



For the best cleaning results, no matter which type vacuum cleaner you purchase, inspect it periodically to be sure it is functioning properly.

For maximum effectiveness, use a vacuum cleaner that has adjustable and rotating brushes that are able to loosen ground-in soil, and a strong enough airflow to penetrate to the backing, extracting all particles.

Removing loose soil while it remains on the surface is important so that it is not worked into the carpet pile by foot traffic. Removing embedded soil is more difficult and time consuming than removing surface soil.

Industry experts recommend vacuuming the entire carpeted area a minimum of twice per week.

Vacuum often the areas that receive the most traffic, such as hallways, stairs, exterior entry ways, and paths where there is constant wear.

How?

Embedded soil causes unnecessary wear & tear, and can cause carpet to "ugly out" much faster than it should. The most frequently used areas, such as entrances, doorways, traffic lanes, and in front of chairs will collect dirt faster than other areas and can therefore become worn-looking too quickly if not properly cared for.

Why?

General CARPET Cleaning Tips

ROUTINE MAINTENANCE

General VINYL Cleaning Tips

Do

Do Not

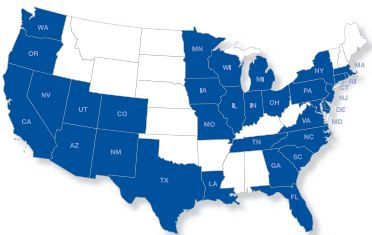
- Wipe up spills as soon as possible.
 - Wash your floor occasionally with a no-rinse floor cleaner.
 - Use a polish to return your floor's original shine if it begins to dull over time.
- Do not use detergents, abrasive cleaners or "mop & shine" products. They may leave a dull film on your floor.
 - Do not use paste wax or solvent-based polishes.
 - Do not use a beater bar when vacuuming because it can visibly damage the floor surface.
 - Do not use highly abrasive scrubbing tools.

Tips on cleaning

SPILLS

for your

CARPET & VINYL flooring



A MultiFamily Solutions®
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removal of SPOTS AND SPILLS

removal of SPOTS AND SPILLS

for CARPET

for VINYL

The numbers are keyed to the stain, and all instructions should be used in the recommended sequence. Some stains are PRO, indicating professional knowledge and equipment are necessary.

TO REMOVE THE STAIN, FOLLOW THESE INSTRUCTIONS IN ORDER, UNTIL NO TRACE OF STAIN REMAINS. DO NOT under any circumstances, use steel wool, steel brushes, abrasive cleaners or toxic solvents when maintaining or cleaning your vinyl floors.

water soluble	A	STAIN	REMOVAL PROCEDURE	crayon	
 <p>Water soluble stains: Absorb as much as possible with white towels. Blot the stained areas with white towels dampened with cool water until there is no more transfer of the stain onto the towel. If the stain remains, use a detergent solution of 1/4 teaspoon of detergent to 32 oz. of water. Spray lightly onto the spot and blot repeatedly with white towels, working from the outer edge in toward the center of the spot to avoid spreading.</p> <p>Rinse thoroughly by spraying with clean water and, then, blot or extract. Do not use too much detergent because the residue will contribute to rapid re-soiling.</p>	<p>A-1</p> <p>As in A, but before using detergent, apply a solution to a white towel (one part white vinegar to one part water) and blot or spray onto the spot.</p> <p>A-2</p> <p>As in A, but before using detergent, apply a household ammonia solution (one tablespoon of ammonia to one cup of water) to a white towel and blot or spray onto the spot. DO NOT USE ON WOOL OR WOOL BLEND CARPET. Rinse as in A.</p>	Alcoholic Beverage	A	 <p>lipstick</p>  <p>grape juice/wine</p>  <p>hair dye</p>  <p>pen/ink</p>  <p>permanent marker</p>  <p>black heel marks</p>  <p>nail polish</p> 	
		Asphalt	B, PRO		<p>Rub the stain with mineral spirits* or turpentine* on a clean white cloth.</p> <p>Scrub the area with an approved floor cleaner and a nonabrasive scrubbing pad, following instructions on the label.</p>
		Berries	A		<p>Rub the stain with rubbing alcohol (isopropyl alcohol)* on a clean white cloth. If stain is still visible, rub the stain with mineral spirits* or turpentine* on a clean white cloth.</p> <p>Scrub the area with an approved floor cleaner and a nonabrasive scrubbing pad, following instructions on the label.</p>
		Chewing Gum	C		<p>Scrub the area with an approved floor cleaner and a nonabrasive scrubbing pad, following instructions on the label.</p> <p>If stain is still visible, rub the stain with rubbing alcohol (isopropyl alcohol)* on a clean white cloth.</p>
		Chocolate	A-2		<p>Scrub the area with an approved floor cleaner and a nonabrasive scrubbing pad, following instructions on the label.</p> <p>If stain is still visible, rub the stain with rubbing alcohol (isopropyl alcohol)* on a clean white cloth.</p>
		Coffee	A-1 (D if nec.)		<p>Scrub the area with an approved floor cleaner and a nonabrasive scrubbing pad, following instructions on the label.</p> <p>If stain is still visible, rub the stain with rubbing alcohol (isopropyl alcohol)* on a clean white cloth.</p>
		Cola Drinks	A		<p>Scrub the area with an approved floor cleaner and a nonabrasive scrubbing pad, following instructions on the label.</p> <p>If stain is still visible, rub the stain with rubbing alcohol (isopropyl alcohol)* on a clean white cloth.</p>
		Cosmetics	A (D if nec.)		<p>Scrub the area with an approved floor cleaner and a nonabrasive scrubbing pad, following instructions on the label.</p> <p>If stain is still visible, rub the stain with rubbing alcohol (isopropyl alcohol)* on a clean white cloth.</p>
		Crayon	B		<p>Rub the stain with rubbing alcohol (isopropyl alcohol)* on a clean white cloth.</p> <p>If stain is still visible, rub the stain with mineral spirits* or turpentine* on a clean white cloth.</p> <p>If stain still shows, very carefully wipe with fingernail polish remover containing acetone (follow use instructions on label) on a clean white cloth.</p> <p>Scrub the area with an approved floor cleaner and a nonabrasive scrubbing pad, following instructions on the label.</p>
		De-Icer (Calcium Chloride)	Vacuum, A		<p>Rub the stain with rubbing alcohol (isopropyl alcohol)* on a clean white cloth.</p> <p>If stain is still visible, rub the stain with mineral spirits* or turpentine* on a clean white cloth.</p> <p>Scrub the area with an approved floor cleaner and a nonabrasive scrubbing pad, following instructions on the label.</p>
<p>oil based</p> 	<p>B</p> <p>Oil Based Stains: Blot as much as possible with white paper towels. Apply Carbona, Energine, etc., spot remover to a paper towel and repeat blotting. (Protective gloves should be worn, as the solvent will quickly remove oils from the skin and could result in irritation.) Do not pour or spray directly on the carpet pile, as damage to the backing or adhesive underneath could result; use the towel to transport the solvent to the carpet. Repeat as often as necessary.</p>	Excrement	A		
		Food Dyes	A	<p>Rub the stain with rubbing alcohol (isopropyl alcohol)* on a clean white cloth.</p> <p>If stain is still visible, rub the stain with mineral spirits* or turpentine* on a clean white cloth.</p> <p>Scrub the area with an approved floor cleaner and a nonabrasive scrubbing pad, following instructions on the label.</p>	
		Furniture Polish	A,B, PRO	<p>Rub the stain with rubbing alcohol (isopropyl alcohol)* on a clean white cloth.</p> <p>If stain is still visible, rub the stain with mineral spirits* or turpentine* on a clean white cloth.</p> <p>Scrub the area with an approved floor cleaner and a nonabrasive scrubbing pad, following instructions on the label.</p>	
		Glue (white)	A	<p>Rub the stain with rubbing alcohol (isopropyl alcohol)* on a clean white cloth.</p> <p>If stain is still visible, rub the stain with mineral spirits* or turpentine* on a clean white cloth.</p> <p>Scrub the area with an approved floor cleaner and a nonabrasive scrubbing pad, following instructions on the label.</p>	
		Grease (auto)	B, PRO	<p>Rub the stain with rubbing alcohol (isopropyl alcohol)* on a clean white cloth.</p> <p>If stain is still visible, rub the stain with mineral spirits* or turpentine* on a clean white cloth.</p> <p>Scrub the area with an approved floor cleaner and a nonabrasive scrubbing pad, following instructions on the label.</p>	
		Grease (food)	B	<p>Rub the stain with rubbing alcohol (isopropyl alcohol)* on a clean white cloth.</p> <p>If stain is still visible, rub the stain with mineral spirits* or turpentine* on a clean white cloth.</p> <p>Scrub the area with an approved floor cleaner and a nonabrasive scrubbing pad, following instructions on the label.</p>	
		Ice Cream	A	<p>Rub the stain with rubbing alcohol (isopropyl alcohol)* on a clean white cloth.</p> <p>If stain is still visible, rub the stain with mineral spirits* or turpentine* on a clean white cloth.</p> <p>Scrub the area with an approved floor cleaner and a nonabrasive scrubbing pad, following instructions on the label.</p>	
		Ink (ballpoint)	B, PRO	<p>Rub the stain with rubbing alcohol (isopropyl alcohol)* on a clean white cloth.</p> <p>If stain is still visible, rub the stain with mineral spirits* or turpentine* on a clean white cloth.</p> <p>Scrub the area with an approved floor cleaner and a nonabrasive scrubbing pad, following instructions on the label.</p>	
		Ink (permanent)	B, (D if nec.)	<p>Rub the stain with rubbing alcohol (isopropyl alcohol)* on a clean white cloth.</p> <p>If stain is still visible, rub the stain with mineral spirits* or turpentine* on a clean white cloth.</p> <p>Scrub the area with an approved floor cleaner and a nonabrasive scrubbing pad, following instructions on the label.</p>	
		Ink (washable)	A, PRO	<p>Rub the stain with rubbing alcohol (isopropyl alcohol)* on a clean white cloth.</p> <p>If stain still shows, very carefully wipe with fingernail polish remover containing acetone (follow use instructions on label) on a clean white cloth.</p> <p>If stain is still visible, rub the stain with mineral spirits* or turpentine* on a clean white cloth.</p> <p>Scrub the area with an approved floor cleaner and a nonabrasive scrubbing pad, following instructions on the label.</p>	
<p>wax</p> 	<p>C</p> <p>Freeze stains such as chewing gum and candle wax with ice or a commercially available product in an aerosol can. Shatter with a blunt object and vacuum before the chips soften. Follow up with solvent as in B.</p>	Jelly	A		
		Lipstick	B	<p>Rub the stain with rubbing alcohol (isopropyl alcohol)* on a clean white cloth.</p> <p>If stain still shows, very carefully wipe with fingernail polish remover containing acetone (follow use instructions on label) on a clean white cloth.</p> <p>If stain is still visible, rub the stain with mineral spirits* or turpentine* on a clean white cloth.</p> <p>Scrub the area with an approved floor cleaner and a nonabrasive scrubbing pad, following instructions on the label.</p>	
		Milk	A	<p>Scrub the area with an approved floor cleaner and a nonabrasive scrubbing pad, following instructions on the label.</p> <p>If stain still shows, rub the area with a nonabrasive cleaner.</p> <p>If stain still shows, very carefully wipe with fingernail polish remover containing acetone (follow use instructions on label) on a clean white cloth.</p>	
		Mud	A	<p>Scrub the area with an approved floor cleaner and a nonabrasive scrubbing pad, following instructions on the label.</p> <p>If stain still shows, rub the area with a nonabrasive cleaner.</p> <p>If stain still shows, very carefully wipe with fingernail polish remover containing acetone (follow use instructions on label) on a clean white cloth.</p>	
		Mustard	A (D if nec.)	<p>Scrub the area with an approved floor cleaner and a nonabrasive scrubbing pad, following instructions on the label.</p> <p>If stain still shows, rub the area with a nonabrasive cleaner.</p> <p>If stain still shows, very carefully wipe with fingernail polish remover containing acetone (follow use instructions on label) on a clean white cloth.</p>	
		Nail Polish	Polish Remover	<p>Scrub the area with an approved floor cleaner and a nonabrasive scrubbing pad, following instructions on the label.</p> <p>If stain still shows, rub the area with a nonabrasive cleaner.</p> <p>If stain still shows, very carefully wipe with fingernail polish remover containing acetone (follow use instructions on label) on a clean white cloth.</p>	
		Paint (latex, wet)	A	<p>Scrub the area with an approved floor cleaner and a nonabrasive scrubbing pad, following instructions on the label.</p> <p>If stain still shows, rub the area with a nonabrasive cleaner.</p> <p>If stain still shows, very carefully wipe with fingernail polish remover containing acetone (follow use instructions on label) on a clean white cloth.</p>	
		Paint (latex, dry)	B	<p>Scrub the area with an approved floor cleaner and a nonabrasive scrubbing pad, following instructions on the label.</p> <p>If stain still shows, rub the area with a nonabrasive cleaner.</p> <p>If stain still shows, very carefully wipe with fingernail polish remover containing acetone (follow use instructions on label) on a clean white cloth.</p>	
		Paint (oil)	B, Pro	<p>Scrub the area with an approved floor cleaner and a nonabrasive scrubbing pad, following instructions on the label.</p> <p>If stain still shows, rub the area with a nonabrasive cleaner.</p> <p>If stain still shows, very carefully wipe with fingernail polish remover containing acetone (follow use instructions on label) on a clean white cloth.</p>	
		Rust	PRO	<p>Scrub the area with an approved floor cleaner and a nonabrasive scrubbing pad, following instructions on the label.</p> <p>If stain still shows, rub the area with a nonabrasive cleaner.</p> <p>If stain still shows, very carefully wipe with fingernail polish remover containing acetone (follow use instructions on label) on a clean white cloth.</p>	
<p>food dye</p> 	<p>D</p> <p>Bleach - WARNING - Only carpets which are solution dyed (most berber carpet) are resistant to bleaching, but do not exceed the recommended concentration. Do not use this procedure unless you are absolutely certain the carpet is solution dyed - carpets dyed by other systems will be damaged.</p> <p>For solution-dyed carpet with stains such as food dyes, fruit drink and coffee not removed by A-1, use a solution of one part chlorine bleach to five parts water.</p> <p>Rinse several times with water to remove excess bleach so that it is not tracked to other areas that may be conventionally-dyed carpet.</p>	Shoe Polish	B		
		Tea	A (D if nec.)	<p>Scrub the area with an approved floor cleaner and a nonabrasive scrubbing pad, following instructions on the label.</p> <p>If stain still shows, rub the area with a nonabrasive cleaner.</p> <p>If stain still shows, very carefully wipe with fingernail polish remover containing acetone (follow use instructions on label) on a clean white cloth.</p>	
		Urine	A-1, PRO	<p>Scrub the area with an approved floor cleaner and a nonabrasive scrubbing pad, following instructions on the label.</p> <p>If stain still shows, rub the area with a nonabrasive cleaner.</p> <p>If stain still shows, very carefully wipe with fingernail polish remover containing acetone (follow use instructions on label) on a clean white cloth.</p>	
		Vomit	A-1	<p>Scrub the area with an approved floor cleaner and a nonabrasive scrubbing pad, following instructions on the label.</p> <p>If stain still shows, rub the area with a nonabrasive cleaner.</p> <p>If stain still shows, very carefully wipe with fingernail polish remover containing acetone (follow use instructions on label) on a clean white cloth.</p>	
		Wax	C	<p>Scrub the area with an approved floor cleaner and a nonabrasive scrubbing pad, following instructions on the label.</p> <p>If stain still shows, rub the area with a nonabrasive cleaner.</p> <p>If stain still shows, very carefully wipe with fingernail polish remover containing acetone (follow use instructions on label) on a clean white cloth.</p>	
		Wine	A-1	<p>Scrub the area with an approved floor cleaner and a nonabrasive scrubbing pad, following instructions on the label.</p> <p>If stain still shows, rub the area with a nonabrasive cleaner.</p> <p>If stain still shows, very carefully wipe with fingernail polish remover containing acetone (follow use instructions on label) on a clean white cloth.</p>	

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*May be combustible / flammable; please follow instructions on label.