

MATRIX®

PROFESSIONAL CARPET CLEANING

QUICK START GUIDE

EASY-TO-READ STEP-BY-STEP INSTRUCTIONS

EVERYTHING YOU NEED TO KNOW
TO GET STARTED FAST

RESIDENTIAL, COMMERCIAL, &
RESTAURANT CARPET CLEANING

BONUS: UPHOLSTERY, PET ODOR,
& SPOT REMOVAL TIPS

800-556-6366

WWW.JONDON.COM

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Disclaimer

This guide is intended to be a helpful resource for new or inexperienced cleaners but it is no substitute for proper training. Jon-Don recommends all professional carpet cleaners attend IICRC Carpet Cleaning Technician (CCT). Visit www.jondon.com to view the upcoming seminar schedule.

Always test materials for colorfastness, follow label directions, and never mix products unless specified in the label directions.

Jon-Don is not liable for personal injury or damages caused by or resulting from any use, handling, or storage of the products named herein not in strict accordance with the instructions on the label.

These procedures in no way constitute a guarantee of results.

Each situation reacts differently and results may vary.



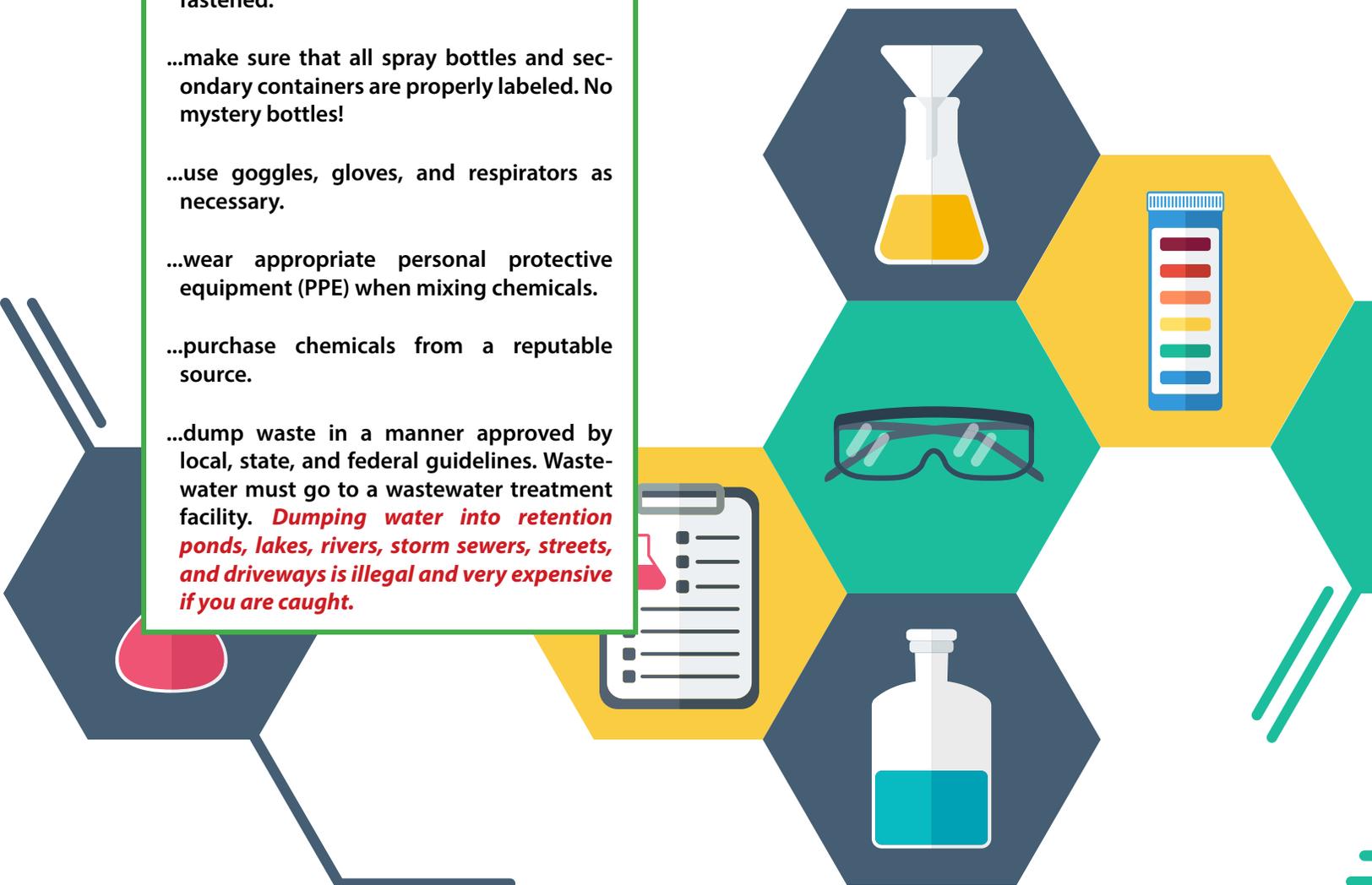
SAFETY PRECAUTIONS

ALWAYS...

- ...park your truck mount so that the exhaust faces **AWAY** from the home.
- ...replace any solution hoses that are worn to prevent a line rupture.
- ...replace any electrical plugs that are missing the ground plug.
- ...make sure all equipment, including wands, has been secured in the van before driving.
- ...have a Safety Data Sheet (SDS) for every product on your truck, including any household-type chemicals. These sheets need to be kept in a folder accessible by the driver while seated with his seatbelt fastened.
- ...make sure that all spray bottles and secondary containers are properly labeled. No mystery bottles!
- ...use goggles, gloves, and respirators as necessary.
- ...wear appropriate personal protective equipment (PPE) when mixing chemicals.
- ...purchase chemicals from a reputable source.
- ...dump waste in a manner approved by local, state, and federal guidelines. Wastewater must go to a wastewater treatment facility. **Dumping water into retention ponds, lakes, rivers, storm sewers, streets, and driveways is illegal and very expensive if you are caught.**

NEVER...

- ...park your truck mount inside a customer's garage, especially during cold winter months. **Carbon monoxide poisoning can happen very quickly and cause immediate death.**
- ...mix chemicals in the customer's home or business. Chemicals should only be mixed in your van or shop before you enter a customer's property.
- ...mix chemicals unless specified on the label directions.
- ...leave samples of chemicals in unlabeled bottles.



ESSENTIAL EQUIPMENT

The equipment you need will vary slightly depending on the job at hand and your own personal equipment preferences.

The procedures described in this guide refer to the equipment shown on this page.

For help in choosing the right equipment, contact your Jon-Don representative at 800-556-6366 or visit www.jondon.com.

Equipment You'll Need

ProTeam ProGen 15 HEPA Upright Vacuum with Tools	OE-PROGEN15-EA
Prospector® PE5003 Carpet Extractor with Heat	PM-P5003H-EA
Evolution Wand	UP-EWS-EA
Unipro Floor Machine, 17 Inch, 1.5 HP	UN-H1715-EA
Prospector® Encap-Pro TM4 VLM Counter-Rotating Brush Machine, 15 Inch	PM-ENCAPT4-EA
B&G Chemical-Resistant Pump-Up Sprayer, 2 Gallon	PA-DS2-EA
PowerForce Dial-A-Mix Sprayer, 250–1,000 PSI	OE-PFDAM-EA
Handheld Solvent-Resistant Pressure Sprayer, 1.5 Quart	PA-HHVS-EA
Grandi Groom Carpet Rake	CA-G180-EA
Horsehair Upholstery Brush with Handle	CA-HHBH-EA
Dri-Eaz Dri-Pod Floor Dryer	DP-DRIPOD-EA
Dry Air Typhoon® Three-Speed Air Mover	DA-TY-EA
Foam Blocks	CA-BB-CS
Plastic Tabs	CA-TP4-EA



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BASIC CARPET CLEANING PROCEDURES

Most carpet and upholstery cleaning jobs, whether in homes or businesses, will follow the same basic procedures outlined below.

1. Dry vacuum to remove loose soils.

It is easier to remove dry dust than to remove wet dirt (mud). Thorough vacuuming can also prevent hair (human or animal) from clogging your extraction machine. It improves overall effectiveness of the cleaning chemicals, allowing them to more easily reach the fiber surface to penetrate problem areas and deeply embedded soiling. A vacuum with a CRI seal of approval and high-efficiency filter (HEPA) is recommended.

2. Apply pre-spray or pre-conditioner.

A high-quality pre-spray will dissolve oily binders and penetrate dirt and soils for more effective removal. Follow the dilution instructions on the product label for your sprayer (pump-up or inline). Apply thoroughly and evenly. Allow appropriate dwell time (10–20 minutes), but do not allow the product to dry.

3. Agitate.

Use a carpet rake, counter-rotating brush machine (CRB), or floor machine with a carpet brush to work the chemical deep into the fibers. This helps the product reach more of the fiber surface and penetrate stubborn soiling for more thorough removal.

4. Thoroughly extract and rinse.

Using a standard carpet wand, power wand, or rotary extractor, flush and rinse the carpet to remove all traces of chemical and soiling. Start in the far corner of the room, use short, even strokes, and work your way toward the exit.

Note: Over-wetting, which leads to browning, wicking, and longer dry times, is normally caused by technician error. Not enough extraction passes, improper technique, or faulty equipment can cause these problems.

5. Spot removal.

Carpet manufacturers recommend that spot removal be done after cleaning. Most spots are normally removed with a good pre-conditioner followed by extraction. Treat any spots not removed during cleaning with the Matrix® Professional Spotting Kit. (See Page 14)

6. Drying.

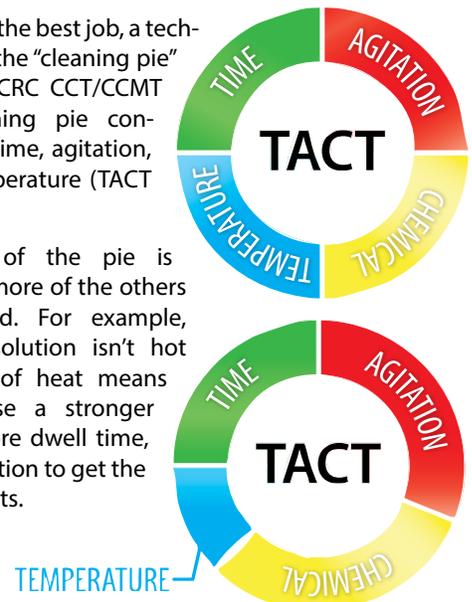
The goal of every technician should be to have the carpet dry in 4–8 hours. In a worst-case scenario, 12 hours may be needed, but in general, should not exceed 24 hours. Carpets that exceed proper drying time could result in slip-and-fall hazards, odors, mold growth, and rapid re-soiling.

Air movers combined with adequate ventilation should be sufficient to speed the drying process. Ideal drying temperatures are between 70–72°F. Grooming the carpet or fabric after cleaning can also help speed the drying process as well as promote a more attractive, uniform appearance.

Just Remember TACT

In order to perform the best job, a technician must follow the “cleaning pie” as taught in the IICRC CCT/CCMT classes. The cleaning pie consists of four parts: time, agitation, chemical, and temperature (TACT for short).

When one part of the pie is decreased, one or more of the others must be increased. For example, if your cleaning solution isn't hot enough, the lack of heat means you'll need to use a stronger chemical, allow more dwell time, or apply more agitation to get the same cleaning results.



RESIDENTIAL CARPET

The following instructions are for cleaning residential carpet in homes, apartments, and townhouses.

What You'll Need

4 oz/gal H₂O Matrix® Grand Slam Super Concentrate MX-GSSC-01

FOR PUMP-UP SPRAYERS

4–6 oz/gal H₂O Matrix® All Fiber Rinse MX-AFR-01

FOR EXTRACTORS

1–2 oz/gal H₂O

½ oz/gal H₂O Matrix® Lemon Fresh MX-LF-01

32 oz/gal H₂O 3M™ Scotchgard™ 3M-SCUP3-01



Basic Procedures

1. Move furniture away from walls and clean the perimeters first. Once the perimeters are cleaned, the open areas of the room can be cleaned next. Move furniture back to the exact location where you found it. Remember to put plastic tabs or foam blocks under all furniture legs to prevent staining.
2. Vacuum thoroughly. Pay special attention to edges and entryways in addition to high traffic areas throughout the home.
3. Dilute 4 oz of Matrix® Grand Slam per gallon of water into a pump-up or inline sprayer and apply to the carpet. Focus on the traffic lanes throughout the home.
4. Use a counter-rotating brush machine or Grandi Groom to agitate the carpet fibers for better chemical penetration. Allow 10–20 minutes of dwell time. Do not allow the chemical to dry.
5. If using a pump-up or inline sprayer, dilute 4–6 ounces of Matrix® All Fiber Rinse per gallon of water. If using the clean water tank of your truck mount or portable extractor, dilute 1–2 oz per gallon of water.
6. **OPTIONAL:** Dilute 32 oz of 3M™ Scotchgard™ per gallon of water into a pump-up or inline sprayer and apply evenly across the carpet. Be sure to wipe up any overspray on hard floors or baseboards.
7. Use a Grandi Groom to gently rake the carpet. This helps the carpet to dry and improves the overall appearance. Grooming also helps spread protector and allow for good penetration.
8. Speed up drying by placing air movers throughout the home while you pack up your equipment. Turn on ceiling fans with the customer's approval (check ceiling fans for soil accumulation before activating).

Make a Great First Impression on Your Residential Customers

Did you know that before you even open your mouth, your customer has decided if she likes you? If you look shabby, unkempt, and sloppy, your customer will already have an opinion of the type of service you provide.

Follow these tips to create a positive first impression:

- Make sure your vehicle is clean, inside and out
- Wear a clean uniform
- Be clean and well-groomed
- Wear an ID badge
- Smile
- Look your customer in the eye

Stain-Resistant Warranty

Most residential carpet, particularly carpet in high-end homes, is stain-resistant. To protect the stain-resistant properties and avoid voiding the warranty, keep the following in mind:

- Cleaning agents should not exceed a 10.0 pH
- Products should not contain cationic surfactants
- Silicone products, such as protectors, should not be used
- The recommended cleaning procedure is hot water extraction performed every 6–12 months

RESTAURANT CARPET

Carpeting in restaurants is notoriously difficult to clean.

Culprit 1: Greasy Soils

Restaurant carpet contains high levels of greasy soils due to frequent food spills and airborne cooking oils that settle onto carpet fibers. These sticky, greasy soils attract and hold onto dirt, turning the carpet dark (or even black) and giving it a grimy, gritty feel. In severe situations, you might be able to literally scrape the dirt off the floor with a business card.

Culprit 2: Leftover Cleaning Residues

In general, restaurant owners and managers tend to be extremely tight with their cleaning budgets. They are often approached by competing carpet cleaning businesses who are practically giving their services away to land the account. This leads to a revolving door of professional cleanings that leaves lots of residue in the carpet, leading to rapid re-soiling.

What You'll Need

2 scoops/gal H₂O	Matrix® Enzyme Pre-Spray	MX-EPS-EA
1–2 oz/gal H₂O	Matrix® CitrusForce ASD	MX-CFASD-01
<i>FOR PORTABLES</i>		
2 oz/5 gal H₂O	Matrix® Confidence Premium Extraction Detergent	MX-CPED-01
<i>FOR TRUCK MOUNTS</i>		
32 oz/5 gal H₂O		
<i>FOR PUMP-UP SPRAYERS</i>		
4–6 oz/gal H₂O	Matrix® All Fiber Rinse	MX-AFR-01
<i>FOR EXTRACTORS</i>		
1–2 oz/gal H₂O		



On-Going Maintenance Opportunity

Once the carpet has been restored by hot water extraction, an encapsulation system can be incorporated monthly. This interim cleaning method can save the budget and keep the carpet in a continuous high state of appearance. Turn to page 9 for recommended cleaning procedures.



Basic Procedures

1. Vacuum thoroughly. Remove all loose soils, including food particles, hair, wrappers, etc.
 2. Dilute 2 scoops of Matrix® Enzyme Pre-Spray per gallon of hot water into a pump-up sprayer and apply to carpet. For especially greasy carpet, add 1–2 oz of Matrix® CitrusForce ASD to the sprayer to boost the grease-fighting power of your pre-spray.
 3. Agitate the carpet using a Grandi Groom or counter-rotating brush machine (CRB). Allow 10–20 minutes of dwell time. Do not allow chemical to dry.
 4. Extract the carpet with Matrix® Confidence Premium Extraction Detergent in the solution tank of your extractor.
 - » **For portables**, dilute 2 oz per 5 gallons of water.
 - » **For truck mounts**, dilute 32 oz per 5 gallons of water.
 5. Rinse the carpet with Matrix® All Fiber Rinse.
 - » **Option 1:** Dilute 4–6 oz of Matrix® All Fiber Rinse per gallon of water into a pump-up sprayer and apply to carpet.
 - » **Option 2:** Dilute 1–2 oz per gallon of water into a clean water tank and rinse the carpet with your truck mount or portable extractor.
- NOTE: Do not mix Matrix® Confidence and Matrix® All Fiber Rinse into the same solution tank as they will neutralize each other's cleaning ability. They must be applied separately.*
6. Use a Grandi Groom to rake the carpet. This helps the carpet to dry and improves the overall appearance.
 7. Speed up drying by placing air movers throughout the facility while you pack up your equipment. Turn on ceiling fans with the customer's approval (check ceiling fans for soil accumulation before activating).

Don't Forget the Walk-Off Mats!

The walk-off mats that are used as transition mats from the kitchen tile to the carpet (or by the salad bars/buffet line) contain high levels of soiling that will get tracked back onto the clean carpet. Use the same cleaning procedures outlined on this page to get the mats clean.

COMMERCIAL CARPET AND MORE

What You'll Need

Interim Maintenance

4 oz/gal H₂O Matrix® Double Strength Encapsulant Plus **MX-DSEPLUS-01**

4 oz/gal H₂O Matrix® Oxy Encapsulant Plus **MX-OXYENCAP-01**



INTERIM MAINTENANCE

The following instructions are designed for commercial carpet, including low-profile/short-nap fibers and carpet tiles.

Basic Procedures

1. Vacuum the area thoroughly.
2. Dilute 4 oz of Matrix® Double Strength Encapsulant Plus per gallon of water into a pump-up sprayer and apply to carpet.
Note: For sensitive or occupied areas where strong-smelling cleaning products may be a problem, use Matrix® Oxy Encapsulant Plus diluted at 4 oz per gallon of water.
3. Allow 10–15 minutes of dwell time.
4. Using a floor machine with a bonnet or a counter-rotating brush machine, work the encapsulant into the carpet.
5. After the carpet is dry, encourage the property owner to vacuum. Continual vacuuming will pick up the encapsulated debris.

What You'll Need

Office Chairs and Cubicle Partition Walls

Undiluted Matrix® Outset Upholstery Pre-Spray **MX-OUPS-01**

FOR PUMP-UP SPRAYERS

4–6 oz/gal H₂O Matrix® All Fiber Rinse **MX-AFR-01**

FOR EXTRACTORS

1–2 oz/gal H₂O

4 oz/gal H₂O Matrix® Accomplish Fine Fabric Pre-Spray **MX-ACCOMP-01**

2–4 oz/gal H₂O Matrix® Complete Rinse **MX-COMPLETE-01**



OFFICE CHAIRS AND CUBICLE PARTITION WALLS

Most office chairs and partitions are made from synthetic materials (polyester, nylon, etc.). When in doubt, do a burn test to identify the fabric.

Basic Procedures

1. Thoroughly vacuum the fabric to remove as much dry soil, hair, and debris as possible.
2. Using a pump-up sprayer, apply Matrix® Outset Upholstery Pre-Spray undiluted to the fabric. For natural fibers, such as wool, use Matrix® Accomplish Fine Fabric Pre-Spray diluted at 4 ounces per gallon of water.
3. Using a horsehair brush, agitate in a circular motion. Pay close attention to the arms of chairs where people frequently touch or wipe their fingers.
4. Thoroughly rinse and extract the fabric with Matrix® All Fiber Rinse diluted at 4 ounces per gallon of water. (If it's a natural fiber, such as wool, use Matrix® Complete Rinse diluted at 2–4 oz of water).
5. Use air movers to speed dry the area.

NOTE: Jon-Don highly recommends using a low-moisture hand tool, such as the Freedom Upholstery Tool, DriMaster Upholstery Tool, or Sapphire Upholstery Pro. These tools are designed to clean the fabric without over-wetting, which can lead to bleeding, warping, and other types of damage.

What You'll Need

4 oz/gal H₂O Matrix® Grand Slam Super Concentrate **MX-GSSC-01**

8 oz/gal H₂O Matrix® Olefin Traffic Lane Cleaner **MX-OTLC-01**

FOR PORTABLES
2 oz/5 gal H₂O Matrix® Confidence Premium Extraction Detergent **MX-CPED-01**

FOR TRUCK MOUNTS
32 oz/5 gal H₂O

FOR PUMP-UP SPRAYERS
4–6 oz/gal H₂O Matrix® All Fiber Rinse **MX-AFR-01**

FOR EXTRACTORS
1–2 oz/gal H₂O



RESTORATIVE HOT WATER EXTRACTION

When commercial carpet has not been properly maintained or when interim maintenance no longer produces the desired appearance level, restorative hot water extraction should be performed.

Basic Procedures

1. Vacuum thoroughly.
 2. Apply a pre-conditioner/pre-spray to the carpet.
 - » **For synthetic carpet**, dilute 4 oz of Matrix® Grand Slam per gallon of water into a pump-up sprayer and apply to carpet.
 - » **For olefin carpet**, dilute 8 oz of Matrix® Olefin Traffic Lane Cleaner per gallon of water into a pump-up sprayer and apply to carpet.
 3. Agitate the carpet using a Grandi Groom or counter-rotating brush machine (CRB). Allow 10–20 minutes of dwell time. Do not allow chemical to dry.
 4. Extract the carpet with Matrix® Confidence Premium Extraction Detergent in the solution tank of your extractor.
 - » For portables, dilute 2 oz per 5 gallons of water.
 - » For truck mounts, dilute 32 oz per 5 gallons of water.
 5. Rinse the carpet with Matrix® All Fiber Rinse.
 - » **Option 1:** Dilute 4–6 oz of Matrix® All Fiber Rinse per gallon of water into a pump-up sprayer and apply to carpet.
 - » **Option 2:** Dilute 1–2 oz of Matrix® All Fiber Rinse per gallon of water into a clean water tank and rinse the carpet with your truck mount or portable extractor.
- NOTE: Do not mix Matrix® Confidence and Matrix® All Fiber Rinse into the same solution tank as they will neutralize each other's cleaning ability. They must be applied separately.*
6. Use a Grandi Groom to gently rake the carpet. This helps the carpet to dry and improves the overall appearance.
 7. Speed up drying by placing air movers throughout the facility while you pack up your equipment. Turn on ceiling fans with the customer's approval (check ceiling fans for soil accumulation before activating).



UPHOLSTERY

Upholstery cleaning chemicals are hypoallergenic due to increased contact with skin. Do not use cleaning products not specifically designed for cleaning upholstery.



Checking the Cleaning Code

Look on the deck of the couch or chair (the area under/behind the cushions) to find the tag with the care instructions (usually located next to the store label). The cleaning code on the tag will tell you the manufacturer's cleaning recommendations.

X—Vacuum only

S—Solvent only

W—Wet clean

S/W—Solvent or wet clean

Note: The fiber tag refers to the stuffing/padding inside the cushion or sofa, and not the outer fabric. To be sure that your cleaning products won't cause damage, pre-test in an inconspicuous area to check for bleeding, crocking, or color transfer.

What You'll Need

Undiluted	Matrix® Outset Upholstery Pre-Spray	MX-OUPS-01
1–2 oz/gal H₂O	Matrix® Impression Upholstery Cleaning Concentrate	MX-IUCC-01
32 oz/gal H₂O	3M™ Scotchgard™	3M-SCUP3-01



Customer Cheerleader Bonus

If cleaning a home office, offer to do the office chair for free. It takes only a few minutes of your time, minimal cost, and earns you a loyal customer.

SYNTHETIC UPHOLSTERY FIBERS

Basic Procedures

1. Vacuum the fabric thoroughly. Use a crevice tool to clean in corners and crevices. Note: Never stick your hand into these crevices as there is no telling what could be there.
2. Apply Matrix® Outset Upholstery Pre-Spray undiluted using a pump-up sprayer. Avoid spraying any wood furniture or wood parts of the furniture. Wipe the wood with a clean white towel if the pre-spray wets it.
3. Use a horsehair brush to agitate the heavily soiled areas. Allow 10 minutes of dwell time.
4. Dilute 1–2 oz of Matrix® Impression Upholstery Cleaning Concentrate per gallon of hot water into your extraction machine and clean the fabric.
5. With the extraction machine, dry vacuum all excess moisture, especially around arms and cushions.
OPTIONAL: Dilute 32 oz of 3M™ Scotchgard™ per gallon of water into a pump-up or inline sprayer and apply evenly across the carpet. Be sure to wipe up any overspray on hard floors or baseboards.
6. Use a horsehair brush to gently groom the fabric.
7. Speed up drying by using air movers. Turn on ceiling fans with the customer's approval (check ceiling fans for soil accumulation before activating).

NATURAL UPHOLSTERY FIBERS

The following instructions are for cleaning natural fibers, such as wool, silk, cotton, and jute.

What You'll Need

4 oz/gal H₂O Matrix® Accomplish Fine Fabric Pre-Spray **MX-ACCOMP-01**

2–4 oz/gal H₂O Matrix® Complete Rinse **MX-COMPLETE-01**



Natural Fiber Facts

- Natural fibers are more absorbent than synthetic fibers
- Natural fibers are more easily stained
- Natural fibers take longer to dry than synthetic fibers
- Excessive alkalinity (chemicals with a pH greater than 10.0) can damage natural fibers
- Chlorine bleach can dissolve wool fibers
- Aggressive agitation can cause damage, such as pilling and felting
- Stains are more difficult to remove from natural fibers than synthetic fibers
- Over-wetting natural fibers can cause browning or shrinkage

Basic Procedures

1. Vacuum thoroughly.
2. Dilute 4 oz of Matrix® Accomplish per gallon of water into a pump-up sprayer and lightly apply to fabric.
3. Gently groom the fabric with a horsehair brush.
4. Dilute 2–4 oz of Matrix® Complete Rinse per gallon of water and apply to the fabric through an extractor or with a pump-up sprayer.
5. Rinse and extract the fabric using a low PSI (<300 PSI) and low heat (<100°F) setting.

How to Test for Natural Fibers

If the customer isn't sure if the carpet, upholstery, or rug is made from natural fibers, and if you can't tell by reading the tag, perform a burn test.

1. Remove a few fibers from an inconspicuous area.
2. Place the fibers in a cup or ashtray.
3. Use a butane lighter to ignite the fibers. Do not use matches, as the sulfur smell can interfere with the test.

Fiber	Flame	Odor	Ash/Residue
Cotton/Jute	Orange Ember	Burning Paper	Ash
Rayon	Orange	Burning Paper	No Ash or Bead
Wool	Orange/Sputters	Burning Hair	Black Ash/Crumbles
Silk	Orange	Burning Hair	Black Beads/Crushes
Nylon	Blue Base/Orange Tip	Plastic/Celery	Round, Black Bead
Olefin/Polypropylene	Blue Base/Orange Tip	Asphalt	Round, Gray to Brown Bead
Polyester	Orange Sputters	Sweet/Fruity	Round, Shiny, Black Bead
Acrylic	White/Orange/Sputters	Acrid, Burnt Meat	Black Crust Can Be Crushed

PET STAIN AND ODOR REMOVAL

NOTE: If more than 20% of the carpet is affected, it is recommended that the carpet be replaced, not cleaned.

What You'll Need

4:1 or 1:1 Matrix® All-In-One Pet
with H₂O Stain & Odor Remover **MX-ALLINONE-01**



FOR EVERYDAY PET STAIN & ODOR CHALLENGES

New advancements in chemistry now allow for both stains and odors to be treated simultaneously in a more efficient, time-saving process. The following procedures should remove the vast majority of odors and stains caused by pet urine and other organic sources, including garbage, diapers, vomit, etc. For severe/extreme situations that do not respond to the steps below, use the recommendations on the following page.

Basic Procedures

1. Vacuum area thoroughly to remove hair, soil, and other residues.
2. Apply Matrix® All-In-One to the soiled area.
 - » **For normal cleaning/deodorization**, dilute 4 parts Matrix® All-in-One to 1 part warm water (160°F) into a pump-up or inline sprayer.
 - » **For spot treatments or severe urine deposits**, dilute 1:1. Pour the desired amount of All-in-One into a container, pour an equal amount of warm water on top, cover with a warm cotton towel to trap moisture.
3. Liberally apply prepared solution to affected carpet, concentrating on areas of heaviest soiling to force product into the padding.
4. Allow to dwell for 30 minutes. A warm damp towel may be placed over the area to increase product performance. For severe odors, All-in-One can dwell for longer periods of time. Product will continue working as long as it remains moist.
5. Extract the area with a non-peroxide-based detergent. A pre-spray is generally not required; however, one may be applied prior to extraction for heavily soiled areas.

Facts About Urine Removal

When urine comes out of the body, it is mainly comprised of bodily acids, making this an acid-based spot. If handled in the first 24 hours, a regular alkaline cleaning can remove most urine deposits from the carpet.

As urine sits on the fiber, it turns into an alkaline and is riddled with alkaline salts. This high alkalinity can eventually remove the coloring in the carpet, producing a bleaching effect. If this bleaching has occurred, little can be done to remove it other than repairing the carpet or spot dyeing. Alert the customer that the dyes may have already weakened prior to cleaning.

What You'll Need

Undiluted Matrix® Bad Dog **MX-BADDOG-01**



IF YELLOW STAINS PERSIST

For carpet with persistent yellow stains, or homes with small animals that leave little yellow puddles in multiple spots, Matrix® Bad Dog is an ideal “spray and walk away” product that delivers great results with minimal labor.

Basic Procedures

1. Clean the area thoroughly, leaving carpet as dry as possible by using multiple vacuum-only wand strokes and blotting with a dry towel.
2. Using a pump-up sprayer, apply Matrix® Bad Dog undiluted and cover the area with plastic. The stain may disappear immediately or it may take up to 8 hours for the chemical reaction to reach completion. Rinsing not required.



SEVERE PET ODOR TREATMENT

What You'll Need

Undiluted Matrix® Urine Pre-Conditioner **MX-UPC-01**

Undiluted Matrix® Bottom Line Odor Eliminator **MX-BLOE-01**

Undiluted Fresh Wave IAQ Air and Surface Spray **FW-ASL-01**



ENZYME-BASED TREATMENT FOR TOUGH ODORS

Basic Procedures

1. Saturate the area with Matrix® Urine Pre-Conditioner undiluted to break down the uric salts. Allow 10–20 minutes of dwell time.
2. Use the Water Claw to thoroughly extract the area. While the vacuum is running, flush a bucket of warm water around the claw to help flush excess residues away.
3. Saturate the area with Matrix® Bottom Line Odor Eliminator undiluted. Allow 45 minutes of dwell time to give the enzymes a chance to fully digest the proteins and lipids (fats and oils) in the urine deposit.
4. Use the Water Claw to thoroughly extract the area. While the vacuum is running, flush a bucket of warm water around the claw to help flush out the enzymes.
5. Saturate the area with Fresh Wave IAQ Air and Surface Spray. Allow 5 minutes of dwell time.
6. Apply the Water Claw to the area and remove as much liquid as possible until no more moisture is visible through the sight plastic.

What You'll Need

8 oz/gal H₂O Matrix® Miracle **MX-MM-EA**



FOR THE MOST EXTREME/SEVERE ODORS

Basic Procedures

Note: The following instructions are for use on carpet on top of a concrete sub-floor. Matrix® Miracle is not for use on wool or natural fiber carpets.

1. Clean the area thoroughly, leaving the carpet as dry as possible by using multiple vacuum-only wand strokes and blotting with a dry towel.
2. Dilute 8 ounces (4 scoops) of Matrix® Miracle per gallon of the hottest water possible.
3. Saturate the area by pouring the solution directly on the stain.

NOTE: The stain below is typically twice the size as the stain on the surface, so thorough saturation is essential.

4. Allow 30 minutes of dwell time.

NOTE: To use your time wisely, we recommend performing this procedure before any other task on a cleaning job, such as applying pre-spray, running hoses, removing spots, etc. By the time other tasks have been completed, the Miracle solution will have had enough dwell time.

5. Use the Water Claw sub-surface extractor to thoroughly extract the area and remove as much liquid as possible. Do not rinse the area. Matrix® Miracle will break down into water and oxygen as it dries, so rinsing will not be necessary.
6. Speed dry the area with an air mover.

Did You Know?

Nearly one in 17 phone calls a carpet care professional receives is generated by an odor problem rather than a dirty carpet.

In fact, pets cause more damage than fire and floods—COMBINED! If you're prepared to act when you get these calls, you can take part in a profitable business segment that many cleaners ignore—one that can easily generate as much (or more) money than you're currently making by only cleaning carpet.

SPOT REMOVAL

Safely and Effectively Remove 98% of Spots. No Experience Needed!

Every house and business has them: tough spots that seem almost impossible to remove. When faced with these challenges, what do you do? Refer your customer to someone else? No way!

Thanks to the Professional Spotting Kit developed by the chemists at Matrix®, anyone can safely and effectively remove 98% of spots normally encountered on the job. Best of all, it can be done with no prior training required.

Used in the proper order, this amazing system will not set stains or cause further damage. It's not even necessary to know the cause of the stain or the pH to achieve consistent, successful spot removal! Simply follow the directions on the color-coded spotting chart (included with every kit) and even beginners will become spotting experts in no time.

The Matrix® Professional Spotting Kit includes all the chemicals and tools you need for successful spot removal in one organized, portable package.

Kit Includes

- 10 spotters
- Four (4) eye droppers
- pH paper
- Bone spatula
- Tamping brush
- Step-by-step spotting chart/guide

MX-PSK2-EA

Everything you need for professional spot removal in one complete kit.

Just follow the handy chart and remove 98% of spots like a pro!



California-Compliant Kit Also Available!

Basic Procedures

1. Remove any wet or dry residue by blotting or dry vacuuming the area.
2. Identify the spot on the chart.
3. Before applying the first spotter, test a small amount in an inconspicuous area to determine the carpet's colorfastness.
4. After applying the first spotter, place a clean white towel on the spot and tamp with a spotting brush.
5. Check the towel to see if the spot is lifting.
6. Continue to follow the steps on the spotting chart until the spot is completely removed.



Ideal for oil, grease, tar, ink, gum, etc.



Paint, oil, and grease remover



Pre-spray, spotter, and booster



Tannin stain remover



General spotter



Removes stubborn ink stains



Removes tough rust stains



Strips away stains and dyes



Removes synthetic dyes, like Kool-Aid



Removes organic stains, like wine





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