



Edition One

# Carpet & Upholstery Handbook

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Filling the gap between training,  
processes and product selection.



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# About Us.

We're a family-owned company who have been providing speciality cleaning and protection products out of Newcastle, NSW since 1999.

## Our Purpose.

At Actichem our purpose is to increase your confidence, capabilities and grow your business tenfold.

## Our Mission.

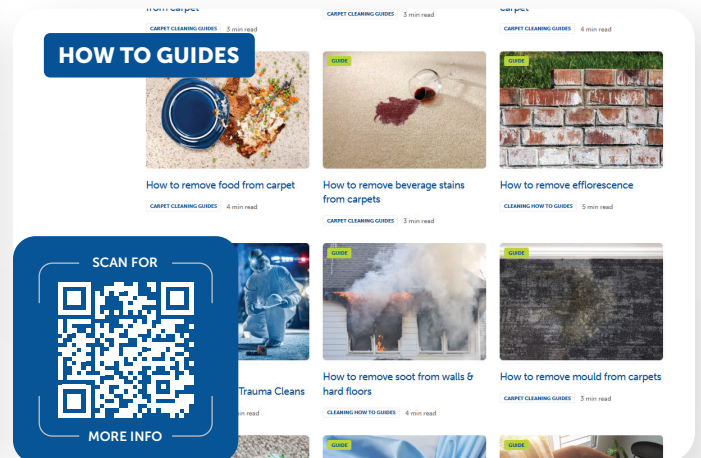
At Actichem our mission is to increase your productivity through solving cleaning challenges.

# What Do We Provide You?

## Unmatched Support & Resources

Discover the unparalleled support and resources we provide to boost your productivity and growth by solving cleaning challenges.

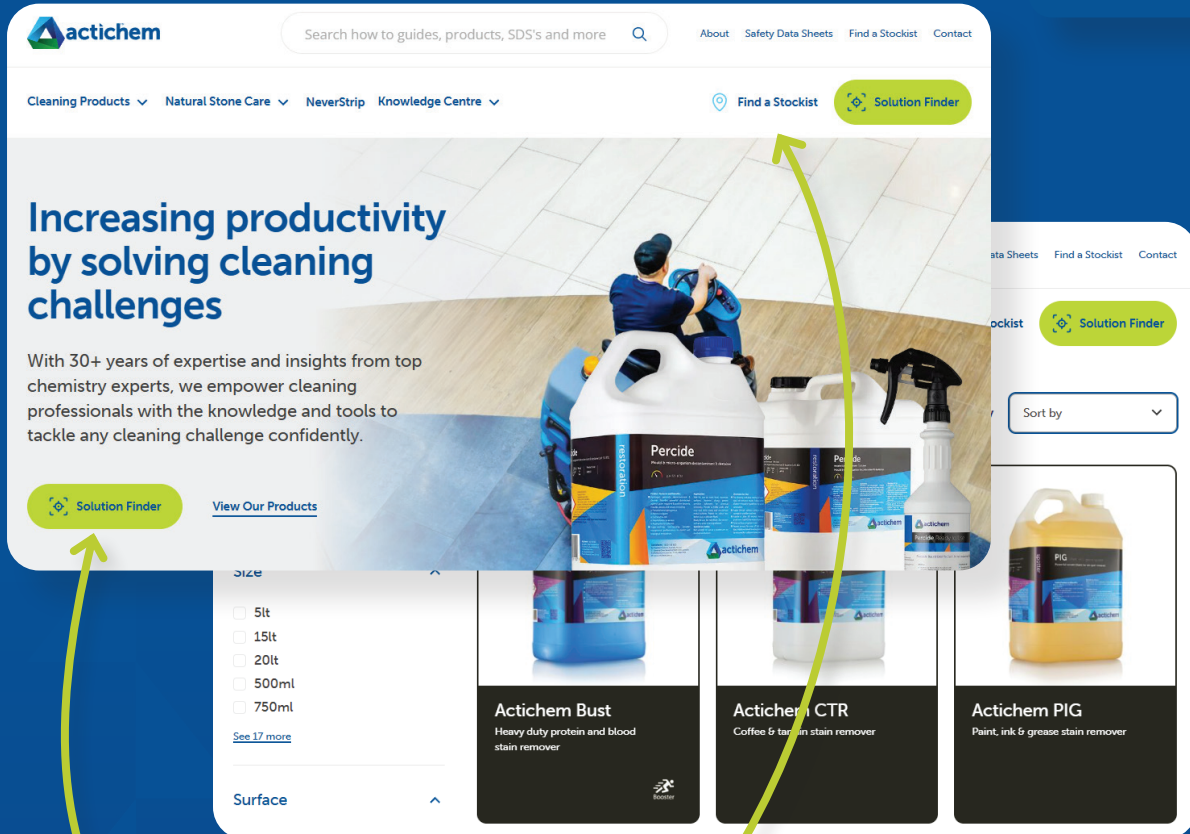
- **Training Webinars:** Increase your team's knowledge of the chemistry behind cleaning to give them the capabilities to provide the right solution for every problem.
- **Supporting Documents:** A comprehensive library of supporting documents including, product info sheets, SDSs, charts, guides and more.
- **Access to the Knowledge Centre:** An ever growing library of professional solutions for professional cleaners. Allowing you to always have the right solution to your cleaning challenges.
- **Direct Access to the Manufacturer:** Unlimited access to cleaning and chemistry experts. No cost & no wait time ensures that any cleaning challenge or product query you may have will be addressed at the time of need. Giving you peace of mind knowing there will always be a solution to any cleaning challenge that may arise.
- **Chemical Consultation:** Facing a complex carpet cleaning challenge? Book a chemical consultation and ensure the right chemistry is aligned to the job — reducing risk, avoiding costly rework and increasing productivity on site.



You sell more than just products. You provide solutions.

Customer Feedback

# New Website



1.

## SOLUTION FINDER

Find the perfect solution for all your cleaning challenges for free!

2.

## STOCKIST FINDER

Find your closest Actichem distributor by entering in your suburb.

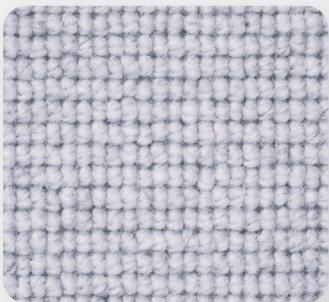
3.

## EXTRA RESOURCES

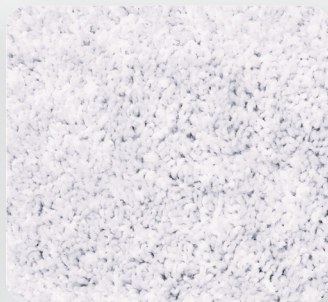
Enable you to enhance your cleaning results and increase revenue.

# Fibre Identification

## I Chapter One



**Wool**



**Polypropylene**



**5th Gen Nylon**



**Polyester**



# Fibre Characteristics

## Every Carpet Fibre Is Different.

The proper identification of fibres is important in determining the correct cleaning method and chemicals to be used in each situation.

### Fibre Identification

The two main classes of fibres are natural and synthetic. Identifying the fibre type is essential, not only to ensure effective cleaning, but more importantly to avoid damage to the fibre or fabric through incorrect chemical use and cleaning methods.

### What About Blends?

Many carpets blend two or more fibres to take advantage of the differing strengths. Always clean according to the most sensitive fibre in the blend.

### The Burn Test

The burn test is a simple technique used to identify fibres. When identifying fibres using the burn test, it is important to observe the colour and action of the flame, the colour and odour of the smoke, and the colour and feel of the ash.

However, to differentiate between natural and synthetic fibres, the “clean finger/dirty finger” test is extremely useful and very simple.

### Clean Finger/Dirty Finger Test

1. Using a small pair of scissors, obtain a small sample of the carpet fibre or fabric to be cleaned from an inconspicuous place.
2. Holding the sample with a pair of tongs or tweezers, ignite the sample with a lighter.
3. Allow the ash to fall onto a receptacle, and once cool, rub them between your fingers.
4. Observe the appearance of your fingers. If fingers remain clean, the fibre is synthetic, if fingers are dirtied the fibre is natural.
5. By observing the flame and smoke as well as the ash a more accurate identification can be made.

Fibre	Flame	Odour	Ash
Wool	Orange Sputters out. No smoke.	Burning hair	Irregular, black, crumbles to a coarse powder
Nylon	Blue base with orange tip. Burns evenly. No smoke. White puff when extinguished.	Celery Sealing wax	Round bead, gray/brown to black, hard.
Polypropylene	Blue base with orange tip. Burns evenly and rapidly. No smoke.	Asphalt/tar	Round bead, tan to brown, hard.
Cotton	Orange Burns evenly. Smolders. No smoke	Burning paper	Irregular glowing ember, gray or black, crumbles to a fine powder.
Acrylic	White/Orange Sputters. Black smoke. Burns rapidly.	Acrid Burnt meat	Irregular, black, hard crust.
Polyester	Orange Sputters. Sooty, black smoke.	Sweet/fruity	Round, shiny black, hard.

## Carpet Fibre Characteristics

Fibre Type	Characteristic	Identification	Moisture Absorption	Stain/Soil Resistance	Cleaning Sensitivity	Sensitivity to Environment
<b>Nylon - "Old"</b>	A resilient acid dyed fibre.	Dissolves in formic acid. Burns to a hard black bead, puffs white smoke, extinguishes readily.	4.2-4.5%	Susceptible to colour and food stains	Very good	Excellent resistance to mildew and aging.  Prolonged sunlight can cause degradation.
<b>Nylon - 5/6th Generation</b>	Resilient acid dyed fibre. With stain resistant treatment.			Very Good	Solution pH must be <10 and non-cationic	
<b>Nylon – Solution Dyed</b>	A resilient, solution dyed fibre.			Very Good	Excellent	
<b>Polypropylene (Olefin)</b>	A robust solution dyed fibre.	Floats in water. Burns to a hard, tan bead.	0.01%	Excellent. Except holds onto oily soils.	Excellent	Excellent resistance to mildew, aging and sunlight.
<b>Polyester</b>	A recycled synthetic PET fibre. Dyed with disperse dyes.	Burns rapidly with pungent odour, to a round hard bead.	0.04-0.08%	Very good. Susceptible to oily soils.	Very good.	Resists mildew and ageing. Susceptible to sunlight damage.
<b>Triexta</b>	A corn derived polymer carpet	Burns to a dark, hard, bead ash	0.35-1.5%	Excellent, however susceptible to oily soils & detergent residues.	Moderate. Solution pH must be <10	Excellent resistance to mildew, aging and sunlight
<b>Acrylic</b>	A synthetic fibre resembling wool. Moderately durable.	Burns rapidly with acrid burnt meat odour to an irregular black hard crust. Will crumble.	1.0-2.5%	Good stain and soil resistance.	Moderate. Solution pH must be <10	Good resistance to staining, mildew, and fading.
<b>Wool</b>	A resilient natural fibre with an excellent hand. Non-flammable.	Dissolves in chlorine bleach. Burns with a burned-hair odour to a black crumbly residue.	Up to 30%	Susceptible to organic & oil stains. Mostly releases stains well.	Sensitive. Use neutral buffered solution. Ensure quick drying.	Damaged by mildew, moths, beetles. Sunlight can cause yellowing.

# Wool Safe Advantages



## How does the WoolSafe & CleanSeal approval benefit you?

WoolSafe isn't just a certification; it's a symbol of trust, quality, and eco-consciousness in the carpet industry, globally recognised for its commitment to safe and sustainable carpet cleaning practices. Here's why it's vital for professionals:

- **Confidence for Cleaners:** Professionals can safely clean wool and synthetic carpets using certified products, ensuring excellent results and reducing the risk of damage.
- **Preserving Carpet Longevity:** Wool carpets demand specialised care to maintain their beauty and functionality, and WoolSafe certified products ensure their integrity, extending their lifespan.
- **Health and Environment:** WoolSafe certified products are user-friendly and non-toxic, creating safe and healthy environments for your clients.

- **Effective Soil & Stain Removal:** WoolSafe certified products effectively remove stains and dirt without compromising the carpet's texture or colour.
- **Quality Assurance:** The WoolSafe seal signifies that your cleaning methods and products meet the highest standards for safe and effective carpet care.

WoolSafe and CleanSeal approved Actichem products, are your tools for becoming a skilled and trusted carpet cleaner and contractor. They're not just about cleaning carpets; they're about preserving beauty, longevity, and health.



### Thymox

A powerful solution for all disinfection and cleaning needs, made with thymol, a botanically derived active ingredient that shines in a herbal scent.

Thymox is a powerful, versatile hospital-grade disinfectant made with thymol, a botanically derived active ingredient that imparts a pleasant herbal scent.

Thymox simplifies cleaning by combining cleaning, sanitizing, disinfecting, and deodorizing in one step. It's safe for use around sensitive and health-compromised individuals and meets all eco-label standards, making it perfect for animal health and biosecurity.

#### Recommended Uses:

Effective on hard and soft surfaces, including furniture, bedding, carpets, timber, floors, walls, countertops, appliances, equipment, metals, and more.



Thymox



SKU: AP605.05/ AP605.075

Dilution: Ready To Use.

pH	6.0   Neutral
Fibre Safe	All Fibres
Product Type	Disinfectant



**VERSATILE**  
Compatible with foggers & sprayers



**SAFE**  
Safe for everyday use. Botanically derived.



**INTERNATIONAL REGISTRATIONS**  
TGA - Hospital Grade, Disinfectant AUSTL 400439, Health Canada, EPA.



**4-IN-1**  
Replaces numerous products. Thymox can disinfect + sanitise + clean + deodorise.



**FAST-ACTING**  
Rapid pathogen kill rates.



**KILLS 99.9% OF GERMS**  
VIRUSES: HIV-1, Swine Influenza A, H1N1, RSV, SARS CoV-2, Bacteria, Fungi & Moulds, Norovirus.



**Encap Pro**  
Encapsulating cleaner for commercial carpets.



Encap Pro is an advanced low moisture encapsulating cleaner providing tough grease cutting action with a genuine, brittle dry-down. Prevents resoiling with specialty polymers, and extends soil release for up to 14 days, ensuring long-lasting cleanliness and appearance.

**Dilution:** 1:32

pH **8 | Mildly Alkaline**  
Fibre Safe **All Fibres**



**Encap Plus**  
Encapsulating cleaner for high pile carpets.



Encap Plus is an advanced low moisture encapsulating cleaner providing tough grease cutting action with a genuine, brittle dry-down. With specialty polymers, Encap Plus prevents resoiling and extends soil release for up to 14 days improving cleanliness.

**Dilution:** 1:32

pH **8 | Mildly Alkaline**  
Fibre Safe **All Fibres**



**Encap Fine Fabric**  
Low pH shampoo for delicate fibres.



Encap Fine Fabric is an encapsulation upholstery cleaner. Encap Fine Fabric is a unique upholstery cleaning detergent which is based on advanced technology to provide a total solution to upholstery, delicate fabric and rug cleaning.

**Dilution:** 1:4

pH **5.5 - 6.5 | Mildly Acidic**  
Fibre Safe **All Fibres**



**Performance Plus**  
Carpet prespray for carpet steam cleaning.



Performance Plus brings together into one, the impressive new developments in soil suspension technology with the innovative anti-resoiling polymer technology and the formulary requirements for the safe cleaning of wool carpeting.

**Dilution:** 1:32 to 1:64

pH **7.0-7.5 RTU | Neutral**  
Fibre Safe **All Fibres**



**Rinse Pro**  
Fibre conditioning acid rinse agent.



Rinse Pro is a unique dual purpose acid rinse which delivers powerful cleaning and provides the traditional pH neutralisation. This powerful cleaning action is the ideal answer for tackling heavily soiled wool carpets where the use of an alkaline emulsifier is far from ideal.

**Dilution:** 1:100 - 1:300

pH **4 | Acidic**  
20 Litre **All Fibres**



**Conquer**  
High performance encapsulating spot remover.



Conquer is a multi-task spotting solution effective on a wide range of water based and oily stains, with the added benefit of anti-resoiling encapsulation technology. The formulation has a unique focus on fibre care and anti-resoiling functionality.

**Dilution:** Ready to Use.

pH **6-7 | Neutral**  
Fibre Safe **All Fibres**

# Carpet Steam Extraction

## II Chapter Two



**PRE-VACUUM**



**PRESPRAY**



**RINSE EXTRACT**



**DRY/ RAKE**



# Carpet Presprays

## Boosting Cleaning Efficiency

There are several steps and factors which are responsible for the success of the job. Ensuring that all aspects of the cleaning process are executed properly will lead to optimal results.

### The Two Key Factors That Decide What Prespray Type To Use.

#### 1. Fibre Types

The effect of chemical solutions on carpet fibres include:

- **Wool Carpets:**  
Chemical solutions must be neutral or weakly buffered.
- **Polypropylene Carpets:**  
Affinity for oils, static charge and are a smooth faced fibre. Alkaline solutions with strong detergency are needed.
- **5th Generation Nylon Carpets:**  
Chemical solutions must be less than pH 10. Sensitive to cationic chemistry



**Carpet Cleaning Product Choice Guides**  
Struggling to choose the right chemicals for different carpets? Download our Carpet Cleaning Product Choice Guide for quick, expert answers!

#### 2. Soil Characteristics

##### a. Organic soils, fats and grime

Restaurant, kitchen, family & pet soils.  
Alkalinity, enzymes and emulsification chemistry is most effective.

##### b. Synthetic oils, rubber, grime.

Factory, warehouse soils.  
Alkalinity and solvent chemistry is most effective

##### c. Particulate soils, general grime

Commercial, hospitality & domestic traffic lanes. Alkaline salts, soil suspension, soil oxidation chemistries are most effective.

### Deep Dive Into Carpet Prespray

Discover the ultimate guide to carpet presprays with our in-depth webinar recording!  
In this session you'll discover:

- The Science Behind Carpet Presprays
- Maximizing Impact Of Carpet Presprays
- Solutions to Common Challenges
- Free Handout Guides & Charts

Enhance your skills and achieve outstanding results with this comprehensive webinar recording!



Deep Dive into Carpet Presprays 



## Why use a prespray?

Presprays are essentially the cleaning step in the cleaning process. The Actichem presprays incorporate advanced grease-cutting and soil release technology to break through tracked in soil, spills and other contaminants found in carpets. Complementing this, is advanced soil suspension technology ensuring fast, effective removal of soil from carpet fibres.

## Actichem Presprays

- **Performance Plus:** A high performance workhorse prespray, suited to virtually all wall-to-wall carpeting and many rugs. Features low VOC chemistry and WoolSafe and CleanSeal approvals.
- **Performance Gold:** A tough big brother to Performance Plus geared for super oily, greasy situations such as restaurants and bars. Safe for use on virtually all wall-to-wall carpeting, it's great for tough cleans.
- **Clean Force:** Employing the power of enzymes, alkaline salts and solvents it burst through the most challenging of soiling on polypropylene and older nylon carpets.
- **Polyprop Plus:** Uses smart chemistry and efficient alkalinity to release oily soils from olefin and older nylon carpets. Amazing grease cutting power.

- **Lavender Pro:** A great budget focused prespray which provides good general cleaning efficacy for busy contract cleaning companies.

## Prespray Boosters

**Supercharge your presprays and encapsulation solutions with Actichem boosters – save time!**

At Actichem, we've carefully formulated our cutting-edge boosters with your specific needs in mind.

Actichem boosters deliver an extra punch to your cleaning solutions, effortlessly breaking through tough soil and stains in no time.

- **Colloidal Boost:** Add to any prespray to cut through traffic lane build-up with ease.
- **POG:** Add to your prespray for added grease cutting power.
- **Perox:** Add to your prespray & encapsulation solution for added anti-microbial properties and destaining.
- **Oxyboost Plus:** Add to your prespray for added anti-microbial properties and destaining.  
Note: Oxyboost Plus is not suitable for natural fibres.



## The Importance Of Pre-Vacuuming

Pre-vacuuming is essential because around 80% of carpet soiling is particulate and not soluble in water. This type of soil can be efficiently removed with dry vacuuming, preventing it from using up the cleaning agent meant for the remaining 20% of soils.

# Hydroforce Dilutions Chart

## Tip Ratio 1:8 (Yellow Tip)

Required Dilution	Chemical quantity added to container		Equivalent Dilution
	For 5Lt solution	For 1Lt solution	
<b>1:9</b>	4,500ml	590ml	100ml/Lt (10%)
<b>1:16</b>	2,650ml	529ml	59ml/Lt (5.9%)
<b>1:24</b>	1,800ml	360ml	40ml/Lt (4%)
<b>1:32</b>	1,360ml	272ml	30ml/Lt (3%)
<b>1:50</b>	882ml	176ml	20ml/Lt (2%)
<b>1:64</b>	692ml	138ml	15ml/Lt (1.5%)
<b>1:100</b>	450ml	90ml	10ml/Lt (1%)

\* These dilutions are also applicable for Nigelforce Sprayers

## Tip Ratio 1:32 (Brown Tip)

Required Dilution	Chemical quantity added to container		Equivalent Dilution
	For 5Lt solution	For 1Lt solution	
<b>1:32</b>	5,000ml	1,000ml	30ml/Lt (3%)
<b>1:50</b>	3,235ml	647ml	20ml/Lt (2%)
<b>1:64</b>	2,540ml	508ml	15ml/Lt (1.5%)
<b>1:100</b>	1,650ml	330ml	10ml/Lt (1%)

\* These dilutions are also applicable for Nigelforce Sprayers

## Checking The Accuracy Of Your Hydroforce Sprayer

The dilution tips of HydroForce Sprayers wear over time which will affect the final dilution ratio.

Periodically check the accuracy of your sprayer by using the following procedure.

1. Remove the Hydroforce bottle and place the chemical pick-up tube into a measuring jug (at least 2Lt capacity) which is filled with water to the 2Lt mark
2. Now fill up a bucket with exactly 10 Lt of water using the wand of the Hydroforce sprayer.
3. See how much water has been sucked up from the jug.
4. The following volume should have been drawn up from the measuring jug.
  - a. 2,000ml for a 1:4 ratio tip
  - b. 1,111ml for a 1:8 ratio tip
  - c. 588ml for a 1:16 ratio tip
  - d. 303ml for a 1:32 ratio tip

Standard Dilution Chart			
Ratio	/1Lt	/5Lt	/20Lt
1:1	500ml	2.5Lt	10Lt
1:2	333ml	1.67Lt	6.6Lt
1:4	200ml	1Lt	4Lt
1:5	166ml	833ml	3.3Lt
1:9	100ml	500ml	2Lt
1:10	90ml	454ml	1.8Lt
1:16	60ml	300ml	1.18Lt
1:20	50ml	250ml	1Lt
1:32	30ml	150ml	600ml
1:40	25ml	125ml	500ml
1:50	20ml	100ml	400ml
1:64	15ml	75ml	300ml
1:80	12ml	62ml	250ml
1:100	10ml	50ml	200ml
1:120	8ml	40ml	160ml
1:200	5ml	25ml	100ml
1:250	4ml	20ml	80ml
1:300	3ml	17ml	66ml
1:600	-	8ml	33ml
1:800	-	6ml	25ml
1:1000	-	5ml	20ml
1:1200	-	4ml	17ml

## Hydroforce Dilution Chart

Are you tired of trying to calculate the correct amount of prespray to use in your HydroForce sprayer which has a brown, white or another tip?



actichem  
a part of orange

HydroForce Sprayer  
Dilution Guide

### TIP RATIO 1:4 (NO TIP)

Required Dilution	Chemical quantity added to container		Equivalent Dilution
	For 5Lt solution	For 1Lt solution	
1:9	1,000ml	500ml	100m/Lt (10%)
1:16	1,470ml	294ml	59m/Lt (5.9%)
1:24	1,000ml	200ml	40m/Lt (4%)
1:32	1,757ml	152ml	30m/Lt (3%)
1:50	490ml	98ml	20m/Lt (2%)
1:64	384ml	77ml	15m/Lt (1.5%)

# Emulsifiers & Acid Rinses

## Rinse Away Soils & Detergents

### The Function Of Extraction In The Steam Cleaning Process

Carpet cleaners use emulsifiers and acid rinses during the extraction step. It should be remembered that the extraction step should not essentially be regarded as a cleaning step but as a rinsing step. (Although due to the chemical nature of emulsifiers, extra cleaning action is found in this rinsing step).

As we know, water on its own is a very poor rinsing agent because of its high surface tension and the presence of hard water ions. To convert the rinse water into an effective rinsing agent we add a small amount of an alkaline in-tank emulsifier or acid rinse.



### Actichem Emulsifiers & Acid Rinses

**Rinse Pro** can be used on all types of fabrics and fibres including synthetic, wool area rugs and all water-cleanable upholstery. **Emulsifier Plus** and **Extracta Pro** should however only be used on synthetic fibres. The benefit of **Emulsifier Plus** and **Extracta Pro** is that they provide powerful cleaning action and are very economical to use.

On the other hand, **Rinse Pro** has the advantage of being suitable for all types of fibres, providing excellent cleaning action, inhibiting browning and colour bleeding on wool and delicate fibres, and leaving fibres in a stable condition for applying protectors.

Product	Process	Dilutions For Portable Use	Dilutions For Truck Mount Use Mix 300g/10lt Warm Water To Make Concentrate.	
<b>Extracta Pro</b> (Powdered Emulsifier)	Single Step	Mix 10-15g/10Lt water	1.5-2.3c per litre	Set flow meter at 4 gallons/hour (1:800) 1.9c per litre
	2- Step	Mix 8-10g/10Lt water	1.2-1.5c per litre	Set flow meter at 2 gallons/hour (1:1200) 1.2c per litre
<b>Emulsifier Plus</b> (Liquid Emulsifier)	Single Step	Mix 25ml/10Lt water	4.2c per litre	Set flow meter at 8 gallons/hour (1:800) 1.9c per litre
	2- Step	Mix 12ml/10Lt water	2.1c per litre	Set flow meter at 4 gallons/hour (1:400) 1.2c per litre

Product	Process	Dilutions for portable use	Dilutions for truck mount use Mix 1Lt/10Lt water to make concentrate.	
<b>Rinse Pro</b> (Acid Rinse - Used on wool, upholstery & natural fibres)	Single Step	Mix 100ml/10Lt water	6.7c per litre	Set flow meter at 4 gallons/hour (1:300) 2.2c per litre
	2-Step	Mix 30-50ml/10Lt water	2.0-3.3c per litre	Set flow meter at 4 gallons/hour (1:300) 2.2c per litre

## Why Use An Emulsifier?

Simply put, an emulsifier turns rinse water into an effective cleaning solution. Water alone has high surface tension and hard water salts that prevent it from penetrating carpet fibres and mixing with soil residues. This also causes water to dry in droplets, slowing down drying times.

- **Residue Management:** Emulsifiers help rinse and suspend detergent/soil residues for easy removal. The residues left are non-sticky, non-toxic, and easily vacuumed away, preventing re-soiling.
- **Time-saving:** Emulsifiers can serve as both a cleaner and a rinse agent, often eliminating the need for prespraying in lightly soiled areas. This reduces the time, effort, and chemicals needed for cleaning.
- **Faster Drying:** Using an emulsifier requires less water and effectively removes detergent residues, leading to quicker carpet drying times.
- **Cost-Effective:** The cost of using an emulsifier is minimal, often less than 1% of the total job cost. This investment leads to savings on labor, fewer callbacks, and higher customer satisfaction due to faster drying and better cleaning results.

## FUNCTION OF AN EMULSIFIER

Emulsifiers dramatically reduce water tension and neutralise hard water ions, providing exceptional rinsing action while also offering significant cleaning ability. This makes them

an excellent backup for presprays and ideal when cleaning low-traffic areas without prespray. Emulsifiers are used at concentrations of 1:800 to 1:1200 for powders and 1:400 to 1:800 for liquids, and they are suitable for use on all synthetic carpets. An emulsifier with a ready-to-use pH of 9.5 to 10 will leave carpets with a pH less than 8.5.

## Function Of An Acid Rinse

Acid rinses, with a pH of 4 to 5, leave carpets slightly acidic (pH 5.5 to 6.5), neutralising alkaline prespray residues and stabilising fibres, especially wool. However, traditional acid rinses offer minimal cleaning power and primarily remove prespray residues without addressing deeper soiling.

Rinse Pro, with its advanced formulation, overcomes these limitations by combining the neutralising benefits of an acid rinse with powerful soil removal capabilities, making it a superior choice for both wool and synthetic fibres.

### Benefits Of Neutralising Carpets With An Acid Rinse.

Neutralising carpets and upholstery with an acid rinse after cleaning offers several advantages:

- Faster drying due to neutralised residues
- The carpet will be softer to the hand.
- Reduced risk of rapid re-soiling,
- Better fibre preparation for protector application (the protector will bond better).
- The carpet will be less likely to brown or bleed, as it stabilises dyes and prevents browning.



## Mastering Emulsifiers & Acid Rinses

Join us as we thoroughly explore the critical role of emulsifiers and acid rinses in the steam extraction process. What you'll discover in this session:

- Emulsifiers vs Acid Rinses
- The Chemistry Behind Emulsifiers
- Product Benefits & Applications
- Free Handout Guides & Charts

Learn from industry experts and gain access to exclusive resources that will help you excel in your field!

# Carpet Defoamers

## Underrated But Essential

Defoamers protect your vac motor from foam damage, ensuring top vacuum performance and safeguarding your equipment.



### Liquid vs Powder

Both Foamex Liquid and Foamex Powder are effective defoamers that won't compromise your cleaning products' performance. Choose the one that best suits your cleaning method and preferences.

#### Foamex Liquid

- **Versatile Use:** Ideal for tile, grout, carpet, and hard surface cleaning.
- **pH Neutral:** Will not alter the pH of your cleaning products.

#### Foamex Powder

- **User-Friendly:** Perfect for carpet cleaning. Simply sprinkle on the carpet before extraction.
- **pH Neutral:** Will not alter the pH of your cleaning products.

## Why Use A Defoamer?

Defoamers don't really get all the credit that they deserve. Possibly the quickest and easiest way to destroy a vac motor is through foam build-up getting into the motor. Defoamers are a safe and cost effective measure to protect valuable machinery parts without compromising cleaning power.

## The Function Of Defoamers In The Steam Cleaning Process

Defoamers are usually used during the extraction stage of steam cleaning. While there are various application methods, the most common is sprinkling powder defoamer on the carpet before extraction, ensuring consistent foam

control throughout the process. Although defoamers don't contribute to cleaning, their ability to manage foam is essential.

- **Protects Machine Components:** Defoamers are crucial in preventing foam from entering and damaging vacuum motors and blowers, safeguarding these vital components from costly wear and tear.
- **Maximise Vacuum Performance:** Foam build-up is a common cause of reduced suction power. By using a defoamer, you eliminate foam at its source, ensuring your vacuum operates at peak performance.
- **Important Note:** Defoamers should never be added to the cleaning solution itself. And never add Liquid Defoamer directly onto the carpet or tile surface being cleaned.

# Carpet Sanitisation

## Decontamination Done Right

While sanitisation often occurs during the decontamination process, a sound understanding of disinfection is essential for protecting both your clients and yourself. Microorganisms thrive in organic matter, so effective decontamination begins with removing these residues. Once cleaned, specialised sanitising products can achieve reliable sanitisation.

**Note:** Severe biohazard or mould contamination should only be treated by technicians trained in IICRC procedures. Some carpets and fabrics may be unrecoverable or sensitive to sanitising chemicals. Always prequalify the job with the client and pre-test for chemical and process compatibility.

### Routine Decontamination

**Thymox:** use undiluted (ready to use)

**Percide:** dilute 1:1 with water (500ml/Lt)

### Urine

**Pet & Flood:** use up to a dilution of 1:4 with water (200ml/Lt)

**Percide:** dilute 1:1 with water (500ml/Lt)



### Flooding

**Thymox:** use undiluted (ready to use)

**Percide:** diluted 1:1 with water (500ml/Lt)

**Biosan II:** dilute 1:32 with water (30ml/Lt)

### Mould & Mildew

**Percide:** dilute 1:1 with water (500ml/Lt)

**Mould Remover:** use undiluted (ready to use)

### Organic Matter

**Percide:** diluted 1:1 with water (500ml/Lt)

**Biosan II:** dilute 1:32 with water (30ml/Lt)

**Thymox:** use undiluted (ready to use)

### Process

- Dilute the product according to directions.
- Spray apply the affected area with recommended product.
- Rake into carpet or gently brush into upholstery.
- Allow 10 – 20 minutes reaction time.
- Rinse/extract - **Rinse Pro**, **Emulsifier Plus** or **Extracta Pro**.

## Mastering Urine Decontamination

Dive into the world of urine decontamination on carpets and hard floors with our latest webinar recording!

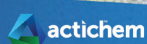


Urine Decontamination



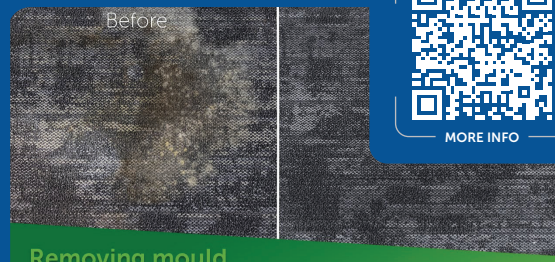
SCAN FOR

MORE INFO



## Remove Mould From Carpet.

Removing mould from carpets doesn't have to be complicated, but it does have to be done correctly.



Removing mould from carpets!



SCAN FOR

MORE INFO



# Odour Control & Deodorisers

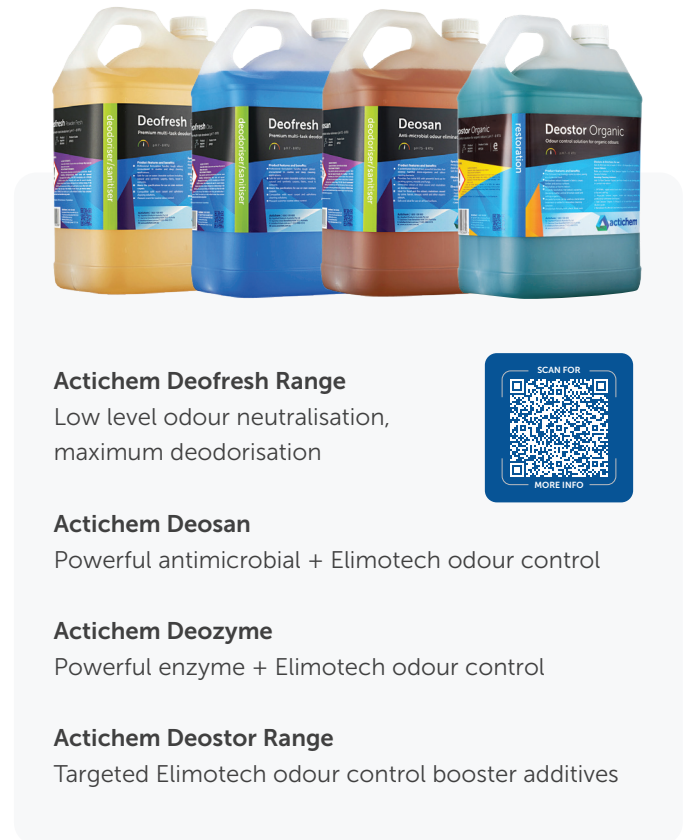
## Process and Product

There are two common ways to use a deodoriser in carpet cleaning: during the cleaning process and as a post-treatment. Both methods are effective, and using a deodoriser in both stages ensures that odours are thoroughly addressed, providing long-lasting freshness.

### Neutralise Odours At The Source

Actichem deodorisers are designed to break down malodours at a molecular level. To achieve a complete odour neutralisation understanding the process is as important as what product is used.

- 1. Incident/ Source:** Situation is created, from pets, spills, or mould etc.
- 2. Protect yourself:** Perform an initial make-safe odour control using a disinfectant such as Thymox to remove any airborne viruses & bacteria before beginning.
- 3. Remove the Source:** Clean-up & remove the physical source of the odour. This can be achieved in the prespray & rinse/extraction steps of the hot water extraction method.



#### Actichem Deofresh Range

Low level odour neutralisation, maximum deodorisation



#### Actichem Deosan

Powerful antimicrobial + Elimotech odour control

#### Actichem Deozyme

Powerful enzyme + Elimotech odour control

#### Actichem Deostor Range

Targeted Elimotech odour control booster additives

- 4. Neutralise Mal-Odours:** Once the odour source has been removed the airborne & remaining particles can now be neutralised.
- 5. Replacement Scent:** Reset the olfactory sensors by providing a replacement scent, preventing call backs and dissatisfaction.



**STEP ONE**  
**Remove The Odour Source**

#### Smoke

Remove with vacuum, specialty detergents & oxidisers.

#### Organics

Remove with biocides or bacteriologic enzymes.



**STEP TWO**  
**Neutralise The Mal-Odour Molecule**

Elimotech technology provides unique, molecule-pairing technology for complete neutralisation.



**STEP THREE**  
**Provide A Replacement Scent**

Elimotech provides a fresh range of scents designed to reset the olfactory senses.



### Enzyme Digester & Odour Remover

Deozyme is formulated with four active enzymes to treat odours in hard-to-reach places. Highly effective in eliminating the stench from human wastes, spoiled foods, and decaying matter. Deozyme leaves a clean, sanitary scent wherever it is used.

### Urine Odour Removal

The successful removal of severe urine odours relies on the removal of the uric crystal. This is achieved through the use of an acidic solution or enzyme.

**Actichem Pet & Flood** provides the ideal acid + ElimoTech + replacement scent blend whilst **Deozyme Plus** provides a specialty enzyme + ElimoTech + replacement scent option.

The **Deozyme Plus** digests the uric crystal and does not require rinsing and thus finds particular application in hard to reach areas and as a decontaminant and maintenance solution in aged care and child care facilities.

See page 27 for more information.

### Boosts Cleaning

Combining a deodoriser with cleaning solution removes both dirt and odours for a fresher result. During the cleaning process, adding a deodoriser to the cleaning solution allows it to neutralise odours deep within the carpet as the extraction machine lifts dirt and grime.

### Post treatment

Post-treatment leaves a pleasant, lingering scent, ideal for high-traffic areas. As a post-treatment, a deodoriser can be applied after the carpet has been cleaned, offering an extra layer of protection against lingering odours and leaving a pleasant, fresh scent. This two-step approach not only removes existing odours but also prevents new ones from forming, creating a cleaner, fresher environment.

### Elimotech

#### Innovative Chemistry for Total Odour Control

Even after an odour source is removed and eradicated by oxidation, disinfection or enzymatic action, stubborn mal-odour molecules remain suspended in the air, trapped in porous surfaces and fabric yarns. The Elimotech chemistry, eliminates these obnoxious compounds at a molecular level.

#### How Elimotech “Molecular-Pairing” Works

Elimotech neutralises mal-odour molecules using molecular-pairing technology. The natural-based Elimotech molecules react with mal-odour molecules and forms a new, neutral, odourless molecule which cannot be reversed.



### Odour Control Essentials

Increase your understanding of odour neutralisation as we cover all aspects of essential knowledge in our webinar!

- Different types of mal-odours (bad odours).
- Discover the correct process to neutralise mal-odours effectively & completely.
- The correct chemicals to use, when & where.

Learn from industry experts and gain access to exclusive resources that will help you excel in your field!.

# Odour Control & Deodorisation

Odour Source	Application	Recommended Product
Routine Cleaning	Carpet & Soft Furnishings	Deofresh - Citrus, Floral or Tutti Frutti
	Walls, Floors & Hard Surfaces	Deofresh - Citrus, Floral or Tutti Frutti
Animal Odour	Carpet & Soft Furnishings	Deostor Extreme
	Walls, Floors & Hard Surfaces	Deozyme / Deozyme Plus (1:1)
Cadaverine	Carpet & Soft Furnishings	Deostor Extreme
	Walls, Floors & Hard Surfaces	Deozyme / Deozyme Plus (1:1)
Curry	Carpet & Soft Furnishings	Deostor Extreme
	Walls, Floors & Hard Surfaces	Deostor Extreme
Faeces	Carpet & Soft Furnishings	Deostor Organic / Deozyme Plus (1:1)
	Walls, Floors & Hard Surfaces	Deostor Organic / Deozyme Plus (1:1)
Fish	Carpet & Soft Furnishings	Deozyme / Deozyme Plus (1:1)
	Floors & Hard Surfaces	Deozyme / Deozyme Plus (1:1)
Mould & Mildew	Carpet & Soft Furnishings	Biosan II / Percide / Mould Remover
	Walls, Floors & Hard Surfaces	Biosan II / Percide / Mould Remover
Rotting Organic Matter	Carpet & Soft Furnishings	Deostor Organic / Deozyme Plus (1:1)
	Floors & Hard Surfaces	Deostor Organic / Deozyme Plus (1:1)
Smoke (Plastic & Synthetic material)	Carpet & Soft Furnishings	Deostor Fire (Floral)
Smoke (Protein & Wood Fire)	Carpet & Soft Furnishings	Deostor Fire (Citrus)
Tobacco	Carpet & Soft Furnishings	Deostor Extreme
Urine	Carpet & Soft Furnishings	Deozyme / Deozyme Plus (1:1)
	Carpet & Soft Furnishings	Deosan
	Carpet & Soft Furnishings	Deostor Organic
	Carpet & Soft Furnishings	Pet & Flood

Do not add deodorisers to any encapsulation detergent

Dilution	Mix With
40-80mL/10Lt RTU Solution	Prespray or Rinse Agent (Do not mix with Polyprop Plus)
40-80mL/10Lt RTU Solution	Hard Surfaces Cleaning Detergent
10-30mL/Lt RTU Solution	Prespray, Rinse Agent or Laundry Detergent
30-60mL/Lt	Water Only. (Deozyme Plus only dilute 1:1)
10-30mL/Lt RTU Solution	Biosan II, Prespray, Rinse Agent or Laundry Detergent
30-60mL/Lt	Water Only. (Deozyme Plus only dilute 1:1)
10-30mL/Lt RTU Solution	Prespray Detergent or Water
10-30mL/Lt RTU Solution	Hard Surface Cleaning Detergent
10-30mL/Lt RTU Solution	Biosan II, Prespray, Rinse Agent or Laundry Detergent
10-30mL/Lt RTU Solution	Biosan II or Hard Surface Cleaning Detergent
30-60mL/Lt	Water Only. (Deozyme Plus only dilute 1:1)
30-60mL/Lt	Water Only. (Deozyme Plus only dilute 1:1)
Follow IICRC approved mould remediation methods	
Follow IICRC approved mould remediation methods	
10-30mL/Lt RTU Solution	Biosan II, Prespray, Rinse Agent or Laundry Detergent
10-30mL/Lt RTU Solution	Biosan II or Hard Surface Cleaning Detergent
10-30mL/Lt RTU Solution	Fire Fix, Prespray or Laundry Detergent
20-40mL/Lt Water	Fire Fix, Prespray or Laundry Detergent
10-30mL/Lt RTU Solution	Prespray Detergent or Water
30mL/Lt	Water Only. (Deozyme Plus only dilute 1:1)
50-100mL/Lt	Water Only
10-30mL/Lt RTU Solution	Biosan II, Pet & Flood, Carpet Prespray or Rinse Agent
200-500mL/Lt	Water - boost with Deostor Organic or Deostor Extreme

# Carpet Spotting

## Chemistry behind spotting

An understanding of fibres, stain composition and basic chemistry principles contributes to a high success rate in stain removal.

### Identify The Fibre Composition

Spotting chemicals are very concentrated forms of cleaning chemistry and are typically responsible for more fibre damage than any other chemistry in carpet cleaning.

This makes the correct identification of fibres and the understanding of their chemical compatibility a critical skill in spot removal. Furthermore, this know-how assists with understanding a stain's bond with the fibre and any potential damage that it may have caused.

Page 8 & 9 provides key information on fibre types.

### Know The Stain Make-Up

Some spills and stains you'll encounter on a regular basis whilst others may be quite rare, however the client expects you'll be able to remove them all. Understanding the stain make-up is key to choosing the correct chemistry and the process to remove it. It also provides fore-knowledge of possible fibre damage, permanent discolouration and possibly the need to pre-qualify your actions with the customer.

#### Paint & Ink

Paint & inks are best categorised if possible, into those based on oils and those that are water based.



### SPOTTING KIT

Unleash the power of advanced stain removal with the comprehensive set of tools included, carefully curated to address a wide range of stubborn blemishes.



#### Oil-based Stains

Oil based stains are divided into those originating from foods & cooking and those originating from machinery, vehicles, etc. Bitumen and tar also fit into this last oil-based category.

#### Organic Stains

Organic stains cover a wide range of staining agents from foods and cooking to blood and body fluids to grass and mud stains.

Some situations will also require sanitisation and odour control as part of the process.

#### In-Organic Stains

Rust is one of the only in-organic stains found on carpet and upholstery.

#### Water marks and cellulosic browning

These are mostly found where plant fibres such as jute are present in the fibre or backing. These can also present as water marks, however water marks are also often the accumulation of soiling at the outer edges of a wet patch.

#### Colour rich stains

It's important to differentiate between organic (matter that once lived) colour stains and synthetic colour stains. The latter group including red cordial.

## Understand The Spot Remover Chemistry

Spot removal chemistry employs key technologies from chemical science. Understand these basic, yet key principles and spot removal itself turns into a successful science.

### Solvents

Solvents do not carry a pH value and are safe for use on all fibres. However some delicate dyes may be affected so always pretest if unsure.

- Liquid hydrocarbon or non-polar solvents (eg **Actichem Gum Gone and Orange Solvent**) are ideal for auto-oil based grease and oils, bitumen, tar, chewing gum and oil-based paints and ink.
- Gel non-polar solvents (eg **Citrus Gel**) are great for chewing gum, bluetak and oil-based spots which have body to them such as bitumen and tar.
- Liquid polar solvents (eg **Actichem POG and PIG**) are great for water based paints, inks and many general oily grime spots.
- Volatile Dry Solvent – VDS (eg **Actichem VDS**) are pure solvent spotters which evaporate completely and do not require rinsing.

### Protein Spotter

Protein spot removers are typically alkaline in nature and react with the acidic food soiling. They are great for all food soiling and cooking oil. Care should be exercised when using on wool fibres and pH neutralisation is required. An oxidising spotter is often used to remove residual staining.

- Protein Spotters (eg **Actichem Protein Spotter and Actichem Bust**) effectively treat food and many beverage stains. They are also great for initial blood stain removal.

### Acid Spot Removers

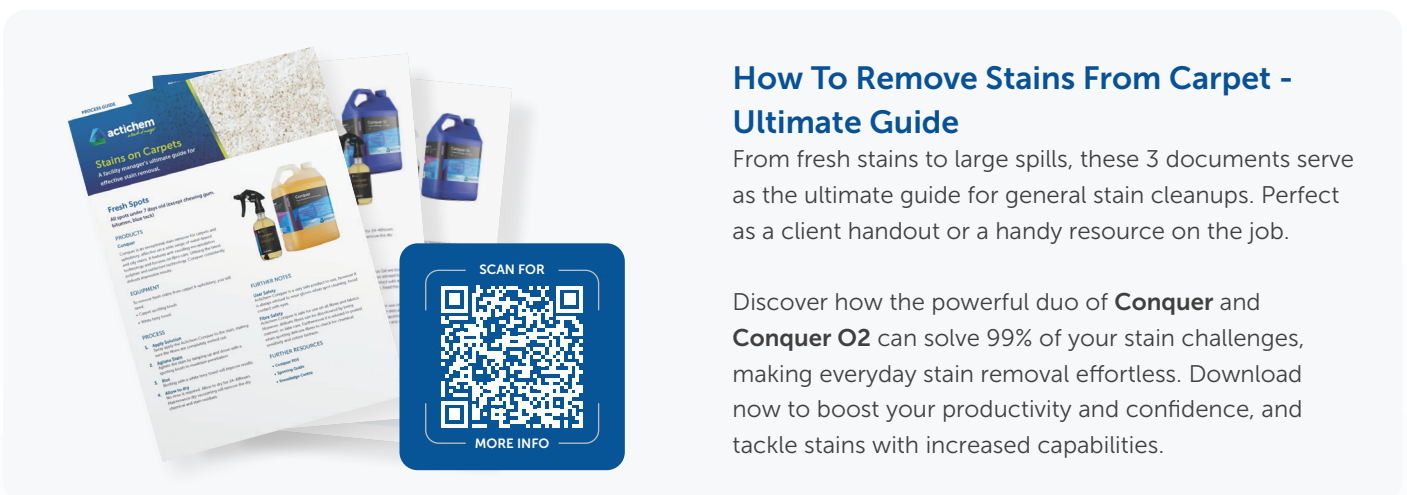
- Organic acid containing spot removers (eg **Brownaway and Pet n Flood**) are designed for urine treatment and the reversal of cellulosic browning & water stains.
- Specialised acid blends (eg **Rust Remover**) are used for rust stain removal.

### Oxidising Agents

- Hydrogen Peroxide solution (eg **Conquer O2 and Spotaway U**) are used for removal of organic stains, urine and browning discolouration. Hydrogen Peroxide is preferred over reducing agents for treating stains on wool and delicate fibres.
- Sodium Percarbonate (eg **Oxyboost Plus**) is a powder which releases hydrogen peroxide when mixed with warm water. It is alkaline in nature and provides ultimate strength oxidising stain removal action.
- A 2-Part Kit oxidising kit comprises of a hydrogen peroxide liquid part A and a pH buffer & potentiator as part B (eg **Stain Fix**). When mixed in equal proportions it provides a powerful option for stubborn, organic colour stains.

### Reducing Agents

- Sulphite and metabisulphite solutions (eg **Actichem CTR**) are ideal for removing synthetic colour stains, carbonated beverages and tannin stains such as tea and coffee.
- A 2-Part Kit reducing kit comprises of a sulphite liquid part A and a pH buffer & potentiator as part B (eg **Red Fix**). This provides a powerful option for stubborn, synthetic colour stains especially red cordial.



## How To Remove Stains From Carpet - Ultimate Guide

From fresh stains to large spills, these 3 documents serve as the ultimate guide for general stain cleanups. Perfect as a client handout or a handy resource on the job.

Discover how the powerful duo of **Conquer** and **Conquer O2** can solve 99% of your stain challenges, making everyday stain removal effortless. Download now to boost your productivity and confidence, and tackle stains with increased capabilities.

# Carpet Spotting

## Cellulosic Browning



### Cellulosic Browning

#### What Is Cellulosic Browning?

Cellulosic browning is caused by the wicking of lignin. Lignin – is a naturally occurring gum present in cellulosic fibres such as cotton, linen, jute, viscose and rayon. When dissolved it can wick up to the face of the fibre by capillary action and present as a brown discolouration. Note: Backing material on some wool and synthetic fibre carpets and rugs are made from cellulosic fibres causing cellulosic browning.



#### What Causes Cellulosic Browning?

- **Strongly Alkaline Chemicals:** Cleaning solutions with a high and/or buffered alkaline pH causes the lignin in cellulosic fibres to dissolve and wick up to the face of the fibre.
- **Slow Drying:** Overwetting and slow drying also facilitates the wicking of dissolved lignin to the fibre surface.

#### Key Prevention Measures

- **Prespray:** Use a neutral or acidic prespray solution.
- **Rinse:** Rinse/extract using an acid rinse.
- **Dry:** Leave fibres and fabrics as dry as possible.
  - Do not over-wet.
  - Apply additional vacuum strokes to remove any excess moisture.
  - Use ultra-low moisture cleaning methods for sensitive fibres

- **Assist drying:** Use fans and air movers to assist drying. The **Encap Fine Fabric** is an ideal cleaning solution for sensitive cellulosic fibres. It has a mildly acidic pH and can be used with low moisture methods. It is sometimes combined with a small amount of **Perox** (hydrogen peroxide) at 20ml/Lt of **Encap Fine Fabric** (ready to use) solution for additional cleaning and removal of mild browning.

#### How To correct Cellulosic Browning

Cellulosic browning is corrected using an acidic solution, a bleaching oxidiser or reducer. When treating cellulosic browning, remember to minimise moisture in this process.

- **Acid:** A quality blend of organic acids such as **Actichem Brownaway** will correct most browning.
- **Reducing Agents:** Reducing agents such as **Actichem CTR** act as an effective and safe bleaching agent to correct most stubborn browning occurrences.
- **Oxidising Agents:** Oxidising agents such as **Spotaway U** or **Conquer O2** act as an effective and safe bleaching agent to correct many stubborn browning occurrences.

#### Ultra-Sensitive Fabrics And Fibres

Apply browning treatment to a rag and blot the affected area. Do not rinse, simply dry vacuum as much product away as possible to avoid adding extra moisture.

**Rug fringes** can be especially sensitive to cellulosic browning. Using a no-rinse, dry vacuum method such as **Spotaway U**, diluted 1:1 with water, is an effective treatment.

# Urine Decontamination

## Sanitisation & Odour Neutralisation



### How To Remove Urine

#### Understanding pH in Cleaning

To effectively clean urine stains, understanding pH is crucial. Fresh urine is acidic (pH 5-6), but as it dries, it becomes alkaline (pH 11+), forming uric crystals that trap odour-causing bacteria. The key to removal is breaking down these crystals, involving neutralising the pH and addressing the trapped bacteria.

#### Suggested Products

##### Decontamination:

- **Pet & Flood:** A ready-to-use organic acid that dissolves uric crystals and exposes bacteria for removal.
- **Deozyme:** A bio-enzyme that digests the uric crystals.
- **Deozyme Plus:** A powerful bio-enzyme odour neutraliser.

**Odour Neutralisation: Deozyme & Deozyme Plus** - Use these products to eliminate residual odours by neutralising them at the molecular level.

**Stain Removal: Conquer O2 & Spotaway U** - Both are ready-to-use hydrogen peroxide-based solutions that oxidise the urine stain, removing its colour.

#### Tips for Effective Cleaning

- **Combine Steps:** Add hydrogen peroxide to Pet & Flood to enhance stain removal in the decontamination stage.
- **Consider the Severity:** The animal's type, age, and diet can affect the stubbornness of the stain.
- **Use Enzymes for Deep Cleaning:** Enzyme-based cleaners like Deozyme continue to work long after their application, making them ideal for tough or inaccessible areas.
- **Stain vs Colour Loss:** It may at times difficult to differentiate between a stain and colour loss, taking a black and white photo will help.  
Dark patch = stain.  
Light patch = colour loss.

### Urine Discolouration On Wool & Nylon

Aged urine, with a pH over 11, can cause permanent damage to wool fibres and break dye bonds in both wool and nylon, which are typically dyed in an acidic medium. Prolonged exposure to urine weakens these dye bonds, leading to potential colour loss during cleaning, often resulting in "bleached" areas. It's crucial to inform clients that this discolouration is due to urine contamination, not the cleaning process. Addressing urine quickly can prevent severe damage, but prolonged exposure may require advanced techniques like spot dyeing to correct colour loss.



# Spotting Guide

**Conquer:** A high proportion of stains can be effectively removed using Conquer if treated early. If Conquer is unsuccessful then proceed to the product specified above. All stains should be extraction rinsed. If wet extraction is not possible, apply Conquer and blot away excess moisture.

Stain Type	Recommended Product	Notes
Beer, Cola, Wine	Actichem CTR	
Bitumen & Tar	Citrus Gel	
Blood	Protein Spotter	Decontamination & Odour Neutralisation may be required
Butter & Margarine	Citrus Gel	
Cellulosic Browning	Brownaway	Decontamination & Odour Neutralisation may be required
Chocolate	Protein Spotter	
Coffee & Tea	Actichem CTR	
Faeces & Vomit	Protein Spotter	Decontamination & Odour Neutralisation may be required
Furniture Stain	Actichem CTR	Conquer O2 also removes many wood stains. Use Stain Fix for stubborn stains
Grass	Protein Spotter	
Gravy, Egg, Milk	Protein Spotter	Odour Neutralisation may be required
Chewing Gum	Gum Gone or Citrus Gel	
Ink	Actichem PIG	Do not apply directly to spot. Apply to clean white terry towel and blot stain.
Lipstick & Cosmetics	Citrus Gel	Stain Fix or Conquer O2 may be required to remove residual colour staining
Medicines	Citrus Gel	Stain Fix may be required to remove residual colour staining
Nail Polish	Gum Gone	Red Fix or Conquer O2 may be required to remove residual colour staining
Oil & Grease	Citrus Gel or Gum Gone	
Paint - Oil Based	Gum Gone	
Paint - Water Based	Actichem POG	
Red Cordial	Conquer O2 or Actichem CTR	
Rust	Rust Remover	
Urine & Pet Stains	Pet & Flood	
Water Marks	Brownaway	



Alternative Product	Notes for Alternative Product
Conquer O2, Stain Fix, Red Fix	Stain fix for severe staining
Gum Gone, Orange Solvent	
Actichem Bust, Conquer O2	Rust Remover works well on old blood spots
Protein Spotter, Actichem POG	
Conquer O2, Actichem CTR, Spotaway U	Ideal for mild browning. Also kills odour causing germs
Actichem Bust, Conquer O2	For severe staining
Conquer O2, Stain Fix	
Actichem Bust, Conquer O2	For severe staining
Oxyboost Plus	Oxyboost Plus is not suitable for natural fibres.
Actichem Bust, Conquer O2	For severe staining
Actichem Bust, Conquer O2	For severe staining
Orange Solvent	
Actichem POG, VDS, Orange Solvent	VDS does not require rinsing
Actichem POG, VDS, Orange Solvent	VDS does not require rinsing
Conquer O2, Red Fix	
Actichem VDS, Orange Solvent	
Actichem POG, Actichem VDS, Orange Solvent	
Actichem POG, Orange Solvent	
Citrus Gel, Actichem Bust	
Red Fix	For severe staining
Spotaway U, Conquer O2	For old and severe staining
Actichem CTR, Conquer O2	

# Encapsulation Cleaning

## III Chapter Three



**VACUUM**



**PRESPRAY**

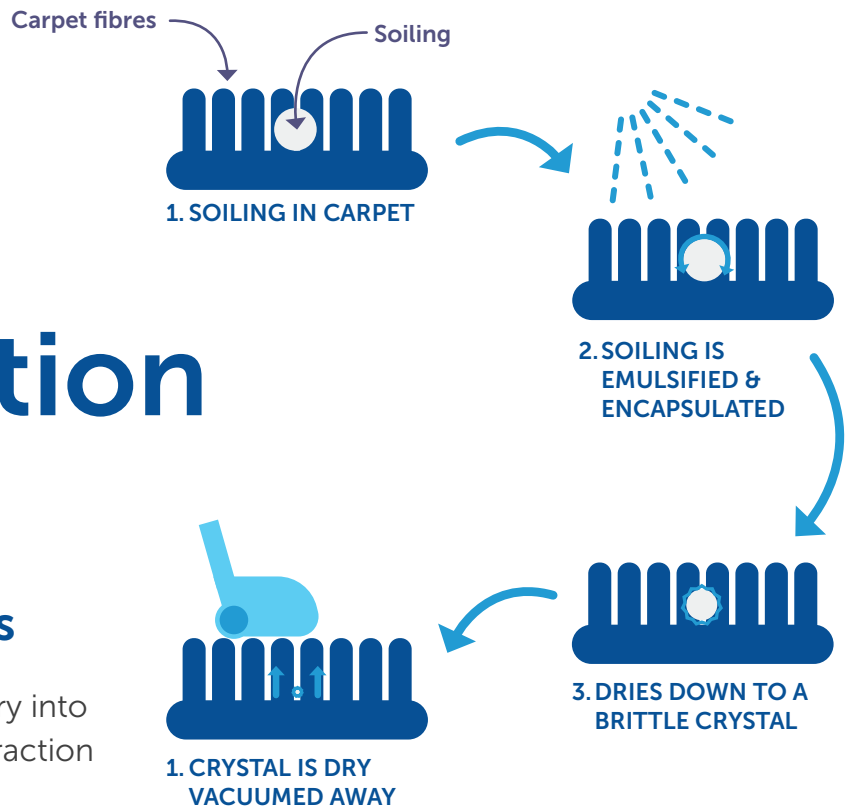


**AGITATE & DRY**



**POST VACUUM**





# Encapsulation Cleaning

## Technology & Procedures

Encapsulators emulsify oily soils and dry into a brittle structure that prevents soil attraction and is easily vacuumed away.

### Encapsulation Technology

Encapsulation represents a major advancement in carpet cleaning, utilising specialty polymers and detergents that form a brittle structure as they dry.

Unlike traditional surfactants that can attract and retain soil, encapsulation chemistry binds detergent and soil residues into a dry, brittle film that prevents re-soiling and is easily removed by vacuuming. This method eliminates the need for wet extraction, making it ideal for commercial cleaning with less equipment and quicker turnaround.

### Benefits Of Encapsulation Cleaning

- Provides a low noise, low water requirement and quick drying clean.
- Is significantly less equipment and labour intensive.
- Cleaned appearance often rivals wet extraction
- Ideal for busy commercial areas with quick turnaround requirements.
- Encapsulation polymers prevent re-soiling and maintains improved appearance.

### Encap Cleaning Procedure

#### 1. Vacuum

Thoroughly vacuum the carpet to remove dry soiling. (Dry soiling makes up 80% of the soil in the carpet)

#### 2. Prespray

Using a pump-up sprayer or scrubber solution tank system apply encap solution to the area while agitating. A sufficient amount of solution must be applied to produce a gentle foam when scrubbing. Depending on the pile density coverage is normally 1Lt per 3 – 10 m<sup>2</sup>. If a pump up sprayer is used, do not apply to an area larger than 25m<sup>2</sup> before agitating.

#### 3. Agitate

Agitate the area, doing two passes over each area (unless soiling is mild) using overlapping passes. No extraction or further cleaning required.

#### 4. Drying

Allow area to dry (normally 40-60min) before returning to traffic. Provide drying assistance by turning on air conditioning or improving natural ventilation. Use fans/air movers if available.

#### 5. Post vacuum

After 24 hours the soiling will be sufficiently brittle and dry to vacuum away using standard dry vacuum techniques. Vacuums fitted with power heads or brushes are more effective. Normally this vacuum procedure is carried out as part of the standard daily maintenance schedule by facility managers or by the home owner.



## Difference Between Encap Plus & Encap Pro

There are two sides to encap cleaning. The first being its initial ability to emulsify soiling and create a clean appearance. This is the lower cost end of the formulation. The second being the formulations ability to dry the emulsified soiling & detergent to a brittle residue which can be vacuumed away. This is the expensive end of the formulation. This second side to the formulation is not as visual as the first and hence most encap products tend to get judged on their initial cleaning performance.

### Encap Plus

- **Premium Performance:** Offers superior initial cleaning performance, especially noticeable on denser and higher pile carpets.
- **Enhanced Soil Release:** Dries to a finer, drier residue, allowing for more effective soil release during vacuuming.
- **Specialty Polymer Anti-Resoiling:** Contains specialty polymer agents that help prevent resoiling and maintain a cleaner appearance for longer.
- **Extended Soil Release:** Continues to release soil from carpet fibres over 7-14 days, providing enhanced carpet appearance and cleanliness during this period.

### Encap Pro

- **Economical Formulation:** A cost-effective option, ideal for low pile carpets in commercial settings.
- **Extended Soil Release:** Continues to release soil from carpet fibres over 7-14 days, providing enhanced carpet appearance and cleanliness during this period.
- **Enhanced Soil Release:** Dries to a finer, drier residue, allowing for more effective soil release during vacuuming.
- **Specialty Polymer Anti-Resoiling:** Contains specialty polymer agents that help retard re-soiling and maintain a cleaner appearance longer.

## Encap Boosters & Spotters

It's important to note that encapsulation chemistry can be easily disrupted by the addition of products like boosters, spotters, and deodorisers.

These can interfere with the polymers that bind soil, reducing effectiveness and potentially leading to re-soiling. For optimal results, it's best to avoid mixing products.

The only boosters and spotters that are compatible with the encapsulation presprays are:

- | Boosters: | Spotters:      |
|-----------|----------------|
| • Perox   | • Actichem VDS |
|           | • Conquer      |
|           | • Conquer O2   |
|           | • Spotaway U   |



# Rugs & Delicate Fibres

## IV Chapter Four



**SYNTHETIC RUGS**



**NATURAL FIBRES**



**DELICATE FIBRES**



# Synthetic Fibre Rugs

## Cleaning Synthetic Rugs

The steam extraction method is recommended to clean synthetic rugs for a deep, effective clean that removes tough stains and refreshes fibres.



**PAGE 12**

### Effective Synthetic Rug Cleaning

When cleaning a synthetic rug, the best approach is to treat it like any other synthetic carpet, as it can handle a variety of cleaning methods. We recommend steam cleaning for optimal results, as it provides a deep clean without damaging the fibres.

However, it's important to be cautious of natural fibre backings, as they may be sensitive to moisture and certain cleaning products.

### Urine Decontamination

For effective urine stain and odour removal, we recommend using **Pet & Flood**, a high-performance solution designed to neutralise urine crystals and eliminate odours. Pet & Flood not only removes stains but also contains microbiocidal agents to decontaminate areas affected by bacteria, such as E. Coli, found in urine deposits.

With its advanced penetrating agents, **Pet & Flood** thoroughly treats contaminated fibres, backing, and even the substrate below to ensure complete decontamination. It's safe for both natural and synthetic fibres and leaves a pleasant scent, making it user-friendly. Just be sure to pre-test for colour stability on fine fabrics before use.

### Cautious Of Natural Fibre Backing

When cleaning rugs with natural fibre backings, it's essential to be cautious, as these materials can be sensitive to moisture and certain cleaning products. Over-wetting or using high-pH products may cause browning to wick back up through the rug. Distortion of the rug or shrinkage can also occur, particularly if they are overwet.

### PET & FLOOD

Pet & Flood is a unique spotting solution for high performance removal of cellulosic browning, urine stains and the associated odours.



## Rayon & Viscose

Please see note on page 49 regarding Rayon and Viscose, as these fabrics are extremely fragile.

# Delicate & Natural Rugs

## Gentle Care for Delicate Rugs

Encap Fine Fabric offers a safe and effective cleaning solution for natural and delicate rugs, using minimal moisture to preserve the fibres and prevent damage.

### Cleaning Natural & Delicate Fibres

The successful cleaning of natural and delicate rugs starts with a thorough understanding of the different fibre types typically encountered. These include fibres such as wool, cotton, silk, viscose and rayon to name a few. Then there are many different yarns and weave patterns along with a wide variety of dye types and methods. Given the high value often accompanying these natural rugs and the complexities involved in their care and cleaning, it is important that every technician involved is well trained.

Two of the key factors when delicate fibre cleaning is the moisture content and pH level. The more delicate the fibre, yarn and dye components are the more critical to keep the moisture level to a minimum and the pH in the mild acid region. To this end Actichem **Encap Fine Fabric** was developed to enable high performance cleaning action whilst facilitating a minimum moisture, low pH clean.

### Methods Of Cleaning

#### Encapsulation Cleaning

Perfect for delicate area rugs and upholstery, offering a low-moisture solution that prevents over-wetting while effectively lifting soil. The encapsulation agents trap dirt in a brittle film that can be easily vacuumed away once dried.

#### IMPORTANT NOTE:

*Always pretest for dye and fibre sensitivity to the chemical solution and cleaning process. Oriental rugs especially are known for dye instability.*

*Rugs comprising of jute, sisal, viscose, rayon, Tencel, raw cotton and silk are often extremely sensitive to moisture and chemical solutions – professional training and experience is critical to avoid expensive mishaps.*

The process involves vacuuming the rug, spraying a 1:16 solution of **Encap Fine Fabric**, gently agitating with a soft brush, and blotting with a dry towel. After drying for 24 hours, the soil is removed by vacuuming, leaving the fibres fresh and residue-free. This method is ideal for fibres prone to water-related issues like shrinkage or colour distortion.

#### Low Moisture (Dry) Cleaning

This method is designed for delicate cotton fibres and rugs that can't handle much moisture. A 1:4 solution of **Encap Fine Fabric** is whipped into foam, applied with a soft brush, and agitated to loosen dirt and oils. Excess foam is blotted away, and after 24 hours of drying, the rug is vacuumed to remove encapsulated soil. This method ensures a deep clean without over-saturation, making it safe for delicate fibres.

#### Wet Extraction Cleaning

Is ideal for water-cleanable rugs needing a more thorough clean. The process starts with vacuuming, followed by spraying a 1:16 solution of **Encap Fine Fabric**. The fibres are agitated to lift soils, and then the solution is rinsed with Rinse Pro. Proper drying ensures minimal risk to the delicate fibres, making this method effective for restoring softness and brightness without causing browning or dye instability. These methods ensure that delicate rugs are cleaned thoroughly while preserving their fibres and preventing damage.

# Fibre & Fabric Protection

## V Chapter Five



**FIBRE PROTECTION**



**FABRIC PROTECTION**





# Fibre Protection

A fibre protector is a treatment to the individual fibres of a carpet.

## Vacuuming Maintenance

Regular vacuuming is essential to maintaining carpets protected with fibre treatments. Focus on high-traffic areas and entrances to prevent hair and particulate soiling from holding oily stains in contact with the fibres. In homes with pets, frequent vacuuming is crucial for removing hair and reducing the risk of stains. To keep the protective barrier strong, apply a “top-up” treatment every 6-12 months, especially after wet extraction cleaning.

## Spill Clean-Up

Act quickly when spills occur to avoid stubborn or permanent stains. Blot spills immediately to prevent them from penetrating the fibres. For best results, use WoolSafe certified spotters like Conquer, as supermarket cleaners can damage the protector and be ineffective in fully removing stains.

## Capabilities & Limitations

A fibre protector is a treatment applied to individual carpet fibres, enhancing their ability to resist spills and dirt. Unlike a solid coating, it doesn't make the carpet impenetrable but instead makes carpets easier to maintain, clean, and vacuum. This treatment extends the life and appearance of carpets.

While spills may initially bead on treated fibres, this effect diminishes with use, though the fibres remain protected. The treatment gives you time to clean spills before they become stains and makes professional cleaning more effective. Additionally, it helps carpets release dirt more easily during vacuuming and cleaning.

A high-quality carpet protector significantly enhances dry soil release to vacuuming – a quality often overlooked. This benefits the carpet by not only improving visual appearance but significantly improves it's life span.

## Fibre & Fabric Protection Manual

Refer to the Fibre & Fabric Protection Manual for further information including the abilities and limitations of fibre & fabric protection treatments.



# Fibre Shield Dilution & Coverage Charts

## 1:4 Dilution Ratio - Dry Carpet

Short Pile Carpet			
Area in m <sup>2</sup>	Protector Qty (mL)	Water Qty (mL)	Total Solution
1	23	92	115
5	115	460	575
10	230	920	1,150
50	1,150	4,600	5,750
100	2,300	9,200	11,500
150	3,400	13,600	17,000
300	6,800	27,200	34,000
500	11,300	45,600	57,000

High Pile Carpet			
Area in m <sup>2</sup>	Protector Qty (mL)	Water Qty (mL)	Total Solution
1	34	136	170
5	170	680	850
10	340	1,360	1,700
50	1,700	6,800	8,500
100	3,400	13,600	17,000
150	5,100	20,400	25,000
300	10,200	40,800	51,000
500	17,000	68,000	85,000

## 1:2 Dilution Ratio - Freshly Cleaned Damp Carpet

Short Pile Carpet			
Area in m <sup>2</sup>	Protector Qty (mL)	Water Qty (mL)	Total Solution
1	23	45	68
5	115	225	340
10	230	450	680
50	1,150	2,250	3,400
100	2,300	4,500	6,800
150	3,400	6,800	10,200
300	6,800	13,600	20,400
500	11,300	22,700	34,000

High Pile Carpet			
Area in m <sup>2</sup>	Protector Qty (mL)	Water Qty (mL)	Total Solution
1	34	68	102
5	170	340	510
10	340	680	1020
50	1,700	3400	5100
100	3,400	6800	10,200
150	5,100	10,200	15,300
300	10,200	20,400	30,600
500	17,000	34,000	51,000

# Fabric Protection

## Enhance Fabric Longevity

Fabric protectors repel stains and spills, making cleaning easier and extending the life of your textiles.

### Regular Maintenance

#### How long does the protection last?

Fibres and fabrics protected with **Fabric Shield RTU** & **Fabric Shield SV** should have a "top-up" treatment every 6-12 months depending on the frequency of use. The protector should be reapplied after wet extraction cleaning.

#### Capabilities & Limitations.

A fabric protector is a treatment to the individual fibres of upholstery. Sometimes, the expectations of protectors are exaggerated, likening them to an impenetrable coat of paint. However, this is not the case.

Rather, protectors increase the ability to successfully maintain carpets and upholstery, making it easier to keep them looking new for longer. It gives time to clean up spills, makes carpets & fabrics easier to clean, makes professional cleans more successful and improves vacuum efficacy on carpets.

- **A Treatment, Not a Coating:**

The treatment enables the fibres to repel oil and water but doesn't form a permanent coating. Beading is common immediately after application and decreases with use, but this doesn't mean the protection is lost.



- **Reduces The Chances of Permanent Stains:**

The protector treatment creates a window to clean spills before they become permanent stains, making it easier for professionals to remove any residual soiling.

- **Easier General Cleaning:**

Protector treatments ease future cleaning by making soils and stains easier to remove, improving spot cleaning and deep cleans, and aiding in dry vacuuming.

#### Vacuuming Maintenance

To ensure the longevity of a protector, general care and maintenance of the substrate is very important. Carpets and upholstery must be vacuumed on a regular basis. Traffic lanes and entrances should receive due focus in vacuum cleaning schedules.

Regularly vacuuming upholstery is crucial, particularly in homes with pets, as they often shed hair. The removal of hair is essential. Hair and other non-soluble, particulate soiling holds oily soils and staining agents in contact with the fibres which increases the risk of stubborn or permanent stains occurring.

## Fabric Recommendations

### Synthetic fabrics (olefin, nylon, polyester and acrylic)

These fibres respond best to water based protectors such as **Fabric Shield RTU**. However the solvent based protector **Fabric Shield SV** still provides outstanding protection.

### Fabric blends

Where fabrics have a blend of natural and synthetic fibres always protect with **Fabric Shield SV** (solvent based).

### Leather

Leather items and furnishings made from non-shiny leather such as suede and nubuck can be protected with **Fabric Shield SV** (solvent based), however leather is a natural product and extreme care and rigorous pretesting must be conducted. Actichem protection products are not designed for use on aniline leather, faux leather and corrected/pigmented leather.

### Natural Fabrics (wool, cotton, silk)

These fabrics are best protected with **Fabric Shield SV** (solvent based). This also limits the problems associated with water based protector use on natural fabrics including cellulose browning, water stains, shrinkage and change of hand (especially velvets).

## Fabric Protector Chat

	Fabric Shield RTU	Fabric Shield SV
<b>Fabric Type</b>	Upholstery (Synthetic Fabric) Nylon, Microfibre	Upholstery (Natural Fabric) Linen, Cotton, Viscose, Silk
<b>Application</b>	Dry or wet fabrics	Dry fabrics only
<b>Dilution</b>	Ready to use	Ready to use
<b>Coverage</b>	1Lt/5m <sup>2</sup>	400ml/5m <sup>2</sup>
	1Lt per 5 seater lounge	400ml per 5 to 7 seater lounge

### Microfibre and velvet

These delicate micro-fibres are a challenge to protect and must only be attempted by trained and experienced technicians. Always pretest in an inconspicuous location to ensure protector compatibility. Synthetic velvet and micro-fibre is best treated with a light application of **Fibre Shield RTU** (water based) and well-groomed as drying. The solvent based **Fabric Shield SV** can also be used however it must be applied extremely light and be well groomed as drying.

## Fabric Shield Rtu

### Premium Water-Based Upholstery Protector.

**Fabric Shield RTU** is compatible with water-cleanable fabrics like wool, polyester, and nylon, and can be applied to damp or freshly cleaned materials. It is VOC-free, low odour, non-flammable, and resists water, oil, and stains.

## Fabric Shield Sv

### Premium Solvent Protector For Natural & Delicate Fabrics.

**Fabric Shield SV** is suitable for Dry Clean Only fabrics like cotton, jute, and linen, as well as synthetic fabrics and many leathers. Apply it to completely dry, cleaned fabrics. It has a mild alcohol/acetate odour and is flammable, with potential for some fabric dyes to be affected. It offers excellent stain protection. **Fabric Shield SV** is ideal for new upholstery.

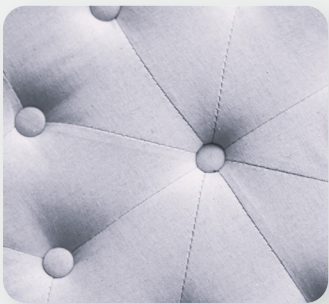
## Fibre & Fabric Protection Manual

Refer to the Fibre & Fabric Protection Manual for further information including the abilities and limitations of fibre & fabric protection treatments.

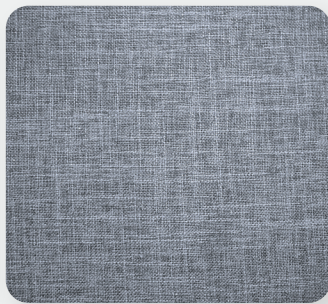


# Upholstery Cleaning

## VI Chapter Six



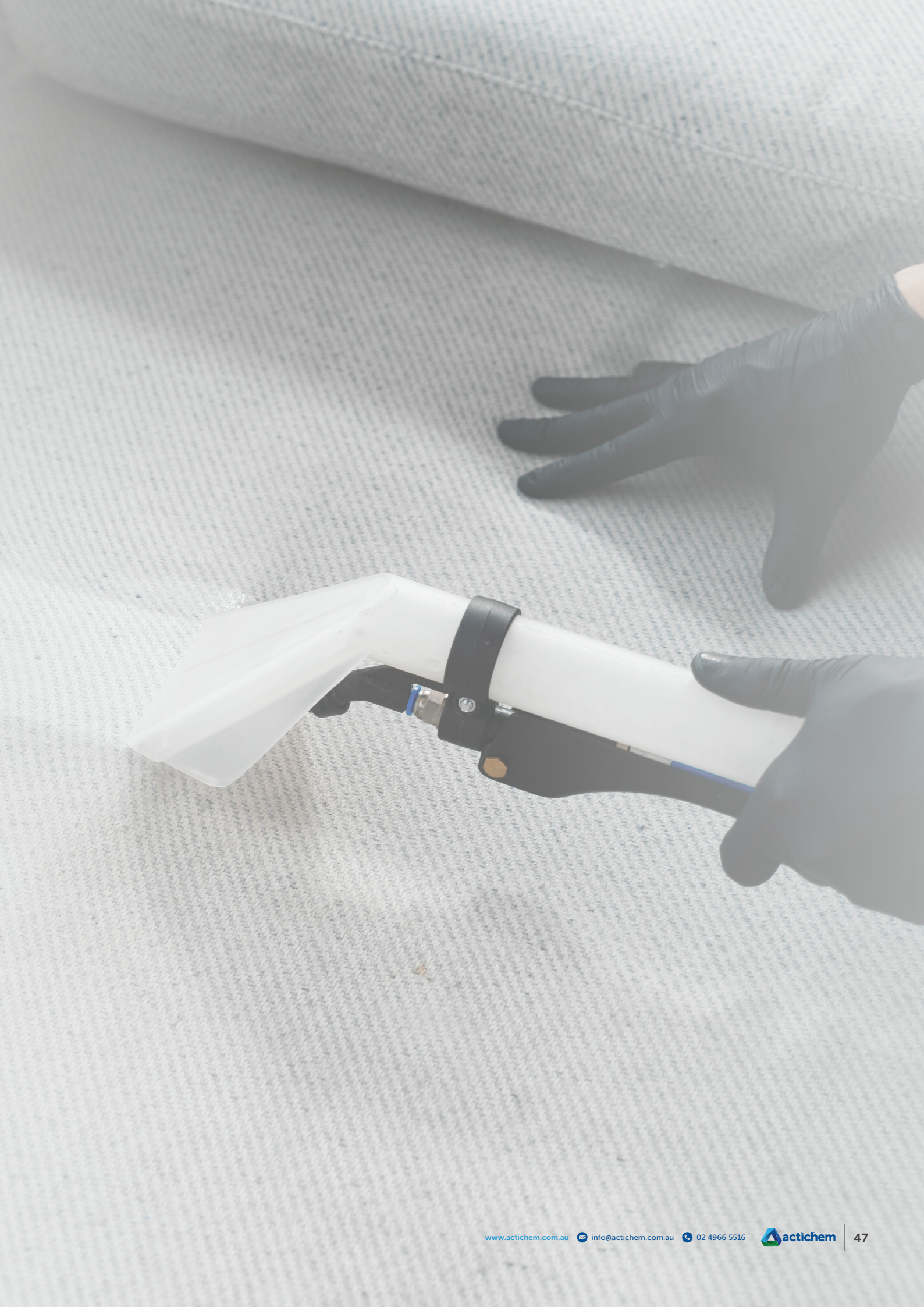
**SYNTHETIC FABRICS**



**NATURAL FABRICS**



**FINE FABRICS**



# Synthetic Fabrics

## Cleaning Synthetic Fabrics

Achieve optimal results on synthetic fabrics with a tailored approach, using Upholstery Plus for powerful stain and soil removal.

### How To Clean Synthetic Fabrics

Cleaning synthetic upholstery fabrics can be challenging, but the steam extraction method, similar to carpet cleaning, is the most effective approach. Using a professional-grade product like **Upholstery Plus** will ensure exceptional results, as it is specially formulated to tackle soil specific to upholstery - such as body oils and food spills. It is safe on synthetic fibres, thanks to its neutralising formula, which prevents fabric damage.

Similar to carpets, the steam extraction process follows the same steps beginning with a pre-vacuum, then prespray, then rinse/extract and lastly aligning the fabric.

### The Importance Of Pre-Vacuuming

Pre-vacuuming is essential because around 80% of upholstery soiling is particulate and not soluble in water. This type of soil can be efficiently removed with dry vacuuming, preventing it from using up the cleaning agent meant for the remaining 20% of soils.

### Struggling With Arm & Headrests

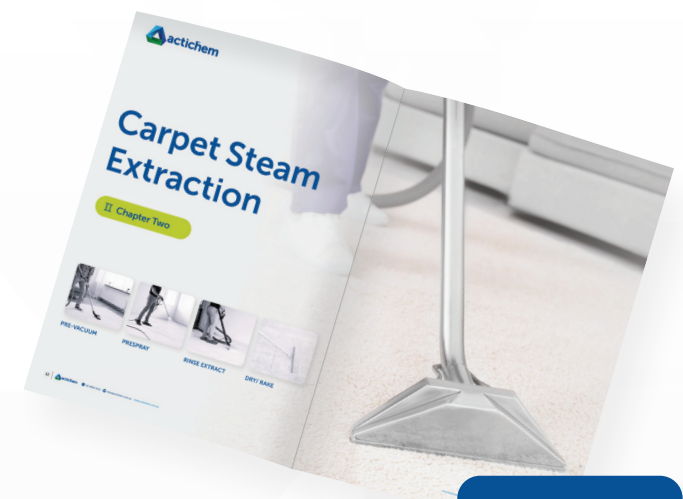
Body and hair oils can create stubborn soiling on upholstery arms and headrests. Spray apply **Actichem VDS** onto these areas during the prespray step to loosen and emulsify these soils.



### Prespraying Synthetic Fabrics

A prespray is the first essential step in cleaning synthetic upholstery fabrics, designed to break down and lift soils from the fabric before extraction. **Upholstery Plus** is an ideal prespray for synthetic fabrics because of its powerful blend of solvents and emulsifiers, which target greasy and organic stains typical to these fabrics.

By applying **Upholstery Plus**, you ensure that soils are suspended and emulsified, making them easier to rinse away, while its unique stain-removing formula minimises post-cleaning spotting. This not only enhances cleaning results but also speeds up the process for a more efficient clean.



## Rinse/Extraction Of Synthetic Fabrics

Rinse extraction for synthetic fabrics mirrors the process used in carpet cleaning, where the focus is on rinsing rather than cleaning. In this step, emulsifiers and acid rinses are used to break down and remove the suspended soils from the fabric.

Water alone is ineffective as a rinsing agent due to its high surface tension and hard water ions, so a small amount of an alkaline in-tank emulsifier or acid rinse is added to enhance its effectiveness. This allows the rinse extraction process to thoroughly flush out remaining soils, ensuring a clean and residue-free finish.

For further information on the rinse/extraction step of the steam extraction process, refer to page 16. You'll find information on the role of acid rinses and emulsifiers, guidance on when to use each solution, and a dilution chart for both truck mounts and portable machines.

## Spotting On Synthetic Fabrics

When removing stains from synthetic fabrics, they can typically be treated the same way as nylon carpet, using the same chemistry and process. However, if you're working with upholstery, be cautious not to over-wet the fabric. Excess moisture can saturate the padding underneath, leading to longer drying times and potential issues like mould growth.

### Special Note: Rayon & Viscose

While most synthetic fabrics are durable, rayon and viscose are exceptions due to their delicate nature. These fabrics are made from regenerated cellulose, derived from wood pulp or cotton linters, and treated with chemicals to create a shiny, silk-like appearance. Often referred to as "artificial silk" or "faux silk," viscose is sometimes mislabeled as "bamboo."

These fabrics are extremely fragile, prone to shedding, and can break after minimal bending. They lose up to 50% of their strength when wet and are highly susceptible to cellulosic browning, dye bleeding, colour loss, stiffening, wrinkling, and poor recovery from shading or crushing. Their alkaline-based dyes are also sensitive to prolonged exposure to acids or strong cleaning agents.

**Important:** Always pre-test for dye stability and set realistic expectations with clients, using an indemnity form if needed. These fabrics require extra care and should be handled with caution. If the dye shows signs of running, it's best not to proceed with cleaning.

When caring for these fabrics, use vacuuming tools with soft edges and avoid brushes, beater bars, or stiff brooms that could pull fibres. Use mild, acidic cleaning agents, such as **Encap Fine Fabric** and **Conquer**, and handle the fabric gently, especially when wet. Always lay the fabric flat, face down, to dry, as hanging can cause stretching, wrinkling, or wicking. Gently comb fibres during drying to restore alignment, and ensure the fabric dries quickly to prevent browning.

## How to remove mould from synthetic upholstery

Removing mould from synthetic fabric upholstery is known to be challenging due to the delicate nature of many synthetic fibres & their susceptibility to damage.



# Natural & Fine Fabrics

## Further Resources

Discover the unparalleled support and resources we provide to boost your productivity and growth by solving cleaning challenges.

### Cleaning Natural & Delicate Fabrics

The successful cleaning of natural and delicate upholstery starts with a thorough understanding of the different fibre types typically encountered. These include fibres such as wool, cotton, silk, viscose and rayon to name a few. Then there is many different yarns and weave patterns along with a wide variety of dye types and methods. Given the high value often accompanying these upholstery items and the complexities involved in their care and cleaning, it is important that every technician involved is well trained.

Two of the key factors when delicate fibre cleaning is the moisture content and pH level. The more delicate the fibre, yarn and dye components are the more critical to keep the moisture level to a minimum and the pH in the mild acid region. To this end Actichem **Encap Fine Fabric** was developed to enable high performance cleaning action whilst facilitating a minimum moisture, low pH clean.

### Methods Of Cleaning

#### Encapsulation Cleaning

Perfect for delicate upholstery, encapsulation cleaning offers a low-moisture solution that prevents over-wetting while effectively lifting soil. Encapsulation agents trap dirt in a brittle film that can be easily vacuumed away once dry.

To clean, vacuum the fabric, spray a 1:16 solution of **Encap Fine Fabric**, gently agitate with a soft brush, blot with a dry



towel, and let it dry for 24 hours before vacuuming. This method is ideal for fabrics prone to water-related issues like shrinkage or colour distortion.

#### Low Moisture (Dry) Cleaning

Low-moisture cleaning is designed for delicate natural fabrics that cannot handle too much moisture. A 1:4 solution of **Encap Fine Fabric** is whipped into a foam, applied with a soft brush, and gently agitated to loosen dirt and oils.

The excess foam is blotted away, and after 24 hours of drying, the fabric is vacuumed to remove encapsulated soil. This method ensures deep cleaning without over-saturation, making it safe for delicate fabrics.

#### Wet Cleaning

Wet cleaning is recommended for water-cleanable natural fabrics requiring a more thorough clean. Start by vacuuming, then spray a 1:16 solution of **Encap Fine Fabric**. Agitate the fabric to lift soils, and rinse with Rinse Pro. Proper drying ensures minimal risk to delicate fabrics, restoring softness and brightness without causing browning or dye instability.

These methods ensure that delicate fabrics are cleaned effectively while preserving their integrity and preventing damage.

## Fabric Types

### Linen, Cotton & Silk

Linen and cotton are popular choices for upholstery due to their softness and breath-ability, but they are prone to wrinkling, staining, and cellulosic browning. These natural fabrics require a minimum moisture, acidic pH clean with ultra-low moisture/dry cleaning methods used for raw cotton. **Encap Fine Fabric** facilitates gentle, low moisture, acidic cleaning. Avoid over application and use extra dry vacuum strokes to speed up drying. Regular protection treatments help repel stains and prevent discolouration.



### Wool

Wool upholstery offer a luxurious feel but is sensitive to moisture, heat, and harsh cleaning agents. This delicate fabric should be cleaned using a WoolSafe Certified product such as **Performance Plus** or **Encap Fine Fabric** to preserve its texture and appearance. Avoid overwetting, and use extra dry vacuum strokes to assist drying. Routine care keeps wool upholstery vibrant and soft.



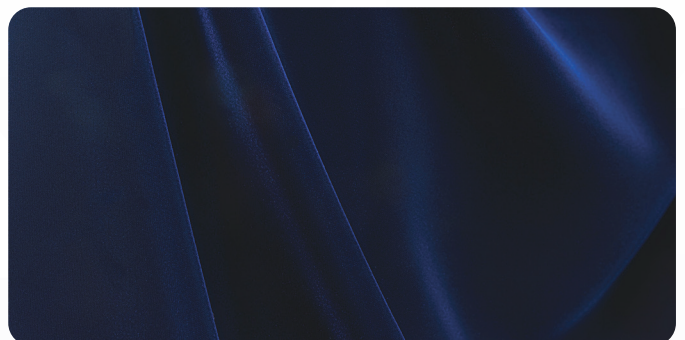
### Rayon & Fine Synthetics

Rayon and other fine synthetic fabrics in upholstery combine softness with durability but can still wrinkle, pull, or stain if not properly cared for. Low-moisture cleaning methods, using products like **Encap Fine Fabric**, are ideal for these fabrics to prevent fabric damage or shrinkage. Regular vacuuming and protection treatments help maintain their smooth texture and keep them looking fresh for longer.



### Velvet

Velvet, made from silk, or synthetic fibres, but also cotton, viscose and blends, is known for its soft, dense pile. Be sure to identify the fibre type to ensure proper care. Viscose is particularly susceptible to browning and tooling marks, which will become permanent if not groomed out at the time of cleaning. Use a low-moisture technique. Always align the fibres after cleaning to avoid a patchy, unappealing finish.



# Leather Cleaning

## VII Chapter Seven



**LEATHER TYPES**



**CLEANING**



**STAINING**



**CONDITIONING**



# Leather Cleaning

## A Delicate Substrate

Leather comes in many beautiful forms, colours and textures. Well-trained technicians are key to successful care & cleaning.

### Cleaning Leather

Cleaning leather regularly is crucial to maintaining its appearance, texture, and longevity. Leather is porous and absorbs oils, dirt, and stains, which can cause it to degrade over time. Regular cleaning prevents this buildup, keeps the leather soft, and protects its finish. It's important to use the right products, as harsh chemicals can strip the natural oils and damage the leather.

Before starting the cleaning process it is important that technicians correctly identify the leather type. "Raw Leathers" require a very different cleaning process and chemical product choice to Corrected & Pigmented leather. When cleaning leather, always inspect the surface for cracks, stains, or damage and perform a pre-test in a hidden area.

**Leather Cleaner** is an ideal solution for corrected & pigment-coated leather types. It uses mild, yet effective cleaning agents to lift dirt and grime without harming the material. Its smooth, creamy texture ensures the product stays in contact with the leather for maximum cleaning power without drying out. **Encap Fine Fabric** is the ideal solution for "raw leathers" such as Aniline, semi-aniline, suede and nubuck leather types

### Conditioning Leather

After cleaning corrected & pigmented leather it is essential to condition the leather to keep it soft, supple and long-lasting.



## Leather Cleaners

### Preserve a supple finish with leather treatment

Dependable results without risking damage or discolouration. From softeners to stain removers, our creams are trusted by commercial cleaners to maintain and protect leather without compromising its look or feel.

Over time, leather loses its natural oils, becoming dry and prone to cracking. Conditioning restores these oils, ensuring the leather remains smooth and flexible. It also helps leather resist scratches, cracks, and scuffs, extending its lifespan.

**Leather Conditioner** is specially formulated to rejuvenate leather, replenishing its oils without leaving a greasy residue. Its smooth texture allows for easy application, keeping the product in contact with the surface for optimal absorption.

Always pre-test the conditioner in an inconspicuous area before full application, and follow up conditioning after every deep clean to maintain the leather's softness and durability. **Leather Conditioner** cream is not suitable for use on "raw leather" types.

## Removing Stains From Leather

Leather is delicate, and using the wrong products to remove stains can lead to permanent damage. It's important to be cautious and rely on professional-grade solutions like Conquer, specifically designed for safe and effective stain removal.

Conquer's advanced polymer and surfactant technology lifts tough stains like oils, food, and cosmetics without setting them, while also protecting the leather from re-soiling. Its gentle formulation ensures that while stains are removed, the integrity of the leather is preserved. Using Conquer will maintain the beauty and longevity of your leather.

## Leather Types

### Aniline & Semi-Aniline Leather

Aniline leather is prized for its natural look, achieved by treating high-quality hides with a transparent dye (and a light protective coating in the case of semi-aniline) that allows the natural grain and blemishes to show through. This creates a soft, supple leather with a luxurious feel, but it remains sensitive to scratches and staining.

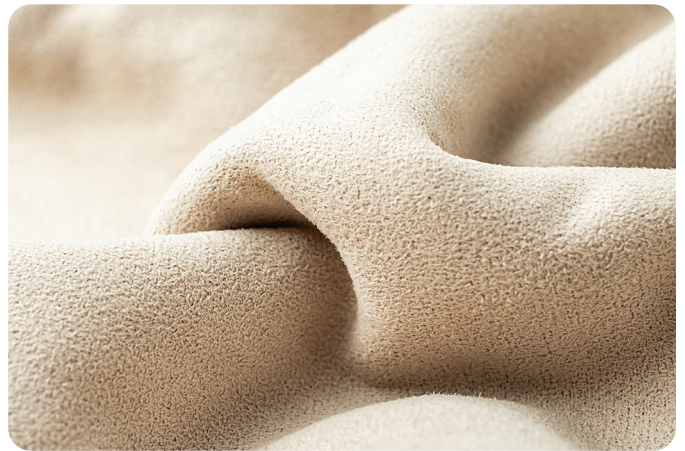
Both types require cleaning by trained professionals. Do not clean, protect or condition with creams as permanent darkening can result. Clean using **Encap Fine Fabric** and spot clean with **Conquer**. Protection is achieved with **Fabric Shield SV**.



### Suede & Nubuck

Nubuck is a top-grain leather that's buffed on the outer side to create a velvety texture, offering a rich colour depth and a luxurious feel. It's stronger than suede, which is made from the inner side of the hide and has a softer, less durable finish. Both nubuck and suede are more absorbent than aniline leathers, making them more prone to staining and difficult to clean.

Both types require cleaning by trained professionals. Do not clean, protect or condition with creams as permanent darkening can result. Clean using **Encap Fine Fabric** and spot clean with **Conquer**. Protection is achieved with **Fabric Shield SV**.



### Corrected & Pigmented Leather

Pigmented leather, commonly used in furniture and upholstery, has the grain layer buffed or sanded to minimise imperfections before an artificial grain and pigment are applied. This process gives the leather a uniform appearance and makes it more durable than untreated leather. While it is more resistant to wear, pigmented leather still requires regular maintenance to avoid dirt buildup and staining, which can damage the protective coating.

Clean using **Encap Fine Fabric** or **Actichem Leather Cleaner** and spot clean with **Conquer**. Conditioning is achieved with **Actichem Leather Conditioner**.





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