list on page 11 + 12 and use it to moisten one of the cleaning cloths provided.



Step 2 – Moistening the stain with cloth 1

Use this cloth to moisten a small part of the dry stain, and check whether the stain dissolves. If it does, proceed to step 2. If it doesn't, please contact the helpline +49 40 808 19 49 70.



Step 3 – Absorbing the stain with cloth 2

Press the second, dry cloth onto the stain and absorb the dissolved stain. Repeat step 1 and 2 until the stain has completely dissolved. Avoid rubbing the stain.



Step 4 – Drying with a hairdryer

Dry the affected area completely using a hairdryer on medium heat. In doing so, avoid rubbing or brushing the cleaned area of the carpet.

## 4.2 Non-water-soluble Stains

Only a few types of stain are non-water-soluble. In this case a special treatment with clean pharmacy benzene is required. Clean benzene should never be placed directly on the carpet fibre but only applied using a white cloth. Non-water-soluble stains are dabbed and moistened with clean benzene. Use a second dry cloth to dab once again to remove the dislodged stain material. Continue the treatment until all stain particles have been removed and then dry with a hair dryer.

## 4.3 Coloured Stains

Colourants must be treated with special organic stain removers. The cleaning technique has already been described in sections 4.1 and 4.2. Irreparable damage may be caused depending on the strength of the colourant. Continue the treatment until all stain particles have been removed and then dry with a hair dryer.

If you have not succeeded in removing the stain by this stage you must request the help of a cleaning professional.

## 4.4 Special Stains

Special stains are described below. These are stains that cannot be removed with mineral water, clean pharmacy benzene or commercial stain removers, and their removal requires specific stain removal techniques.

- Candle wax i.e. is removed when cold with a knife back. After removing as much as possible of the cold wax, place several layers of absorbent paper on the wax and rest an iron on the paper at medium heat until the wax has been absorbed.

## 4.5 Stains from Discolouration, Burns and Fibre Damage Discolouration

Discoloration, burns and fibre damage are stains that cannot be removed. Although a stain remover specialist can often improve the affected area, generally speaking these kinds of stains can never be entirely removed. Novice treatment of such discoloured, burned or fibre damage can lead to further significant fibre damage that is irreparable, even by a specialist.

## 5. List of Stains

Below we have listed the most common stains and advised stain removers.

Stain	Water-soluble Stains	Non-water-soluble Stains	Coloured Stains
	Mineral Stain Remover	Clean Pharmacy Benzene	Organic Stain Remover
Baby food	X		
Beer	X		
Butter/Margarine	X		
Chocolate		X	
Coca Cola	X		
Coffee			X
Felt-tip Pen		X	
Fruit			X
Fruit Juice			X
Hand Cream	X		

Stain	Water-soluble Stains	Non-water-soluble Stains	Coloured Stains
	Mineral Stain Remover	Clean Pharmacy Benzene	Organic Stain Remover
Jam	X		
Ketchup			X
Milk	X		
Oil		X	
Red Wine			X
Salad Dressing	X		
Shoe Polish		X	
Suntan Lotion	X		
Syrup	X		
Tea			X



## 6. Helpline and Cleaning Services

We are available seven days a week between the hours of 8 am and 8 pm (CET). Please contact us at [+49 40 808 19 49 70](tel:+4940808194970). We provide expert advice on the “Cleaning of Natural Fibre Carpets”. Information can be provided in both German and English.

The cleaning service from Krings ECS values your carpet. Information and helpful advice regarding optimal and efficient cleaning procedures for your carpet is available. In addition, an evaluation of local cleaning regimes that locate weak points with regard to carpet care can be provided. Individual proposals for a care programme and cleaning your carpet can be tailor-made for you.

Together, we can generate a cleaning concept with regard to the frequent removal of dust and sand, periodical stain removal and deeper cleaning requirements in order to ensure that your Tai Ping Carpet is always clean and well maintained. Upon request, professional servicing and cleaning is available for your floors and rugs.

For further information and to refill the Stain Removal Kit, please contact:



Krings ECS  
Krämerstrasse 10  
D 52062 Aachen, Germany

Tel. +49 (0)241 401 91 29  
Email [info@krings-ecs.com](mailto:info@krings-ecs.com)  
Internet [www.krings-ecs.com](http://www.krings-ecs.com)

## 7. Liability

These recommendations for care and cleaning are based on current knowledge and the decades-long experience of Krings ECS. Since it is impossible for us to know whether the recommendations were followed as advised in this document, we reserve the right to refuse responsibility for any damages, discolouration etc. to treated carpets. Please note that the recommendations will be periodically updated. Only the newest version remains valid.

## 8. Note