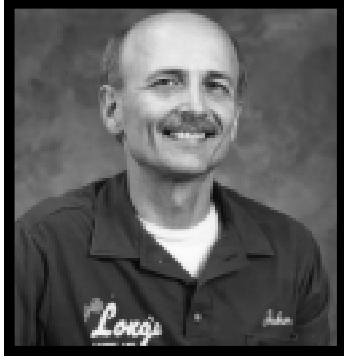


Don't Be Caught Short . . . Call Long's!

For Service, Please Call Us at (740) 676-2178



John Long, Owner  
IICRC Certified Master Cleaner

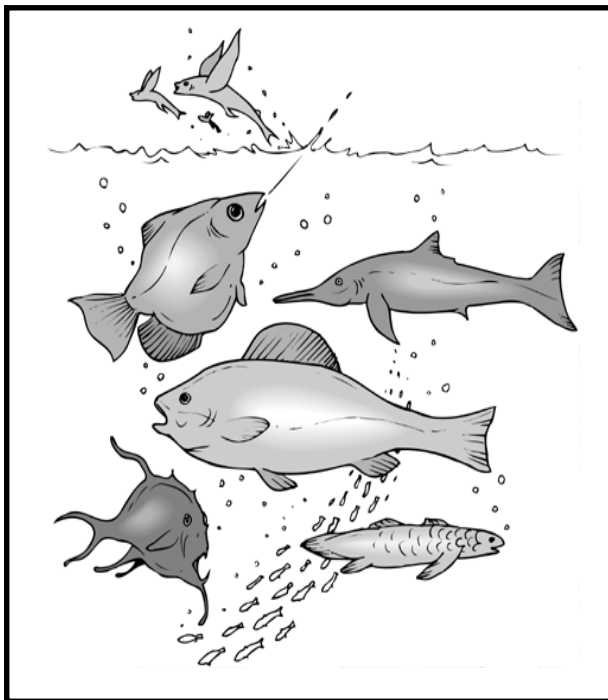
News

from



Cleaning and Restoration

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**Carpet Restoration A Serious Business!**  
When you are confronted with an emergency involving water extraction you need the services of a qualified professional to avoid mildew and loss of your carpet. Halfway measures will cost you more money in the long run if you end up having to replace your entire carpet.

#### COVER STORY

### Terri Faces a Flood of Problems

Terri Laffler fumbled for the keys to open her front door. She juggled a grocery bag in one hand, her purse and the mail in another. She carried so much, she couldn't see her hands, so she felt each key to find the right one for her door. Finally, she found the right key and turned the deadbolt open.

Splosh! Water poured out of the door, onto the sidewalk, and over her blue pumps. Terri dropped her keys and almost dropped her bag trying to jump out of the way.

The flow quickly slowed to a trickle, then to drops, then stopped. Terri stared at the newly formed puddle on her front step. What was going on here? Where did all of that water come from? Then the smell rose to her nose—the sharp mildewed smell of...

Fish tank water!

She hurried into her front room. Squish. Squish. Squish. Water pooled beneath her feet with each step. The stench filled the house.

Terri stopped at the ruins of her once-proud fifty-five gallon saltwater tank. Somehow the side glass of the tank had given way, shattered and dropped its contents. Water soaked the carpet from one end of the living room to the other. Bits of coral fanned out in a pile at the base of the stand mixed with glass. Her clownfish was no-

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## How will I ever fix this? Water was bad enough, but there was salt and algae and the smell.

where to be seen but its anemone had splattered on the coral mound, bits flung in every direction. The two domino damselfishes lay still. The yellow tang lay halfway across the room and feebly gasped its last breaths. Algae covered rock had been flung across the room painting a swath of green and brown ten feet through the center of the carpet. Slime oozed over the edge of the tank splashed against the coral mound and scattered across the carpet.

Terri stood still, water soaking up into her shoes. She clutched her shopping bag, not knowing for a moment what to do or think.

Her first thought was to try and save her fish. But no, there was nothing she could do for them now. Even the tang had stopped moving.

Then she realized with horror the damage that fifty-five gallons of fishy salt water had done to her carpets. She looked at them, noticing them for the first time.

How will I ever fix this? Water was bad enough, but there was salt and algae and the smell. That smell was really awful and....I'll have to replace the carpets in the whole room. Maybe in the whole house. I don't have money for that. I just bought them last year....

Terri put her things down in the kitchen and sat down at the stool by the phone. All she could think of was to call her mom. Her mom had the answers to fix any problem.

Terri's mom gave her the phone number of the carpet cleaner she used and told Terri to call him right away. He had been her carpet cleaner for years and offered excellent services. His technicians always knew just what to do and kept her carpets looking beautiful. He also had told her before that he did emergency work if she ever needed it. She was sure that he could help Terri out with her fishtank water.

Terri called her mom's carpet cleaner. He was a pleasant, well-informed man. The damage to her carpets sounded like it was extensive. He would have to see how much work it would take to restore her carpet. It was important to get all of the water out and begin restoration as soon as possible. He scheduled one of his

technicians to clean her carpets immediately.

While she waited for the technician to arrive she decided to clean up the larger messes that her broken fish tank had caused. She sloshed across the living room to change out of her work clothes and especially her shoes. Her shoes had water lines up them with drying salt. They would never come clean, how did the carpet cleaner expect to ever get her carpet clean?

The carpet cleaner arrived just before she had scooped up the last of the gravel from the floor. She didn't know what to expect with the technician. She thought maybe he wouldn't know how to handle this much water, or have the right equipment to clean up her house. She was pleasantly surprised to find that the technician had all of the equipment to do the job right the first time. He knew all of his equipment and how to use it properly. He wasted no time and started right to work.

As it turned out, the carpet technician had a bit more work than just cleaning and water extraction to restore her carpets. But he knew exactly what he needed to do to fix her carpets like new again. The carpets showed no damage from the fishtank water. The room looked and smelled great once again.

Terri replaced her fish tank with an acrylic sided one. She didn't want to take any more chances. But she didn't have to replace her carpeting. The carpet cleaner's emergency restoration and cleaning had done the trick.

As a professional in this industry I recommend prevention before there is a crisis. Give me a call today and we'll be glad to let you know how to get your carpet really clean. If it's been awhile since you've had your carpet cleaned, then we'll come out and give you a free carpet inspection, if you'd like. Also, if you decide to have your carpets cleaned and protected, we will be glad to assist you. If you do find yourself with a situation like Terri, feel free to call us for fast efficient service. Some problems, like Terri's are best left to a professional. Don't Be Caught Short, Call Long's!

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Here are the answers to last month's quiz:

1. If you soak a wax applicator in cold water before you use it, it'll absorb less wax and more will end up on the floor. True. Soaking a wax applicator in cold water before you use it will absorb less wax and more will end up on the floor. Soak a wax applicator in warm water for best use.

2. One way to save big on cleaning supplies is to buy from a janitorial supply company. True. You can buy generic cleaning solutions that cost a lot less than supermarket brands at a janitorial supply company. Also, there are cleaning tools that you will never see in a supermarket that work well with your cleaning supplies.

3. Furniture polish will perk up a piece of furniture that is worn and shabby. False. If the finish on a piece of furniture is worn and shabby, the cure doesn't lie with a furniture polish. What's needed is refinishing. But if the finish is in good shape, many polishes can help keep the piece looking presentable for a long time. Here's another tip: furniture polish won't protect against heat damage to the finish that is caused by hot items or from solvents such as alcohol in a beverage, aftershave lotion, perfume, cough syrup, and the similar products. The best protection is a nonabsorbent barrier, such as a dish or a coaster.

4. Mold and bacteria from humidifiers and vaporizers can trigger allergic

symptoms.

True. Humidifiers and vaporizers should be scrupulously cleaned daily. If not cleaned on a regular basis, the mold and bacteria from these products are sprayed into the air through your humidifier.

5. Liquid drain cleaners are a good clog opener for your pipes.

False. Although the label on the bottle says it won't harm pipes, this isn't always true. If you have plastic (PVC) pipes the heat liberated by these products may soften them, perhaps enough to loosen a cemented joint. If you have metal pipes that are old and corroded on the inside, the heat and chemical action might be enough to put a hole in them.

6. There is a specific time when you should add chlorine bleach to your wash.

True. Adding bleach too early may destroy enzymes and fluorescent whiteners in the detergent. But if you add it after the wash cycle, it may not be completely removed during the rinse. As the machine fills with water, pour it in with detergent then add clothes after agitation begins. To get brighter results: add detergent then clothes, then add bleach (diluted in 1 quart water) once clothes have begun agitation. Never pour bleach directly onto fabric.

7. If you rip a sheet, you should just throw it away.

False. If you rip a sheet, don't throw it

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away. Don't ignore it either or the rip will get bigger. Buy adhesive-backed lightweight sheeting fabric patches in a sewing store or the notions section of a large department store. Follow the simple instruction on the package. Cut the patch to size, lay it adhesive side down on the wrong side of the sheet or inside the pillowcase, and iron it on with a dry iron.

8. If you are working on any finished material (such as a chrome fixture) you should not use a tool with teeth. True. If you are working on any finished material, do not use a tool with teeth. Wrap the item with a rag before you apply pressure. If you are having problems with a stiff valve, increasing the pressure may damage the piece. Use Liquid Wrench or silicone. If it's really stuck, don't risk breaking it by forcing it; call a plumber.

## Questions for next month:

1. Mildew thrives in sunny, ventilated environments.
2. The most effective way to remove white rings (due to heat) from wood is to rub in salad oil.
3. Baking soda is an effective deodorizer for your dishwasher.
4. When glassware becomes filmy, it is permanent.
5. You should not put glasses in the dishwasher if you have soft water.
6. You can check for colorfastness (bleachability) with a mixture of bleach and water.

Some of the information for these questions and answers came from the books of cleaning expert Don Aslett.