

A Complete Line of Carpet Cleaning Products and Procedures that Live Up to the PRO-LINK Name



The Professional's Solution to Carpet Care

Products and Procedures Guide





Complete Carpet Care Guide

- Carpet Extraction
- Bonnet Cleaning
- Rotary Shampoo
- Spot Stain Removal
- Carpet Deodorant
- Carpet Protection



The Professional's Solution to Carpet Care

Extraction, Shampoo and Bonnet Cleaners



A. First Choice Carpet Pre-Spray

Heavy duty, all purpose pre-spray with a special formulation of solvents and detergents that loosen ground in soils. Dramatically increases the effectiveness of extraction or shampoo cleaning. Pre-spraying with Pro-Link First Choice gives the solution time to work on the soils in the carpet, and will save time in the cleaning process. Using First Choice will result in cleaner carpets, reduced over-wetting and the carpet will dry faster. Phosphate free.

06102 **1 gallon**
06143 **4 – 1 gallon case**

B. Sledge Hammer Carpet Pre-Spray

Concentrated enzyme fortified pre-spray that is especially effective in areas that are soiled with food and drink type products. Excellent for cafeterias, meeting rooms, hotel rooms, offices and lobbies. The enzyme activity continues digesting food based stains and odors. Phosphate free.

06104 **1 gallon**
06144 **4 – 1 gallon case**

C. Single Pass Carpet Extraction Cleaner

Highly concentrated, heavy duty carpet extraction cleaner that uses half as much product as most extraction cleaners. Formulated for outstanding cleaning performance, with a pleasant spring fresh fragrance. Uses less product, saves money, cleans better and leaves no cleaning residue on carpet.

06100 **1 gallon**
06142 **4 – 1 gallon case**

D. Last Touch Carpet Rinse and Neutralizer

A non-alkaline, carpet extraction rinse that neutralizes alkaline buildup and leaves the carpet with the soft feel of new carpeting. Contains anti-soiling redeposition agents that prevent rapid re-soiling after cleaning. Pre-spray with First Choice and extraction rinse with Last Touch. Excellent for extracting water safe upholstery.

06140 **1 gallon**
06151 **4 – 1 gallon case**

E. Roto-Pro Rotary Carpet Shampoo

High foaming, deep cleaning carpet shampoo, excellent for restoration work on the dirtiest carpets. Use with a carpet brush under a low speed floor machine with a solution tank mounted on the handle. Excellent for dry foam shampooing or cleaning water safe upholstery.

06108 **1 gallon**
06146 **4 – 1 gallon case**

F. Spin Shield Carpet Bonnet Cleaner and Protector

Two products in one; an effective bonnet cleaner and, with the same application, provides carpet protection from staining and re-soiling. Designed for interim carpet cleaning and maintenance programs. The built-in soil-retardant provides protection against staining and reduces the vacuuming time by allowing soils to lift free easily. Use with a carpet bonnet under a low speed floor machine.

06106 **1 gallon**
06145 **4 – 1 gallon case**



The Professional's Solution to Carpet Care

Carpet Spotters



G. All Purpose Carpet Spotter

Ready to use, all purpose spotter for removal of most common water and oil based spots and stains. Easy to use: spray, agitate and rinse with water. Effective, quick and economical.

06118	1 quart
06154	12-1 quart case
06119	1 gallon
06155	4 - 1 gallon case

J. Laser #1, Oxidized Oil Remover

The first step in removing most old and hard to remove water based spots and stains. Removes oxidized oils that act as a barrier against the removal of greasy food and drink spills such as coffee and tea. May be used as a heavy duty pre-spray in food areas, or as a pre-spray for water safe upholstery.

06123	22 oz. spotting bottle size
06156	12 - 22 oz. case
06157	4 - 1 gallon case
06124	1 gallon

H. Professional Coffee Spray

Unique chemistry removes the coffee stain from carpet fibers. Ready to use. Effective on coffee, tea, and many types of soft drink stains. Easy to apply: spray, agitate, wait until the stain disappears and then rinse.

08487	1 quart
08477	12-1 quart case

K. Tannin Treatment #2

A strong acid based spotting agent for the removal of coffee and other tannin based stains. Use after the application of Laser #1. Treats alkaline build-up on carpets and equipment.

06126	22 oz. spotting bottle size
06158	12 - 22 oz. case
06159	4 - 1 gallon case
06150	1 gallon

I. Professional Spotting Kit

Includes all of the spotters, tools and directions for the removal of difficult spots and stains that all purpose spotters cannot remove. Includes ten specific spotters, spotting brush, bone scraper and easy to follow spotting chart. Developed for the Carpet Care Specialist.

06135	Spotting Kit
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L. Protein Spotter #3

The third step in the removal of difficult coffee and other common food based stains. Follows the application of Tannin Treatment #2. May be used by itself for removal of protein based stains.

06127	22 oz. spotting bottle
06160	12 - 22 oz. case

Carpet Spotters Continued



M. Enz-Pro Blood Remover

Enzyme based, blood and grass stain remover. The enzyme action digests protein and organic spots and stains. Ready to use. Apply directly to the stain; allow 15-30 minutes to work and rinse free with water.

08953 **22 oz. spotting bottle**
08823 **12 - 22 oz. case**

N. P.O.G. Paint, Oil, and Grease Remover

Effectively removes paint, oil, grease and most other solvent soluble spots from carpets. Solubilizes with water for thorough rinsing from carpets.

06122 **22 oz. spotting bottle**
06163 **12 - 22 oz. case**
06173 **1 gallon**
06164 **4 - 1 gallon case**

O. Gum, Tar, and Grease Remover

Gelled, d-limonene based solvent spotter for removing gum and other petroleum based spots from carpets. The gelled consistency of the spotter allows it to stay on the fibers and work on the spots to release difficult deposits. Rinses free with water.

06121 **22 oz. spotting bottle**
06162 **12 - 22 oz. case**

P. Ink Remover

Solvent based spotting agent to remove difficult ink, magic marker, toner and other hard to remove indelible ink stains from carpets. Ready to use. Like all spotting agents must be rinsed thoroughly after application.

08956 **22 oz. spotting bottle**
08826 **12 - 22 oz. case**

Q. Rust Remover

Very strong acid spotter for the removal of rust stains from carpets. Apply sparingly, allow time to work and neutralize with Protein Spotter when the rust stain disappears. Rinse thoroughly with water.

06128 **22 oz. spotting bottle**
06165 **12 - 22 oz. case**

R. Red Dye Remover

Liquid spotting agent to be used with a heat transfer method to remove Kool Aid and other red dye stains. Apply to the stain, apply to a clean white towel, place towel over the stain and then apply heat for 20-30 seconds with a heated steam iron. Process may require more than one application.

08962 **22 oz. spotting bottle**
08832 **12 - 22 oz. case**

S. Urine Remover and Deodorizer

Enzyme based spotter that attacks the source of urine stains and odors. Formulated with special odor counteractants to quickly and permanently remove malodors at their source. Spray on the carpet and or inject into the carpet backing with Pro-Link carpet syringe.

06134 **22 oz. spotting bottle**
06168 **12 - 22 oz. case**

T. Air Neutralizer

Ready to use, spray application to quickly eliminate offensive smoke, food and other airborne odors. Pleasant, long lasting just cleaned fragrance.

06117 **1 quart**
06170 **12 quart case**



The Professional's Solution to Carpet Care

Specialty Products for Carpet Care



U. Defoamer

Eliminates foam build-up in all types of extraction equipment. Reduces the frequency of emptying recovery tanks and protects motors from damaging foam build-up. Pour two ounces into the recovery tank or apply through the vacuum hose on tank type extractors. Effective in auto scrubbers to eliminate foam build-up from cleaners.

06110 1 gallon
06152 4 - 1 gallon case

V. Concentrated Carpet Protector

Provides an invisible coating to carpet fibers that protects against soil and stain deposits. Spot removal is easier and more successful when carpet protection has been applied. Vacuuming is faster and more efficient with the soil removed with fewer vacuum passes.

06112 1 gallon
06153 4 - 1 gallon case

W. Knock Out Water Soluble Deodorants

Powerful, long lasting, concentrated, enzyme formulated water soluble deodorants that digest the odor causing source. Four pleasant fragrances. Versatile deodorants for use on carpets, hard floors, restrooms, trash containers or wherever odors are a problem. May be added to cleaning solutions, mopped on or sprayed on the surfaces.

06131 1 gallon Knock Out Spring Fresh
06150 4 - 1 gallon case

06271 1 gallon Knock Out Apple
06371 4 - 1 gallon case

06115 1 gallon Knock Out Cherry
06148 4 - 1 gallon case

06276 1 gallon Knock Out Orange
08176 4 - 1 gallon case

PRO-LINK Professional Carpet Cleaning Guide

How-To-Use Products

Step-by-Step Procedures & Product Instructions

- Extraction Cleaning..... Page 6
- Bonnet Cleaning..... Page 7
- Rotary Shampoo Cleaning..... Page 8
- Pre Spraying..... Page 9
- Spot & Stain Removal.....Page 10-19



The Professional's Solution to Carpet Care

Extraction



Hot Water Extraction

This is a process that forces the cleaning solution, under pressure, onto the carpet and then extracts the dirty solution back into the equipment's recovery tank. The self-contained walk behind extractors usually have a brush that agitates the cleaning solution into the carpet and then extracts the soiled solution.

Products to use

- * Extraction Cleaner: either Pro-Link Single Pass or Pro-Link Last Touch
- * Measuring cup for proper mixing of the extraction cleaner with hot water
- * Defoamer: Pro-Link Defoamer; add two ounces to recovery tank
- * Pre-spray: either Pro-Link First Choice or Sledge Hammer pre-spray
- * Pump-up sprayer: for applying pre-spray to carpet before extraction cleaning

Procedure

1. Vacuum carpet thoroughly; remove furniture that will be in the way of cleaning.
2. Pre-spray the carpet to be extracted with the pump-up sprayer using a diluted solution of either Pro-Link First Choice or Sledge Hammer. The pre-spray works most effectively if it has about 10-15 minutes dwell time on the carpet to loosen embedded soils.
3. Extract the carpet using the extraction machine with a diluted solution of either Pro-Link Single Pass or Last Touch.
4. Allow the cleaned carpet to dry before walking on it. A carpet dryer that blows air onto the carpet will significantly speed up the drying time.

When completed, empty the carpet extractor, both the recovery and the solution tanks and rinse both with clean water so that equipment will function properly the next time that it is used. After the third time that an extractor has been used, it's recommended to pour one gallon of clean water and two ounces of Pro-Link Tannin Treatment into the solution tank and run it through the machine to eliminate any alkaline build-up. This will keep the jets from clogging and the equipment working properly.

Replace any furniture that was moved when the carpet is completely dry.



Bonnet or Spin Pad Cleaning



Bonnet or Spin Pad Cleaning

Bonnet buffing or spin pad cleaning is a fast, quick drying method of cleaning lightly soiled carpets. It is an interim method of cleaning carpets between extraction cleanings. The primary advantage of bonnet or spin pad cleaning is that carpets can be dry and back in service in an hour or less.

Products to use

- * Pro-Link Spin Shield Carpet and Bonnet Cleaner and Protector
- * Measuring cup, for proper mixing of solution
- * Pump-up tank sprayer
- * Low speed floor machine
- * Carpet bonnets

Procedure

1. Vacuum carpet thoroughly; remove furniture that will be in the way of cleaning.
2. Moisten the carpet bonnets by lightly spraying the bonnet with the diluted solution of Pro-Link Spin Shield.
3. Spray lightly the carpet to be cleaned using the pump-up sprayer and the diluted solution of Pro-Link Spin Shield.
4. Buff the carpet with the floor machine with carpet bonnet moving in a side-by-side motion overlapping to ensure complete cleaning.
5. As the pad becomes soiled, reverse to the clean side of the pad. Depending upon the size of the area to be cleaned and the amount of carpet soiling, replace the carpet bonnet with a clean, moist carpet bonnet. If you only have one carpet bonnet, when it is soiled, rinse in clean water, wring out as much water as possible and reuse.
6. Allow the cleaned carpet to dry before walking on it. A carpet dryer that blows air onto the carpet will significantly speed up the drying time.

NOTE: Wash the soiled carpet bonnets in a washing machine, dry and they will be ready to be used the next time.



Rotary Carpet Shampooing



Rotary Carpet Shampooing

Rotary carpet shampooing provides the greatest amount of agitation and is often referred to as restorative cleaning. This process works the shampoo into the carpet and is an excellent way to deep clean very dirty carpets. The most effective process is to follow the rotary shampooing method with an extraction process to rinse and remove all of the loosened soils. The disadvantage with this process is that the carpet becomes very wet and takes longer to dry than other methods.

Products to use

- * Pro-Link Roto-Pro Carpet Shampoo
- * Measuring cup
- * Low speed floor machine, with an attached solution tank, and a carpet brush
- * Pre-spray: either Pro-Link First Choice or Sledge Hammer pre-spray
- * Pump-up sprayer: for applying pre-spray to carpet before extraction cleaning

Procedure

1. Vacuum carpet thoroughly; remove furniture that will be in the way of cleaning.
2. Pre-spray the carpet to be shampooed with the pump-up sprayer using a diluted solution of either Pro-Link First Choice or Sledge Hammer. The pre-spray works most effectively if it has about 10-15 minutes dwell time on the carpet to loosen embedded soils.
3. Prepare a diluted solution of Pro-Link Roto-Pro and pour it in the tank that is attached to the floor machine. Turn the lever below the tank so the solution can flow through the machine, through the brush and onto the carpet to be cleaned.
4. Run the floor machine on the carpet to be cleaned in a side-to-side motion with overlapping circles. The shampoo should be flowing onto the carpet through the machine with the cleaning foam on all cleaned areas.
5. The most effective cleaning is achieved by using a carpet extractor with Pro-Link Last Touch Carpet Rinse. This will remove the foam and the soils from the carpet and neutralize the alkalinity from the carpet. If an extractor is not available, let the carpet dry thoroughly and vacuum the loosened soil from the carpet.
6. Allow the cleaned carpet to dry before walking on it. A carpet dryer that blows air onto the carpet will significantly speed up the drying time.

Note: Walking on a wet carpet will redeposit soils on a clean carpet, negating the cleaning work.



Pre-Spraying Carpets



Pre-Spraying Carpets Prior to Cleaning

Pre-sprays are designed to loosen soils from carpet fibers by allowing the chemical solutions time to activate and time to work. Pre-sprays have a more concentrated amount of cleaners than extraction cleaners or shampoos and are formulated to loosen ground-in soils. Using pre-sprays will greatly improve the overall cleaning effectiveness and save the operator time in doing a quality cleaning job. Use a pump-up or electric sprayer to apply the pre-spray and mist it onto the carpet before the extraction or shampoo process.

Products to use

* Pre-spray: either Pro-Link First Choice or Sledge Hammer pre-spray

* For normally soiled carpets use Pro-Link First Choice with a 1:10 dilution.

* For heavily soiled carpets, especially with food and drink spots, use Pro-Link Sledge Hammer, an enzyme fortified pre-spray

* Pump-up sprayer: for applying pre-spray to carpet before cleaning. Either a tank type pump-up sprayer or an electric tank sprayer may be used

Procedures

Pre-spray the carpet area to be cleaned allowing 10-15 minutes dwell time for the pre-spray to work before cleaning with the extraction or shampoo method. Moisten all areas of the carpets, if you find heavily soiled areas, apply the pre-spray more liberally.



Professional Tips for Carpet Spotting

The Role of pH in Spotting

All stains are either water-soluble or solvent-soluble. Solvent-soluble stains require solvents to re-dissolve the stain and release it from the carpet. Water-soluble stains are neutralized using alkaline and acid-based spotting agents. Water soluble stains are neutralized by using a spotting agent of the opposite pH value of the stain.

- Neutralize acid stains by using an alkaline spotting agent.
- Neutralize alkaline stains by using an acid spotting agent.

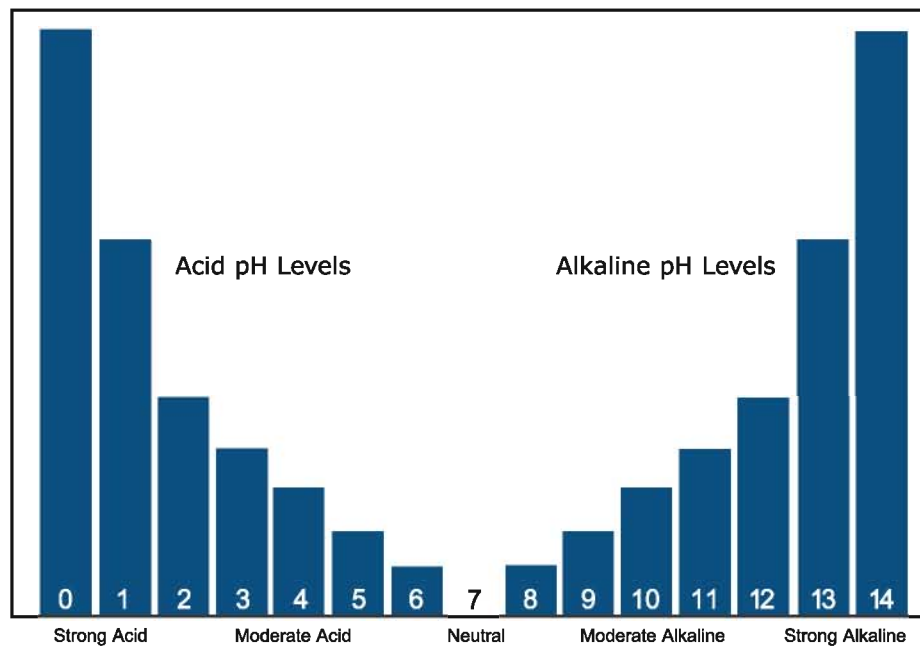
Acid spotting agents work very quickly. Alkaline spotting agents, however, require a longer amount of time to work.

Some stains have no pH because they are waterless stains such as petroleum grease, oils, inks, shoe polish, etc. You must use a solvent product to re-dissolve these stains.

pH is a measure of the degree of Alkalinity and Acidity in cleaners. The pH chart is a numeric scale that ranges from 0 to 14. Seven is considered neutral on the pH scale. The numbers on the scale below 7 are acidic. The numbers on the scale above 7 are alkaline. The farther that the number is from 7, the stronger, either acidic or alkaline, the product. It is very important to understand that each number as it moves away from 7 becomes stronger by a power of 10. Therefore, a pH of 6 is ten times more acidic than pH 7 and an pH 8 is ten times more alkaline than a pH 7. Following the scale on the alkaline side, the increasing power is as follows:

- * pH 7 is neutral
- * pH 8 is 10 times stronger than pH 7
- * pH 9 is 100 times stronger than pH 7
- * pH 10 is 1,000 times stronger than pH 7
- * pH 11 is 10,000 times stronger than pH 7
- * pH 12 is 100,000 times stronger than pH 7
- * pH 13 is 1,000,000 times stronger than pH 7
- * pH 14 is 10,000,000 times stronger than pH 7

The acid side of the pH scale increases in the same manner as you move away from neutral or pH of 7



In general, if the cause of the stain is unknown, use a solvent-based spotter like Pro-Link Gum, Tar & Grease Removing Gel first. If this releases the stain, continue with Pro-Link P.O.G. Paint, Oil & Grease Remover until the stain is removed.

If the solvents do not release the stain, proceed with alkaline or acid spotters such as Pro-Link Laser 1 Oxidized Oil Remover, Pro-Link Tannin Treatment #2, or Pro-Link Protein Stain Spotter #3.

Finish by thoroughly rinsing all spotting agents from the carpet.

Refer to the Pro-Link Spotting Chart for a step-by-step guide to treating many common spots and stains.



Spot & Stain Removal

General Spotting Rules

Spotting is accomplished by neutralizing, suspending, or solubilizing the spot and then removing it from the carpet. The first part is accomplished with Pro-Link Spotters. Removal can be accomplished with a towel for absorption, or by rinsing with extraction equipment.

1. Spot as soon as possible. The difference between a spot and a stain is time. Some spots can be difficult to remove and require time to re-dissolve the soil.
2. Spot before using any other cleaning process except water extraction (steam cleaning), which can be done before or after cleaning.
3. Always pre-test in an inconspicuous place before cleaning.
4. Use the Pro-Link Spotting Guide on known and unknown spots.

Other Spotting Rules:

- Apply water before and after most spotting procedures except for ink and toner stains.
- Spot inks on the solvent or dry side. Use Pro-Link Ink Remover, agitate with a bone scraper and blot with a clean white towel. When working on toner or ball point pen ink, apply only a small amount of Ink Remover at a time and work the solution from the outside of the stain to the inside trying not to spread the stain. Continually blot and pick up the loosened ink with the towel. Complete removal will probably require several attempts by repeating the process.
- Rinse all spotting agents free from the carpet as these can cause stains if left in the fabric.
- Remove obvious spots from the carpet before shampooing, bonnet buffing, or extracting.
- When in doubt about loose dyes or sensitive colors or fabrics, first test the spotting agent in an inconspicuous area of the carpet.



Testing for Colorfastness

- Some fibers and fabrics are not colorfast. The colors may bleed or run when a cleaning solution is applied. Some fabrics are not even colorfast to water.
- It is recommended that before applying any solution to carpet or upholstery, test to find out if it is colorfast.

How to Test for Colorfastness

Obtain a piece of fabric to test:

- find an inconspicuous piece of carpet (closet) OR
- clip a strand of each color OR
- clip a piece of fabric from the bottom of upholstery.

Apply cleaning solution(s) to be used to fiber or fabric (thoroughly wet both sides).

- If several solutions are to be used, test each one. If this is not practical, test at least the strongest alkaline and strongest acid to be used.

Give the chemicals time to react - at least five minutes.

Blot with a clean white towel to see if dyes bleed onto the towel.

Color Change & Color Loss

Color change is a chemical reaction of either an alkaline or acid agent to a particular dye. (Blue carpets usually turn pink, green carpets turn blue, etc.) This color change can be reversed by applying a spotting agent of the opposite pH. Color change conditions should be corrected immediately. The longer the change persists, the more difficult it is to reverse.

Color loss is a chemical reaction that allows the dye to be picked up by the towel or through the cleaning process. The dye actually leaves the fiber and it cannot be reversed.



Spot & Stain Removal

Types of Stains

Water-Soluble Stains

Most stains are water soluble and will respond to water-based cleaning solutions. This is why there are a wide variety of water-based spotters. It is also why many stains are easily removed during the process of steam/hot water extraction cleaning.



Solvent Stains

Most non-water-soluble stains consist of oils, greases and pigments, etc. Some of these can be converted to water-soluble form, enabling a water-based solution to be used. To dissolve these types of stains you must use solvent stain removers such as Pro-Link Paint, Oil & Grease Remover and Pro-Link Gum, Tar & Grease Remover Gel.

Chemical Stains

These are stains that must be chemically reacted before using water-based or non-water-based cleaners. Examples are rust, medicines, urine, acids, alkalines, etc.

Insoluble Stains

These are stains that cannot be dissolved in water or solvent. Examples would be copy machine toner or fingerprint dust. Dry vacuum is the only method that can be used for insoluble stains. Use Pro-Link Paint, Oil & Grease Remover for any remaining residue.

Forms of Stains

Surface Stains

The staining material is present on the fibers or between the fibers. Examples are grease, gum and glue. To remove surface stains, refer to page 13.

Absorbent Stains

The staining material is present in the fibers. Examples are coffee, ink, and urine. To remove absorbed stains refer to page 15.

Compound Stains

The stain is present on or in the fibers. Examples are: paint, shoe polish, lipstick. To remove compound stains, refer to pages 13 and 14.

Destructive Stains

The staining material has altered the nature of the fibers. Most destructive stains cannot be removed. If a stain is lighter than the color of the carpet, some dye loss has occurred, which means that cleaning will not solve the problem. This is one of the most difficult stains for cleaners to treat. Generally, recoloring is the best solution to this problem. Examples are acids, bleaches, burns. To repair the carpet, insert new padding and carpet in affected area or re-dye.

Dye Stains

This type of stain occurs when dyes are spilled onto carpet fibers. They actually add to the original color of the fiber. Dye stains are the most difficult stains to remove. The advent of acid dye-resistant carpet will help cleaners solve these problems. An example of a dye stain is Kool-Aid® - refer to page 16.

Solvent Stains

Solvent-Based Stain Removal

Pro-Link Paint, Oil & Grease Remover is the finest stain remover of its type on the market. Its unique characteristics, including a free-rinsing, non-oily formula and the ability to mix with water, are intended especially for problems related to carpet maintenance. Since Pro-Link Paint, Oil & Grease Remover is free-rinsing with no residue, it will not "yellow" light carpets and can be rinsed from the carpet with Pro-Link Last Touch Carpet Rinse and Neutralizer or with water.

When extracting or shampooing carpets that have large areas of oil-based stains, Pro-Link P.O.G. Paint, Oil & Grease Remover can be added to Pro-Link Single Pass Carpet Extraction Cleaner or Roto Pro Rotary Carpet Shampoo at the rate of 2 oz. per gallon of solution to boost the cleaning effectiveness against solvent-based stains. Smaller amounts of oil-based stains can be effectively removed with the Pro-Link Gum, Tar & Grease Removing Gel.



Solvent Stains

Grease & Oil Deposits

Grease, oil, tars, and paint are removed using the following procedures:

1. Apply Pro-Link P.O.G. Paint, Oil & Grease Remover directly to the affected area, absorbing the loosened spot residue with toweling. Be careful not to allow the stained area to spread.
2. On heavily soiled areas, follow by applying Pro-Link Gum, Tar & Grease Removing Gel and blot dry with a clean white towel to remove the remaining soiled area.
3. Apply Pro-Link Laser 1 Oxidized Oil Remover. Agitate with a spatula, blot dry with a clean white towel, and rinse with water.

Use Pro-Link P.O.G. Paint, Oil & Grease Remover by itself for best results in removal of light grease, oil, paint, or ink residues. Dry by blotting with a clean, dry white towel. Look for the spot to transfer to the towel.

Stains from petroleum-based products such as grease, oil, tar, paints, lipstick, etc., must be removed with spotting agents that are also petroleum-based (solvents). Remember to rinse thoroughly with water or extraction.

Chewing Gum

1. Apply Pro-Link Gum, Tar & Grease Removing Gel onto gum deposit and let it dwell until it becomes soft, agitate with a spatula, and blot and rinse with water.
2. If the deposit remains, apply Pro-Link P.O.G. Paint, Oil & Grease Remover, agitate with a spatula, and blot dry with a clean white towel.
3. Apply Pro-Link Laser 1, agitate with a spatula, and blot dry with a clean white towel.



Glue Stains

1. Apply Pro-Link Gum, Tar & Grease Removing Gel. Agitate with a spatula and blot with a white towel
2. Apply Pro-Link P.O.G. Paint, oil & Grease Remover, agitate with a spatula, and blot dry with a clean white towel.
3. Rinse with water (extraction is the best method.)

General Ink Stains

Ballpoint pen inks, including red and orange inks, are solvent-based and should be kept on the dry (solvent) side initially.

1. Apply a small amount of Pro-Link Ink Remover directly to the ink stain. Agitate with a bone scraper and blot with a clean white towel. When working on ball point pen ink apply only a small amount of Ink Remover at a time and work the solution from the outside of the stain to the inside trying not to spread the stain. Continually blot and pick up the loosened ink with the towel. Complete removal will probably require several attempts by repeating the process.
2. Apply Pro-Link P.O.G. Paint, Oil & Grease Remover, to the stain and agitate with a spatula.
3. Carefully blot dry, use a wet vacuum or an extractor, and do not allow the loose ink to spread.
4. Rinse with water (extraction is the best method.)



Lipstick Stains

1. Apply Pro-Link Laser 1 Oxidized Oil Remover directly from the spotting bottle to the lipstick deposit.
2. Work with a spatula until the color becomes free.
3. Pick up the residue and dry, preferably with a wet/dry vacuum, to keep the color from spreading. If not available, carefully blot with a clean white towel.
4. If stain persists, apply Pro-Link P.O.G. Paint, Oil & Grease Remover, agitate with a spatula, and blot dry.
5. Apply Pro-Link Tannin Treatment #2, agitate with a spatula, blot dry, and rinse with water (extraction is the best method.)
6. Rinse with water and blot dry.



Solvent Stains

Mastic & Tape Stains

1. Apply Pro-Link Gum, Tar & Grease Removing Gel. Agitate with a spatula and blot with a white towel.
2. Apply Pro-Link P.O.G. Paint, Oil & Grease Remover. Agitate with a spatula and blot with white towel.
3. Rinse with water (extraction is the best method.)

Crayons & Pastel Water Paint Stains

1. Apply Pro-Link P.O.G. Paint, Oil & Grease Remover. Agitate with a spatula, and dry vacuum or blot.
2. Apply Pro-Link Laser 1 Oxidized Oil Remover, agitate with a spatula, and wet vacuum or blot. As the dye floats free in each of these steps, pick it up with a wet/dry vacuum.
3. Apply Pro-Link Tannin Treatment #2, agitate with a spatula, and blot dry.
4. Rinse with water (extraction is the best method)

Shoe Polish Stains

1. Apply Pro-Link Gum, Tar & Grease Removing Gel. Agitate with a spatula and blot with a white towel.
2. Apply Pro-Link P.O.G. Paint, Oil & Grease Remover. Agitate with a spatula and blot with white towel.
3. Apply Pro-Link Gum, Tar & Grease Removing Gel. Agitate with a spatula (this will prevent the dye in the polish from adhering to the fibers).
4. Rinse with water (extraction is the best method).

Furniture Stains

These spots and stains are caused by the premature placement of furniture back onto recently cleaned or damp carpet. These stains are also referred to as "wood or lacquer stains." These types of stains are dye-related and are very difficult to remove. You can avoid these stains by properly using "furniture protectors" under the legs when placing the furniture back in position after cleaning. Since there are many types of finishes on furniture, it may or may not be necessary to go through all of these procedures to remove the stain:

1. Apply Pro-Link Gum, Tar & Grease Removing Gel. Agitate with a spatula and blot dry.
2. Apply Pro-Link Laser 1 Oxidized Oil Remover. Agitate with a spatula, and blot dry.
3. Apply Pro-Link P.O.G. Paint, Oil & Grease Remover. Agitate with a spatula, and blot dry.
4. Apply Pro-Link Gum, Tar & Grease Removing Gel. Agitate with a spatula and blot dry.
5. Apply Pro-Link Tannin Treatment #2. Agitate with a spatula, and blot dry.
6. Rinse with water (extraction is the best method.)

In each application, give the chemical proper dwell time or time to work—5 minutes or more is required.



Water-Soluble Stains



Water Stains

Water stains or rings are usually areas of concentrated soil that have floated out, forming a discoloration or ring that extends as the quantity of moisture or initial water allowed on the carpet. Spot as often and as soon as possible with Pro-Link All Purpose Spotter, since the difference between a spot and a stain is time. To correct, use the following procedures:

1. Apply Pro-Link All Purpose Spotter to see if stain can be removed.
2. Pre-spray with Pro-Link Laser 1 Oxidized Oil Remover and allow to dwell for 5 minutes.
3. Extract with Pro-Link Last Touch Carpet Rinse and Neutralizer using 1 oz. per gallon of water.
4. If discoloration remains, apply Pro-Link Tannin #2 and agitate with a spatula.
5. Rinse with Pro-Link Last Touch Carpet Rinse and Neutralizer or water and vacuum out the remaining moisture.

Blood Stains

Please Note: Special precautions are required. Refer to OSHA 29 CFR Parts 1910.1030, Occupational Exposure to Blood Borne Pathogens; Final Rule.

1. Apply Pro-Link Enz-Pro Blood Remover.
2. Allow time for the enzymes to work on the stain, 15-30 minutes.
3. Agitate with bone scraper and blot or extract.
4. Rinse thoroughly with water and blot or extract.

Coffee/Yellow Oxidized Stains

These types of stains include coffee, tea, alcohol, fruit juices, and soft drinks. They can all be treated in the following manner:

1. Apply Pro-Link Laser 1 Oxidized Oil Remover, agitate with a spatula, and blot dry with a white towel.
2. Apply Pro-Link Tannin Treatment #2, agitate with a spatula, and blot dry with a white towel.
3. Apply Pro-Link Protein Stain Spotter #3, agitate with a spatula, and blot with a white towel.
4. Rinse with water (extraction is the best method).



Chocolate Stains

1. Apply Pro-Link Laser 1 Oxidized Oil Remover, agitate with a spatula, and blot dry with a white towel.
2. Apply Pro-Link Tannin Treatment #2, agitate with a spatula, and blot dry with a white towel.
3. Apply Pro-Link Protein Stain Spotter #3, agitate with a spatula, and blot with a white towel.
4. Rinse with water (extraction is the best method).

Dairy Stains

These stains include milk, cream, yogurt, ice cream, etc. All of these stains can be treated as follows:

1. Apply Pro-Link Laser 1 Oxidized Oil Remover, agitate with a spatula, and blot dry with a white towel.
2. Apply Pro-Link Protein Stain Spotter #3, agitate with a spatula, and blot dry with a white towel.
3. Rinse with water (extraction is the best method.)
4. To eliminate sour odors from protein stains, apply undiluted Pro-Link Knock Out.

Urine & Vomit Stains

1. Apply Pro-Link Urine Remover.
2. Allow time for the enzymes to work on the stain, 15-30 minutes.
3. Agitate with bone scraper and blot or extract.
4. Rinse thoroughly with water and blot or extract.

Wine Stains

1. Apply Pro-Link Laser #1, agitate with a bone scraper, blot dry with a white towel or extract.
2. Apply Pro-Link Tannin Treatment #2, (this will stop dye loss in the fibers) agitate with a bone scraper, blot dry with a white towel or extract.
3. Apply Pro-Link Protein Spotter #3, agitate with a bone scraper, blot dry with a white towel or extract.
4. Rinse thoroughly with water and dry.



Other Types of Stains

Candle Wax

1. Scrape off as much wax as possible.
2. Place an absorbent piece of plain brown paper bag over the wax.
3. Apply the dry iron on medium setting for several seconds.
4. Repeat, shifting the paper until the wax is removed.
5. Use Pro-Link Gum, Tar & Grease Remover Gel to remove any remaining residue, then flush the area with water.

Please Note: Do not use this hot iron method on Olefin or Polypropylene fibers or with an overheated iron.



Rust Stains

Rust is caused by a mineral deposit on the carpet and the only way to remove rust is with an acid, such as ammonium bifluoride, which is contained in Pro-Link Rust Remover. Always pretest the carpet for colorfastness before using Pro-Link Rust Remover, as occasional discoloration can take place. After applying Pro-Link Rust Remover to a carpet, always follow up by neutralizing with Pro-Link Protein Spotter #3.

Avoid contact with hands, skin, and eyes. Use personal safety pre-cautions such as gloves, and safety glasses. Procedures are as follows:

1. Test for colorfastness.
2. Apply Pro-Link Rust Remover sparingly to the spot.
3. Carefully agitate with a spatula.
4. After the rust has been neutralized and is no longer visible, rinse with water (extraction is the best method).

Kool-Aid® Stains

1. Apply Pro-Link Red Dye Remover to the stain.
2. Apply Pro-Link Red Dye Remover liberally to a clean white towel.
3. Place the towel over the stain.
4. Apply a steam iron to the towel over the stain on medium heat and press the heated iron to towel for 20-30 seconds. Lift the towel to see if the stain is transferring to the towel.
5. Repeat the procedure as necessary but be sure to re-wet the stain and the towel and use a clean space on the towel with each procedure of the iron.
6. Take care not to burn or singe the carpet.

The success of this procedure will depend on the age of the stain and upon what has been previously applied to the stain.

Ice Melt Stains

Ice melt stains are caused by calcium chloride-type ice melts.

To correct:

1. Prepare a pre-spray as follows (makes one quart):
 - 8 oz. Pro-Link Laser 1™
 - 8 oz. Pro-Link First Choice™ Carpet Pre-Spray
 - 14 oz. Water
2. Liberally pre-spray the stained area and allow to work for 10 minutes.
3. Extract area using Pro-Link Last Touch™ Carpet Rinse and Neutralizer.

Iodine & Betadine Stains

1. Apply Pro-Link All Purpose Carpet Spotter to the stain and agitate with a bone scraper. The stain should begin to dissipate within a minute. If the stain does not disappear, activity can be increased as follows:
2. Apply Pro-Link Tannin Treatment #2 and agitate with a bone scraper.
3. Allow several minutes for the products to work.
4. When the stain has disappeared, rinse with water and blot dry or extract.



Other Carpet Problems

Browning

"Browning" is a condition that sometimes occurs after the cleaning process is over and the carpet has dried, leaving a discolored effect which may appear as a yellowish brown.

Generally, "browning" is caused by either of two conditions:

1. Alkaline detergents and cleaners left on the surface of the fiber cause "browning." This type of condition can be eliminated from the start by reducing the quantity of concentrated detergent.
2. Over saturation of a too-high pH alkaline detergent or cleaning solution also causes browning. These chemicals usually react on the warp of the carpeting, carrying loose dyes from the backing upward and drying onto the nap of the carpet. Additionally, natural fibers can experience browning when detergents exceed a pH of 8.

This "browning" could have been prevented by cleaning with a detergent or extraction solution below a pH of 10.5 as well as more accurately measuring the detergent to recommended standards.



To correct:

For use with a pumped-up sprayer:

1. Dilute 4 oz. of Pro-Link Tannin Treatment #2 with 1 gallon of water.
2. Apply to surface of carpet with one of the following methods:
 - a. Use a carpet bonnet and spin pad with Pro-Link Tannin Treatment #2 solution onto the carpet.
Always pre-spray the affected areas of the carpet with Pro-Link Tannin Treatment #2 prior to bonnet cleaning.
 - b. Apply with a carpet extractor substituting the diluted Pro-Link Tannin Treatment #2 for the extraction solution.
3. Allow the carpet to dry, and "browning" will have been neutralized and will dissipate in the final moments of drying.

Other conditions corrected by Pro-Link Tannin Treatment #2:

- Swirl marks from repeated spin pad cleanings causing an alkaline buildup.
- Stiff carpet nap caused by over wetting and an alkaline buildup.
- Rapid carpet resoling caused by shampoo residue remaining in carpet.

Oxidation

Oxidation on carpets is caused by exposure to sunlight and moisture. Carpets will have a dingy yellowish appearance.

Test of Oxidation

Apply Pro-Link Laser 1™ Oxidized Oil Remover to a clean white towel and blot carpet. If carpet is oxidized, this solution will remove the oxidation.

Correcting Oxidation

Synthetic Carpets

1. Pre-spray with Pro-Link Laser 1™ Oxidized Oil Remover, diluted (1:4).
2. Extract following normal procedures, but add Pro-Link Single Pass™ Carpet Extraction Cleaner to solution tank.

Natural Fiber Carpets

1. Pre-spray with Pro-Link Laser 1™ Oxidized Oil Remover, diluted (1:4).
2. Extract or shampoo following procedures for natural fiber carpets.
3. Extract using Pro-Link Last Touch™ Carpet Rinse and Neutralizer.



Reappearing Spots & Odor Control

Reappearing Spots

These are spots which seem to be completely removed, however they do reappear in time, either upon drying or weeks later. There are many causes for this "wicking up," yet they all relate to the incomplete removal of the spot or the spotting agent.

Stain Reappears Over Time

This is usually caused by residue from either the original stain which was not completely removed, or residue from an improperly rinsed spotting agent. Follow all the steps on the Pro-Link Spotting Chart for the particular stain and rinse thoroughly. Sometimes treatment of the backing, pad, or sub-floor is required.

Correction of Odors & Smells

Offensive odors may have been deposited on the carpet in some cases, including odors from urine, vomit, spills, etc. They may be both on the carpet and below the carpet as well as in the mat or on the sub-flooring.



To remove odors from on top of the carpet:

1. Try to determine where the offensive odor is coming from. (Look for discoloration or use a black light, which will make the urine salts stand out in darkened room.)
2. Use a carpet syringe and inject 1 oz. of undiluted Pro-Link Knock Out™ through the backing onto the sub-floor.
3. Since Pro-Link Knock Out™ will not damage any carpet that is water-safe, inject Pro-Link Knock Out™ in several areas and let the wicking effect spread out and cover a large area.

To correct airborne odors:

Use Pro-Link Air Neutralizer for Smoke & Odor.

To correct smoky hotel rooms:

1. Extract using Pro-Link Single Pass™ Carpet Extraction Cleaner.
2. Spray Pro-Link Air Neutralizer for Smoke & Odor diluted (1:5) liberally into room including on drapes and bedspreads.

To correct odor caused by wet carpeting:

1. Extract with Pro-Link Single Pass™ Carpet Extraction Cleaner
2. Inject Pro-Link Knock Out™ liberally through carpet onto sub-floor using syringe.
3. Speed drying time by use of a blower.

To correct furniture/mattress cushion odors:

1. Inject Pro-Link Knock Out™ diluted (1:6) liberally into cushions or mattress with a carpet syringe.
2. When possible, shift the cushion or mattress several times to increase the likelihood that Pro-Link Knock Out™ reaches the source of the odor.

To correct odors on hard surfaces:

1. Add 2 to 4 oz. of Pro-Link Knock Out™ to your cleaning or mopping solutions.
2. Use Pro-Link Knock Out™ undiluted in toilets and urinals or anywhere there is a heavy malodor source.
3. Pour Pro-Link Knock Out™ undiluted into grease traps, floor drains, elevator sumps to correct malodors.

Spotting Charts

Spotting Procedures Using the Pro-Link Carpet Spotting Kit

Procedure for Spotting

1. Identify spot on chart
2. Remove excess solids and blot excess liquids
3. Apply water to spot (except inks and oils)
4. Apply spotting products following the steps on the chart
5. Agitate and blot after applying each spotter

Personal Safety

Wear protective gloves and safety glasses

Type of Stain	First Step	Second Step	Third Step	Fourth Step
1 Adhesive	Gum, Tar, Grease Gel	Water Rinse		
2 Alcoholic Beverages	Laser	Tannin	Protein Spotter	Water Rinse
3 Asphalt Soils	Gum, Tar, Grease Gel	P.O.G.	Water Rinse	
4 Blood	Enz-Pro Blood Remover	Laser	Water Rinse	
5 Butter, Margarine, Shortening	Laser	Protein Spotter	Water Rinse	
6 Candle Wax	Gum, Tar, Grease Gel	Water Rinse		
7 Carpet Odors	Urine & Odor Remover	(apply with carpet syringe)		
8 Chewing Gum	Gum, Tar, Grease Gel	Water Rinse		
9 Chocolate	Laser	Tannin	Protein Spotter	Water Rinse
10 Coffee (fresh)(re-appearing)	Professional Coffee Spray	Water Rinse		
11 Coffee (old)	Laser	Tannin	Protein Spotter	Water Rinse
12 Cosmetics	Gum, Tar, Grease Gel	P.O.G.	Water Rinse	
13 Crayons	Gum, Tar, Grease Gel	P.O.G.	Water Rinse	
14 Food Oils	Laser	Tannin	Protein Spotter	Water Rinse
15 Fruit Juices	Laser	Tannin	Protein Spotter	Water Rinse
16 Gravy	Laser	Protein Spotter	Water Rinse	
17 Ink	Ink Remover	Water Rinse		
18 Ketchup	Laser	Tannin	Protein Spotter	Water Rinse
19 Kool Aid	Red Dye Remover	(use heat transfer process)		
20 Lipstick	Gum, Tar, Grease Gel	P.O.G.	Water Rinse	
21 Magic Marker	Ink Remover	Water Rinse		
22 Milk, Cream	Laser	Protein Spotter	Water Rinse	
23 Nail Polish	Gum, Tar, Grease Gel	P.O.G.	Water Rinse	
24 Oxidized Oils (food oils)	Laser	Tannin	Protein Spotter	Water Rinse
25 Rubber Cement	Gum, Tar, Grease Gel	P.O.G.	Water Rinse	
26 Rust	Rust Remover	Protein Spotter	Water Rinse	
27 Salad Dressing	Laser	Tannin	Protein Spotter	Water Rinse
28 Shoe Polish	P.O.G.	Water Rinse		
29 Soft Drinks	Laser	Tannin	Protein Spotter	Water Rinse
30 Soil Filtration	Laser	Extraction Rinse		
31 Tea	Laser	Tannin	Protein Spotter	Water Rinse
32 Unknown Oil Based	Gum, Tar, Grease Gel			
33 Unknown Water Based	Laser	Tannin	Protein Spotter	Water Rinse
34 Urine	Urine & Odor Remover	(apply with carpet syringe)		
35 Vomit	Laser	Enz-Pro Blood Remover	Water Rinse	
36 Wine	Laser	Tannin	Protein Spotter	Water Rinse





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