

UPHOLSTERY FUNDAMENTALS WITH TLC

BY THOMAS CERMAK

KEEPING IT LEGAL

SDS Binder for your vehicle

First aid kit & fire extinguisher

Safety is everyone's responsibility

Spotting kits in the home

Spraying around pets & those who have
respiratory issues

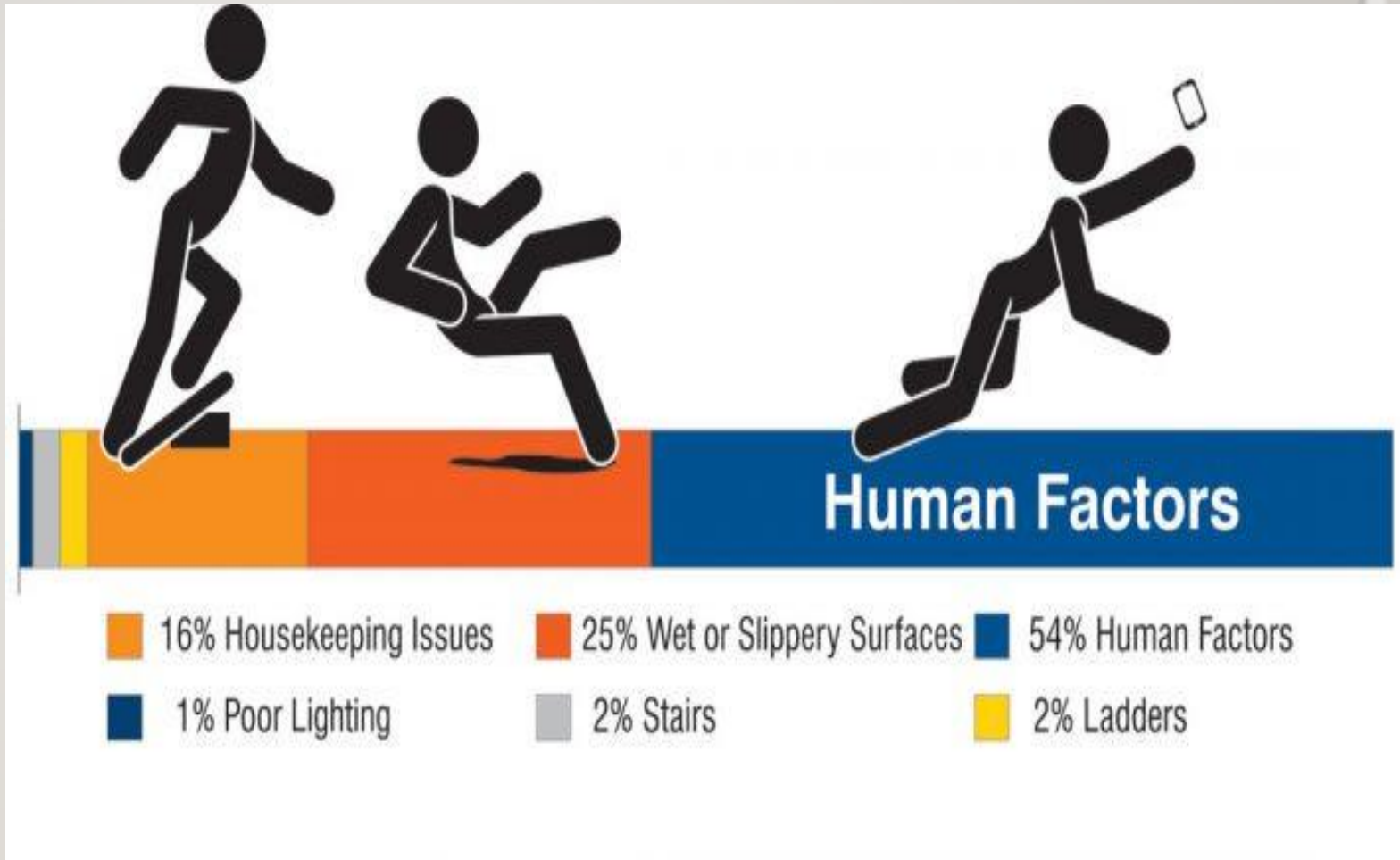


SLIP TRIP & FALL

This is the #1 claim for workman's compensation

You should protect all transition areas with mats or moving pads of whatever type you choose

Prevent slip trip & fall as well as surface / finish damage



INSPECTION SHEET

UPHOLSTERED FURNITURE CONDITION REPORT

FINE FABRIC CARE

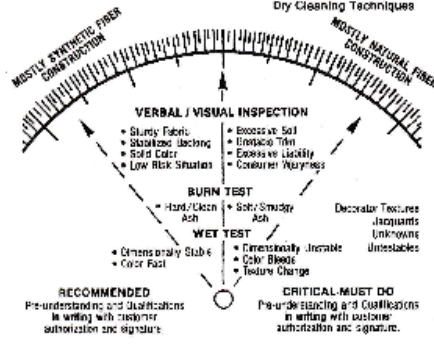
SYSTEMS INDICATOR GUIDE

STANDARD CARE

Standard Wet Cleaning
Extraction Techniques

SPECIAL CARE

Special Low Moisture, Very Low
Moisture, Moisture Barrier, Or
Dry Cleaning Techniques



NOTE: THE "FINE FABRIC CARE" SYSTEMS INDICATOR GUIDE IS DESIGNED TO INDICATE THE PROPER CLEANING SYSTEM FOR THE FURNITURE UNIT BEING SERVICE! (Keep in mind that "FINE FABRIC CARE" WET CLEANING TECHNIQUES are the most effective using either Standard or Special Care Systems) Some Equipping "Special Care" will use more etc. and have special chemical components and will normally be charged at a 40% to 50% higher rate.



KEY INSPECTION FACTORS IN DETERMINING SPECIAL CARE OR STANDARD CARE

NOTE: "I don't know" answer is an automatic SPECIAL CARE check off.

- Standard Care YES NO Special Care YES NO
- Is the fabric synthetic or mostly synthetic?
 - Does the fabric have a stabilized or coated back?
 - Is it a solid color or earth tone combination?
 - Are there deep blues, reds or greens in combination with very light colors?
 - Is it a decorator fabric? Velvet, Jacquard, Hessian cotton, glazed finish?
 - Moderate or high value?
 - Age?
 - PROBLEM SOIL AREA'S
 - (a) Headrest/armrest-seats
 - (b) actual wear showing?
 - STAINED AREAS
 - (a) darker than fabric or lighter?
 - (b) from a pet or beverage spill?
 - Is it possible to make a satisfactory test?
- Mod. High Low
New Old
- Mod. Hvy. Lgt.
NO YES NO
- DK. Light YES NO

INSPECTION GUIDELINES:

Be especially cautious if answers to questions 4, 5 and 8B or 9B are YES. Your furniture condition report as well as your professional experience and skills will enable you to choose the proper cleaning system.

Cleaning System Recommended

- Special Care Standard Care



THE PROFESSIONAL "FINE FABRIC CARE" PROCESS

PRE-INSPECTION AND CLEANING SYSTEM ANALYSIS

- STEP #1 — INSPECTION using 50 point condition report
STEP #2 — FABRIC TESTS for fiber content plus color and fabric stability
STEP #3 — CLEANING SYSTEM DETERMINATION
STEP #4 — COMMUNICATION — regarding anticipated results and expectations

FINE FABRIC CARE PROCESSING STEPS

- STEP #5 — PREPARE AND PROTECT WORK AREA for processing
STEP #6 — GROOM AND DRY VACUUM for dry soil removal

- STEP #7 — PRETREAT soiled areas to loosen soils
• Includes pre-spray of special compounds and gentle agitation with natural fiber brush or towel
STEP #8 — RINSE/CLEAN using water or solvent solutions
STEP #9 — FABRIC CONDITIONER-NEUTRALIZE (optional)
• for dye stabilizing, odor neutralization, anti-stain and fabric softening
STEP #10 — DRYING — extra vacuuming, towel drying and/or fans
STEP #11 — POST INSPECTION
• for soiled areas, spots, etc.
STEP #12 — FABRIC PROTECTOR APPLICATION (optional)
• solvent based product on y with care instructions

Date _____ 19____	Additional Notes _____
Customer Name _____	_____
Address _____	_____
City _____ State _____ Zip _____	_____
Phone: (Residence) _____	_____
(Business) _____	_____

UPHOLSTERY CONDITION REPORT

FINE FABRIC CARE SYSTEMS

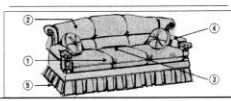
Date _____ 20____
 Customer Name _____
 Address _____
 City _____ State _____ Zip _____
 Phone: (Residence) _____
 (Business) _____

GENERAL FABRIC CONDITIONS

- FABRIC AGE**
- RIPS AND TEARS
 - SPLIT OR WEAKENED FABRIC
 - OPEN OR LOOSE SEAMS
 - FRAYED WELTING OR PIPING
 - EVIDENCE OF SHRINKAGE
 - LOOSE OR MISSING TRIM
 - LOOSE OR MISSING BUTTONS
 - LOSS OF FINISH OR GLAZE
 - TEXTURE CHANGE OR DAMAGE
- FABRIC BACKING**
- NO BACK COATING EVIDENT
 - COATING IN GOOD CONDITION
 - COATING DETERIORATED
- ZIPPER**
- GOOD CONDITION
 - STUCK OR BROKEN
- CUSHIONS**
- FOAM IN GOOD CONDITION
 - DETERIORATION NOTED
 - REPLACEMENT RECOMMENDED

CLEANING SYSTEM FACTOR ANALYSIS

- COLOR CONDITION**
- EVIDENCE OF PRE-EXISTING BLEEDING
 - AREAS OF COLOR LOSS OR FADING
- RESULTS OF COLORFAST TEST**
- NO BLEEDING
 - SLIGHT BLEEDING
 - SEVERE BLEEDING
- STAIN-SOIL CONDITIONS**
- HEAVY SOIL AREAS
 - WATER STAINS
 - PET ACCIDENT STAINS
 - RED STAINS
 - YELLOW OR BROWN STAIN
 - OILY TYPE STAINS
 - RUST STAINS
 - INK STAINS
 - OTHER _____
- FABRIC TYPE**
- SYNTHETIC FIBER FABRIC
 - NATURAL FIBER FABRIC
 - TEXTURE NATURAL WHITE
 - MULTI COLOR SHINY FABRIC
 - OTHER _____
- CLEANABILITY CODE**
- NONE EVIDENT
 - W W/S S X
- PREVIOUS CLEANING/SPOTTING**
- YES NO _____ Method
- TEST RESULTS**
- Color Stable Color Unstable
 - Dimensionally Stable Shrinks
 - Mostly Synthetic Mostly Natural



- KEY INSPECTION AREAS**
1. Cushions (Both sides and Front edge)
 2. Headrest Areas (Oily stains)
 3. Behind Cushion or Inside Pleats
 4. Arms (Top and Front edge)
 5. Skirt or Flounces (Front area especially)

Cleaning System Recommended
 Special Care Standard Care

LIMITATIONS AND AUTHORIZATION

ORDER NO. _____ DATE _____
 ITEM: _____
 LIMITATIONS: _____

 ACKNOWLEDGEMENT: I am aware of the above conditions and limitations regarding the furniture noted. I authorize _____
 to clean my furniture subject to the above limitations.
 Signed _____ Date _____

FINE FABRIC CARE SYSTEM UPHOLSTERY CLEANING — WARRANTY —

WE GUARANTEE:

- No Shrinkage • No Color Bleeding
- No Color Loss • No Fabric Damage

ON ANY UPHOLSTERY FABRIC ACCEPTED AS CLEANABLE WHEN CLEANED BY THE SYSTEM INDICATED ABOVE, AND SUBJECT TO THE ITEMIZED LIMITATIONS.

Signed _____ Authorized Representative _____ Date _____

GENERAL FABRIC CONDITIONS

FABRIC AGE

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- SPLIT OR WEAKENED FABRIC
- OPEN OR LOOSE SEAMS
- FRAYED WELTING OR PIPING
- EVIDENCE OF SHRINKAGE
- LOOSE OR MISSING TRIM
- LOOSE OR MISSING BUTTONS
- LOSS OF FINISH OR GLAZE
- TEXTURE CHANGE OR DAMAGE

FABRIC BACKING

- NO BACK COATING EVIDENT
- COATING IN GOOD CONDITION
- COATING DETERIORATED

ZIPPER

- GOOD CONDITION
- STUCK OR BROKEN

CUSHIONS

- FOAM IN GOOD CONDITION
- DETERIORATION NOTED
- REPLACEMENT RECOMMENDED

COLOR CONDITION

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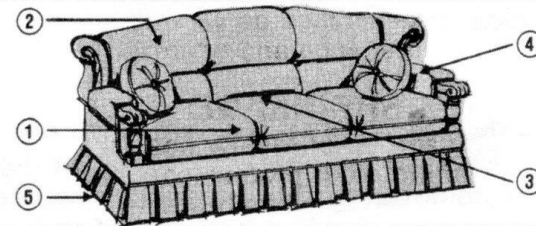
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- RED STAINS
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- RUST STAINS
- INK STAINS

OTHER _____



CLEANING SYSTEM FACTOR ANALYSIS

FABRIC TYPE

- SYNTHETIC FIBER FABRIC
- NATURAL FIBER FABRIC
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- OTHER _____

CLEANABILITY CODE

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TEST RESULTS

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Cleaning System Recommended

- Special Care Standard Care

OTHER CONDITIONS OR PROBLEMS: _____



UPHOLSTERY FACT SHEET

What type of disclaimer do you need?

This is a good idea to provide to your customers, not only does it provide valuable care information, but it supports your choice on methodology and care you are providing, based on your initial inspection findings.

CONSUMER ALERT - FACTS ABOUT UPHOLSTERY CARE

COLORS

Loss of color, change of color or bleeding of colors should not occur during professional cleaning as long as the proper cleaning system is used. Testing and inspection procedures will identify fabrics which could develop color problems during processing. SPECIAL CARE cleaning systems will assure the maximum soil removal possible without risk of color damage.

Special Note:

- Fabrics which become excessively soiled may not release all soil and stains without risk of damage to colors.
- Color problems as well as stains may be hidden by excessive soil and only show up after soil is removed.
- Quick drying is critical for upholstery fabrics with potential color problems.

CLEANABILITY CODE

Most upholstered furniture has a care label attached to the deck or platform under the cushion. These care instructions are for your guidance in the proper maintenance of the item. However, excessive soil or inadequate maintenance procedures may require a professional cleaning system other than that recommended and will require your written permission to do so. Any additional risks or limitations will be itemized for your approval.

BROWNING

Fabrics constructed of all natural or mostly natural fibers, (such as cotton, rayon, linen, etc.) may develop a brown haze when cleaned. This is caused by natural dyes existing in these cellulosic fibers. SPECIAL CARE cleaning systems will assure that this does not occur, even on natural cotton upholstery fabrics. Special cleaning compounds, along with very low moisture and rapid drying assures you of this.

Special Note:

- Fabrics which have become excessively soiled are the greatest risk for this problem.
- If this condition occurs, contact your professional cleaner immediately. This condition is normally correctable if fabric has not been exposed to abusive cleaning and drying conditions.

TEXTURE CHANGE

Natural fiber blend fabrics, including pile constructions such as velvet and chenille, as well as glazed finishes such as chintz and satin are extremely susceptible to texture changes because of wear, use and maintenance exposures. These texture changes frequently can be related to non-durable finishes that may be removed when cleaned with any professional cleaning system.

Special Note:

- Professional cleaning of mostly natural fabrics before their textured finishes are damaged by excessive soiling will assure both excellent cleanability and texture retention for lasting beauty.
- Natural Cotton and polished or glazed finishes as well as velvets are the textures most sensitive to damage from lack of maintenance and aggressive cleaning.

SHRINKAGE

Can occur when upholstery fabrics made up of mostly natural fibers are exposed to moisture from accidents, maintenance spotting or cleaning. Your professional cleaner will inspect the fabric to determine if it has been "back coated" to insure a dimensionally stable furniture covering. If not, the fabric can be tested for moisture sensitivity and the SPECIAL CARE SYSTEM best for maximum soil removal without danger of shrinkage.

FABRIC DETERIORATION

Fabrics exposed to heavy soil, heavy usage (children, pets, husbands, etc.) or strong light will begin to weaken and deteriorate. Fabrics made up of mostly natural fibers are the most sensitive to these conditions, and require more attention and care than fabrics of mostly synthetic construction.

Special Note:

- Deteriorated fabric or oxidized colors that are coated with heavy soil may not become apparent until cleaning is attempted, at which time, severe color loss or fabric splitting could occur.
- Careful inspection by your professional cleaner will alert you to these potential problems.

SPOTS AND STAINS

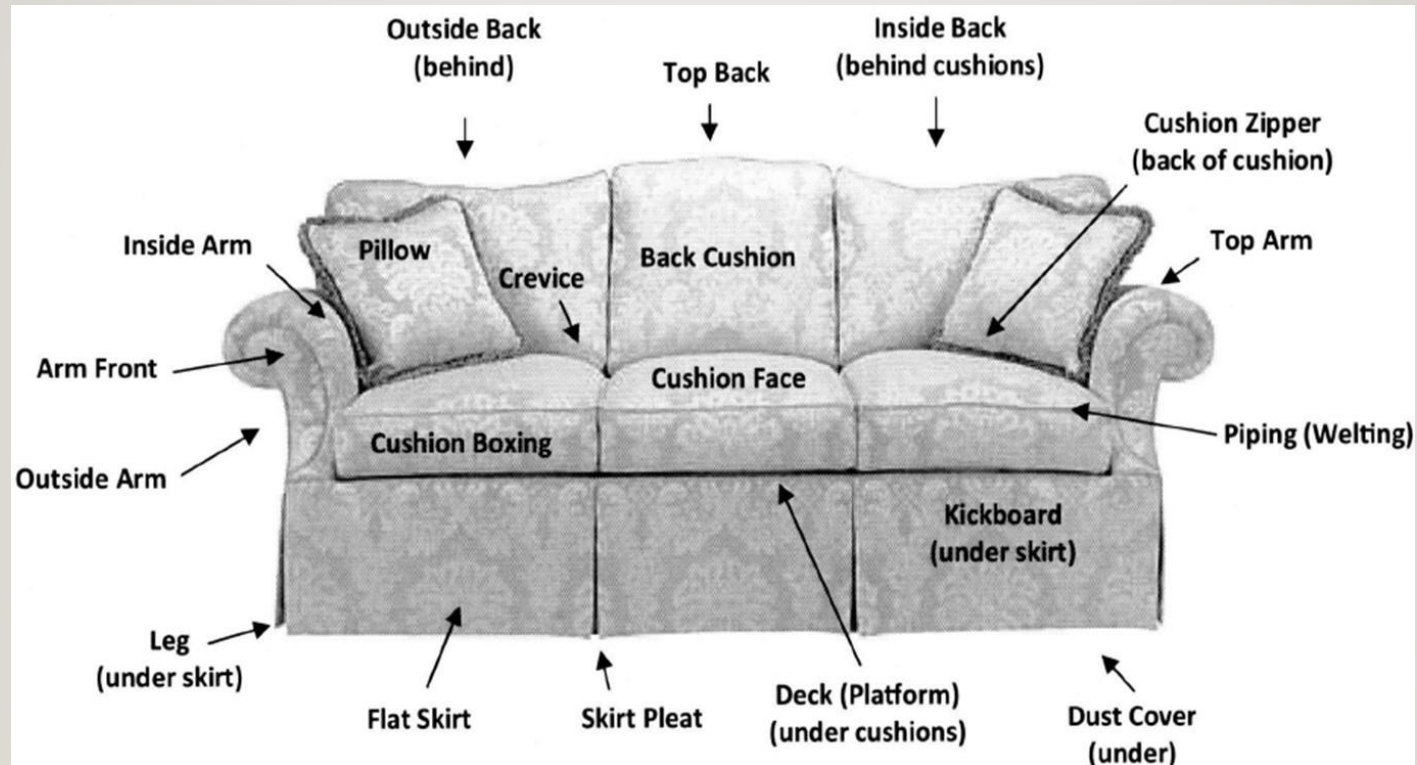
Quick action is your best defense against permanent color or fabric damage, especially with upholstery fabrics of mostly natural fiber construction. Application of a durable fluorochemical fiber protector when new or newly cleaned will go a long way toward protecting your fine fabrics until you can blot up and remove the staining materials. This type of fabric protection also guards the fabric from accelerated deterioration and helps soil release when professionally cleaned.

Special Note:

- Some spots or stains cannot be removed or even treated without additional risk to your upholstery fabric. Example: A urine mishap on an S or solvent clean-only type fabric. — Urine is water based, and can only be treated and removed with water based compounds. However, the fluorochemical fabric protector not only keeps the urine from penetrating the fibers, it also allows spotting with limited moisture.

PRE-EXISTING CONDITIONS

Be sure to document every thing, what is agreed on as a pre-existing condition is Not your responsibility Taking pictures, with date and time stamp before and after is the best documentation!



Using a simple drawing like this and notating areas of damage for the customer. Having a place for customers to initial as acknowledgement of pre-existing condition and authorization to proceed.

COMMON UPHOLSTERY FABRIC ISSUES

- **Bleeding**
- **Crocking**
- **Color Loss**
- **Shrinkage or puckering**
- **Cellulosic Browning**
- **Makers Marks bleed thru**
- **Rust on buttons or tacks**
- **Stiff or broken zippers**
- **Fiber loss (wear or Damage)**
- **Shrinkage (skirts)**
- **Pilling**
- **Urine Damage**
- **Wood Finish Issues**
- **Wood/Structural issues**
- **Broken Legs**

FIBER ID THE FIRST STEP IN DETERMINING THE CHEMISTRY AND METHOD TO USE



FIBER ID TESTING VIDEO WITH TLC



FIBER ID

FIBER	FLAME COLOR & ACTION	ODOR	ASH	CHEMICAL ID
COTTON & JUTE	Orange Burns evenly, continues to smolder with bright yellow-orange tip Little to no white smoke	Burning paper	Crumbles to a fine gray or black powder	n/a
RAYON	Yellow –orange Burns evenly, does not smolder No smoke, white puff when extinguished	Burning paper	No ash	n/a
WOOL & SILK	Orange Sputters out- will not sustain flame Little to no white smoke Note: Be wary of blended fibers	Burning hair	Crumble to a course black powder	Dissolved by Sodium Hypochlorite (chlorine bleach)
NYLON	Blue base with orange tip Burns evenly No smoke, white puff when extinguished	Celery or wax	Round, hard, grayblack bead	Dissolved by Formic Acid
OLEFIN	Blue base with orange tip Burns evenly and rapidly Little to no smoke	Asphalt or tar	Round, hard, tan to brown bead	Floats in water
POLYESTER	Orange Sputters and drips Black smoke	Sweet and fruity	Round, hard, shiny black bead	n/a
ACRYLIC	White-orange Sputters, burns rapidly and evenly Black smoke	Acrid or burnt meat	Irregular black bead Hard, but crumbles	n/a

COLORFASTNESS TESTING IS CRUCIAL TO VALIDATE YOUR CHEMISTRY AND YOUR PROCESS CHOICES!



UNDERSTANDING SOIL AND SOIL TYPES

- **Insoluble Soils**-Soils that cannot be dissolved (sand, dust, clay, carbons, dander & hair)
- **Water Soluble Soils**- soils dissolved in water (beverages, foods, body fluids, pet spots)
- **Solvent Soluble Soils**- Soils dissolved in solvents (Paint, oils, greases, tar, gum, cosmetics)
- **Enzyme Digestible Soils**-Protein based soils (eggs, meats, fish, milk, blood vegetable oils)
- **Apparent Soils** -wear, abrasion, and pile distortion (which are not correctable)



FIBER BASICS

- Protein Fibers
 - Wool and Silk
- Cellulosic Fibers
 - Cotton Jute Linen
- Viscose or Regenerated
 - Rayon and Acetate
- Synthetic (man-made)
 - Nylon Polyester Olefin
and Acrylic

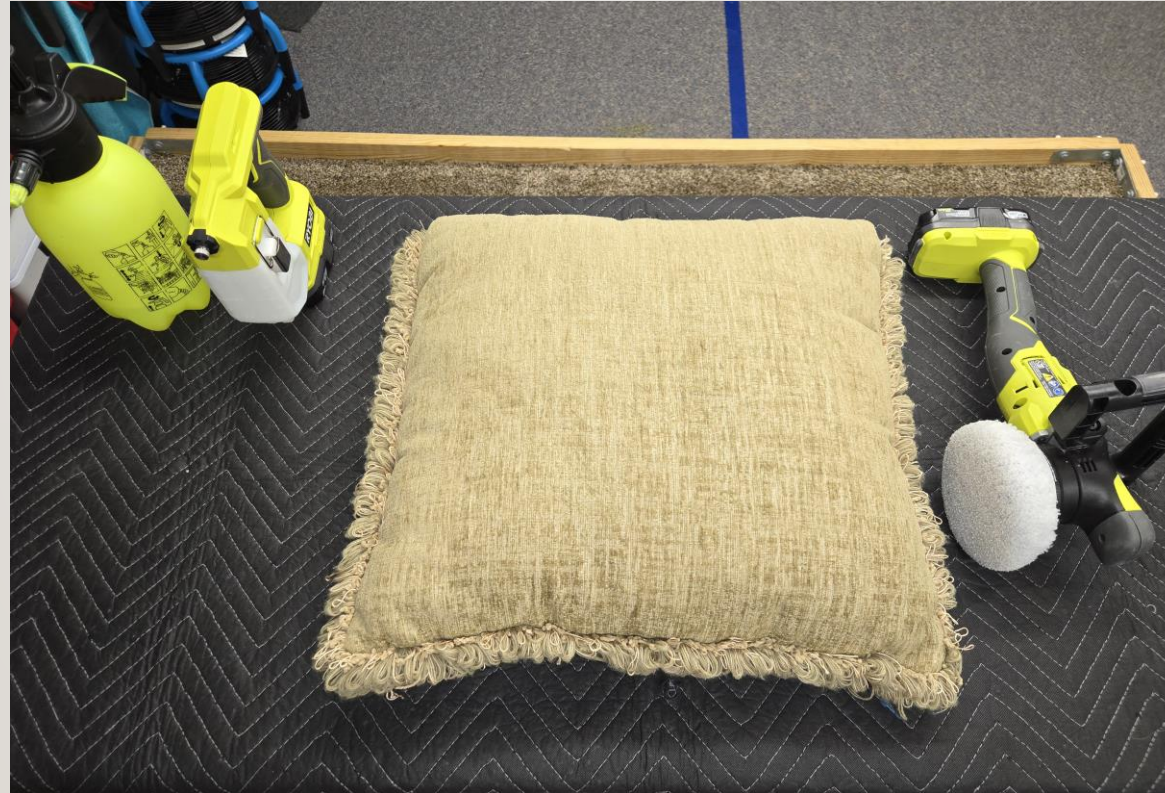
FABRIC TYPES, WEAVES AND YARNS

- **What is Weaving?**

- The interlacing of the warp and weft yarns is the simplest type of weave
- A simple description of weaving is an interlacing of yarns on a loom.
- Think of a basket, and how each piece of material goes in and out, or over and under, other yarns. In weaving, there are the "warp" and "weft" yarns. The lengthwise yarn is called the warp, and the yarn crossing the warp is the weft or filling yarn. As a loom is working, the length of the fabric is the warp length. The tighter the warp and weft yarns, the stronger and more durable the fabric will be.
- Having a pile simply means that extra yarns are used in addition to weft and warp to make a face pile like a woven velvet as an example.
- **Weaves and Fabrics**
- Fabrics in upholstery is an almost endless category. There are many weaves and fabrics you will clean. In carpet, almost everything you clean is tufted - but in furniture care, most every fabric you clean will be woven, although fabrics can also be knitted, tufted, flocked, or quilted.



LOW MOISTURE PROCESSES REDUCE RISK, AND SAVE TIME FOR THOSE LIGHT TO MODERATE SOILING SITUATIONS



Be cautious with fringes, distortion, breakage and knots can really ruin your day

**LOW MOISTURE FOR SUPER FAST DRYING FOR BLEEDERS
HOWEVER MAKE SURE YOU TEST FOR CROCKING TOO !!!**



CLEANING WITH / THRU A SCREEN



Delicate or “novelty” fabrics need special care !
Don't let your furniture tool “EAT” your upholstery!

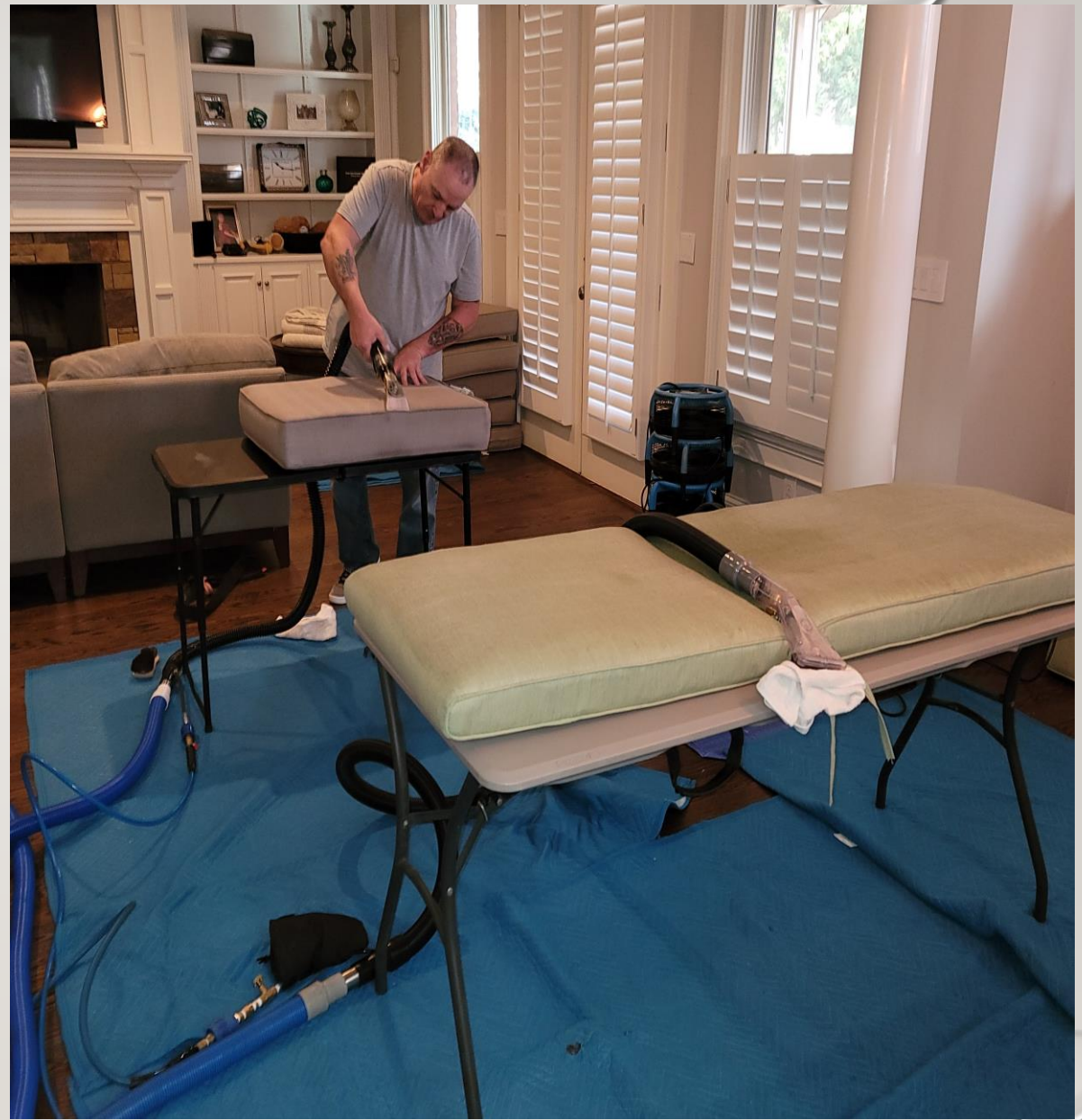


STAGING THE JOB/WORK AREA

Staging a work area inside the home can save you time,
and countless steps, as well as cut down on door
opening issues (bugs, pests, heat & cold)

A well set up truck can save you a lot of time during set
up and staging

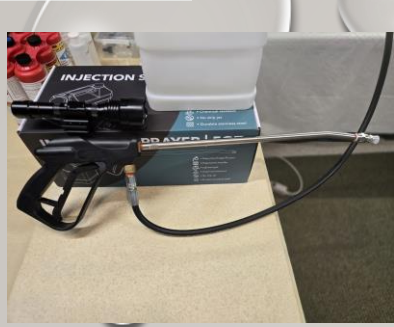
“first out – last in”



DO WE NEED TO GROOM THE FABRIC?

- **Is taking the time to groom the fabric as I go, really all that important?**
 - **What can happen if I don't groom the fabric?**
 - **Which grooming tool should & use?**





SPRAYERS

Which one do I Use?

Understanding Spray patterns

Volume of flow

Keeping your equipment clean

In line injection sprayers versus electric
or pump-up

Needle injection when is it applicable?



HOW LONG SHOULD IT TAKE TO DRY?

- As we have previously established, dry times have a lot to do with the final outcome, from dye migration, browning and even shrinkage issues, it pays to be in control !
-

IICRC Standards for upholstery say a drying time of 2-6 hours

My target is 30-60 minutes to meter dry



DID YOU PASS THE TEST?

- Meters are very consistent ways to test the moisture content of the fabric, especially where there are several layers of fabric
- Meters can also test the foam / batting



EXIT PACKAGE

Never leave without setting up the appointment!

PET ODOR
Why you *can't* just cover the odor...
Fresh urine smells has little odor. The offensive urine odor doesn't actually begin, until it starts to decay and release ammonia gas. A second level of decay will follow, which releases, manureman (a foul-smelling organic compound) which comes from the same family of odor as skunk spray.
Natural bacteria attack the urine as it breaks down, and digests the urea, chloride, lipids, and phosphorus and potassium-containing urea bacteria leaves behind phosphate salts, which will stick to the carpet extremely difficult to clean up. These salts are what release the odor a result, the animal is applying heat and humidity to the area in question will become increasingly more pungent each time this occurs.
A routine professional carpet cleaning will not remove these phospor from your carpet. Special enzyme cleaners are required to do this, so inform In Minutes of the nature of the problem while at the appointment by phone.
We remove pet odor and urine stains from carpet when other methods fail.

CARPET CLEANING
Carpet Repair and Stretching
Color Repair, Pet Odor Control
Genuine 3M Scotchgard Protector

UPHOLSTERY CLEANING
Water and Solvent based Protectors
Leather and Mattress Cleaning

AREA RUG CLEANING
Color Repair, Pet Odor Control
Water & Solvent based Protectors

WATER DAMAGE
Water Extraction
Structural Dry Out
Wood Floor Drying
Fan & Dehumidifier Rental

Tile & Grout Cleaning
Grout seal & Color Seal

Thank You!
We appreciate your business and your satisfaction. We hope you are happy with the service we provided. If you have any questions, please call us at 678-528-2622.

CARPET CLEANING
Carpet Repair and Stretching

Checklist of services:
- Carpet cleaning
- Carpet repair and stretching
- Color repair
- Pet odor control
- Water and solvent based protectors
- Water damage extraction
- Structural dry out
- Wood floor drying
- Fan & dehumidifier rental
- Tile & grout cleaning
- Grout seal & color seal

REGISTRATION INFORMATION
Name: _____
Address: _____
City, State, Zip: _____
Phone Number: _____
Date of Service: _____
Scope of Work: _____
Special notes or observations: _____
IICRC REGISTRANT NUMBER: _____ CERTIFIED TECHNICIAN SIGNATURE: _____

In Minutes LLC
78-528-2622

CERTIFICATE OF PROFESSIONAL CLEANING

This certificate signifies that the carpeted areas listed below were professionally cleaned with the goal of meeting or exceeding industry accepted cleaning principles and procedures as defined by the IICRC Standard For Professional Cleaning of Textile Floor Coverings. (IICRC S100).

This cleaning was performed by IICRC Certified Cleaning Technicians to assure you of the quality of the services performed. This certificate is presented to our customers as a service to aid and assist in providing accurate maintenance information for warranty purposes.

Customer Name: _____
Address: _____
City, State, Zip: _____
Customer Phone Number: _____
Date of Service: _____
Scope of Work: _____
Special notes or observations: _____

IICRC REGISTRANT NUMBER: _____ CERTIFIED TECHNICIAN SIGNATURE: _____

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Water and Solvent based Protectors
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Water Extraction
Structural Dry Out
Wood Floor Drying
Fan & Dehumidifier Rental

Carpet & Upholstery Cleaning Specialists.
DRIES IN MINUTES LLC
Thomas L. Cermak
IICRC Master Textile Cleaner
IICRC Master Water Restorer
IICRC Master Fire & Smoke Restorer
678-528-2622
www.DriesInMinutes.com
188 Shadow Ridge Ln, Kennesaw Ga. 30144

CERTIFICATE OF PROFESSIONAL CLEANING

PREMIUM
Residential & Commercial Cleaning Services
We bring the worlds most powerful cleaning system to your home!