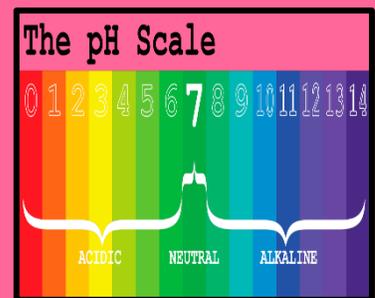


The SHE KLEENS Series:

FABRIC CLEANING



An Exclusive from Cleaning Industry Author Mark Exner

An IICRC Approved Publication

TEXTBOOK # RTS1004UFTSK

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About the ISSA and Cleaning Management Institute: The International Sanitary Supply Association and its' education department, the Cleaning Management Institute also offer courses and other types of support. This includes publications, many which are free of charge. **Contact them at www.ISSA.com**

Welcome to ***SHE KLEENS! SERIES***

Thank you for being a growing and exciting part of the Cleaning Industry. Opportunities for women in the cleaning segment is an especially important part of the future of the cleaning industry. A unique path for women to a great income begins here.

Advantage: Female!

The Advantages Women Have in Cleaning:

- ✓ In a home setting, woman to woman contact allows an elevated trust so often lessened when a male arrives at the home to meet a female resident customer. In this case the customers general level of trust tends to be much more relaxed towards a woman; and the communication will reach an elevated level at a much faster rate.
 - ✓ Women tend to have a heightened sense of detail when cleaning. This can be a valuable asset when performing a close and personal cleaning such as upholstery - including right down to the customers' bedding.
 - ✓ Women are aware of the needs and surroundings inside a home, generally more than a male is. She tends to see the needs, as well as seeing the larger picture. Often the value of her services to the homeowner increases at an expedited rate providing she is openly qualified to perform the services.
 - ✓ It is our belief we can inspire woman to create an income that requires minimized physical effort and time.
 - ✓ Woman to woman references tend to be strong, trusting, and lasting.
 - ✓ Women's natural comfort with fabric knowledge seems to be greater level than men in general.
- In this cleaning manual you will find a carefully planned opportunity; as well as a planned effort to achieve it.

Marketing Fabric Cleaning Opportunities

We will first focus on the opportunity of cleaning fabrics. The world of fabric cleaning is full of untapped potential, and unlimited income. Income that is often repeated many times on a yearly basis. Jobs can even be booked a year ahead. Fabric cleaning, like washing clothes, needs to be done on a regular basis. The cleaning process is also like washing clothes, making it easier to learn and offer the service.

Where is the work to be found?

1. Furniture Stores - clean what they sell, be their service company and their referred maintenance company. Setup a service contract that touches up the showroom furniture as customers soil things during store visitations. Provide a fabric sealing service for all they sell. Service the furniture they sell (in the customers' homes) for years.

2. Residential Homes – areas rugs, fabric furniture (standard cloth & leather), fabric walls, mattresses and headboards, bedspreads, wall decorations like tapestries, draperies, fabric blinds, outdoor furniture, lampshades, vehicle interiors, boat interiors, aircraft interiors, and specialized spotting and stain removal of carpeted floor coverings.

3. Residential & Commercial Outdoor Furniture, Umbrellas and Awnings

4. Disaster Restoration Companies - fire restoration, contents cleaning, water damage.

5. Consignment Stores – clean or spot clean the furniture they sell, either in the store or in the customers' homes before they transport it to the store. Clean furniture smells fresher, looks newer, and sells faster.

6. Model Homes – Work with home builders to clean and maintain the model homes prior to selling the model homes. It is common they will utilize a staging company. Be sure to clean or spot clean the carpeting while you are there!

7. Staging Companies – Staging companies bring furniture, pictures, etc. to a vacant home for sale to make it warmer and appealing to purchase the home.

8. Commercial Settings -fabrics- in lobbies and office sofas, chairs, wall dividers room dividers, cloth banners office chairs, board room, fabric walls etc.

9. Automobiles, Recreation vehicles & trailers, watercraft, and aircraft. Vehicle rental locations!

10. Furniture Rental Outlets – they utilize nearly all synthetic fabrics that clean and dry fast. Consider offering fabric sealer to them for add on sales. This is especially true for mattresses, and other high touch items for removing bacteria and odors. Furniture rental outlets rarely clean rental items.

11. Hotel and Hospitality Settings: mattresses, furniture, drapes, fabric blinds, area rugs, wall coverings like tapestries, etc. Mattress cleaning (to control bedbugs), and the lobby furniture are usually the easiest to sell.

12. Fabric Stores - offering to clean or seal what they create is a small market concept but could lead to larger work.

13. Interior designers and Decorators: Most are women. You can not only clean what they install, but also provide the fabric sealing service for the upgrade items they sell to the consumer. This opportunity may apply to both residential and commercial settings.

14. Movie Theaters / Indoor Amphitheaters /Arenas- Movie theaters and areas require constant service - along with common area furniture and onsite office. Most are easy to clean and fast to dry polyester fabrics.

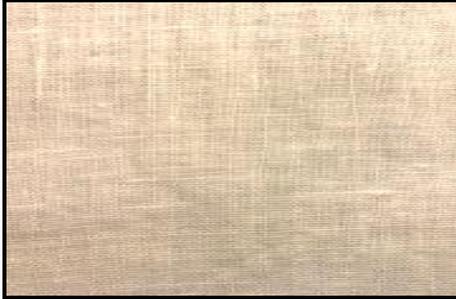
15. Antique or Sentimental Stuffed Toys / Animals

*The **FEAR** of Fabric Cleaning*

The average cleaning person tends to shy far away from fabric cleaning. They falsely assume there is too much “risk” in cleaning either cloth or leather. I am glad to state that just is not the case. The risk is cleaning fabrics *without* formal training and proceeding to guess at each step you take until completing your cleaning, you just cannot guess, you must know and fine tune your craft. Unlike so many other ways to make money cleaning, there is truly little competition. The more you clean fabrics the simpler it tends to become, the less mystery it is, and the faster things go forward.

There may be complications since there are so many blends for fabrics, some may be difficult to identify. Test well, and test with intelligence and patience. You *can* do this, and you *will* discover how great the income is all the while working so much easier than other cleaning tasks. It is estimated we are cleaning less than 10% of the worlds’ fabrics, so the whole world of fabric cleaning opportunities is yours!

LINEN



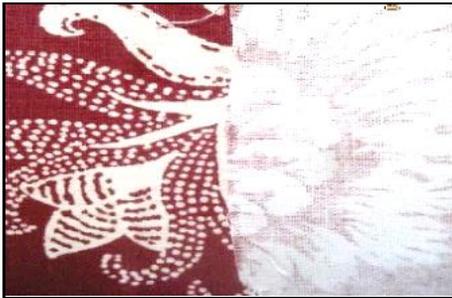
Linen fabric



Linen chair with printed (ink) words



Wool carpet with linen squares



Linen print fabric



Linen print fabric



Linen & sisal carpet blend

Linens' Background:

Linen comes from the stem of a flax plant. It has a soft hand and is a high-quality natural yarn. Like silk, it is considered a yarn of luxury. The use of linen has been traced as far back 4,000 years ago. Ancient Egyptians used linen as a burial cloth. Besides furniture, it is used as a blend in carpets and area rugs. The most common yarn it is blended with is wool.

LINEN CLEANING CONCERNS: DISADVANTAGES

1. Very susceptible to cellulosic browning ("brown outs") from alkaline cleaning solutions. It is best to clean with Dry Compounds, dry cleaning solvents, neutral cleaning agents, or mild acidic detergent solutions.
2. Subject to shrinkage, mildew, and mold.
3. Linen tends to turn dark when wet; may be confused with linen:



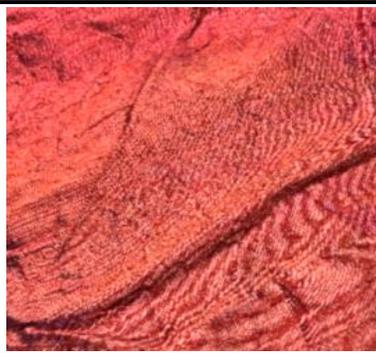
Darkest areas in the above three photos are the still damp areas after cleaning. Notice some has already dried. This is due to the amount of total wet and dry passes it took to clean the linen fabric.

4. Linen can be difficult to spot as linen may absorb the stain. Beware of possible water rings in linen after spotting.
5. Clean with caution, and consider using The Barrier Method when cleaning linen that has been dyed dark red, dark blue, dark green, or black. The Barrier Method is described in the Cleaning Systems Module.

SILK



Silk cocoon & dime showing size



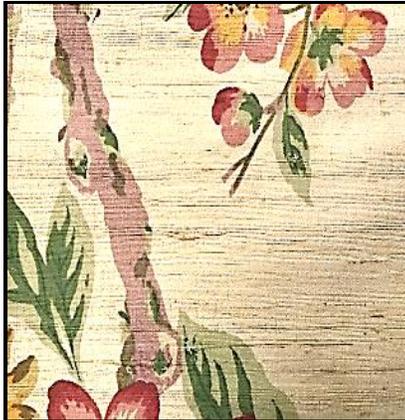
Silk fabric



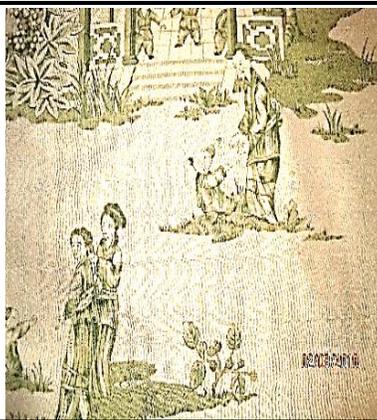
Silk chair



Formal dining chair



Silk print



Silk print



“Too aggressive spotting = “Pile Distortion”

Silks' Background:

Silk is made from silkworms. It is estimated the silk was discovered in China approximately 3,500 BC. Most of silk comes from China (54%) and India (14%). There are three kinds of silk: cultivated, uncultivated and raw silk. Silk is a very fine, yet strong yarn. Until recent years, silk was found only in area rugs. In recent years silk has been offered in wall-to-wall carpeting, and most often blended with wool. Cleaners are strongly suggested to take both a professional rug cleaning course and fabric cleaning course prior to engaging in silk area rug cleaning.

SILK CLEANING CONCERNS: ADVANTAGES

1. It is a strong yarn. Apply soft and gentle agitation only.
2. It is naturally flame resistant. Like wool, it absorbs moisture from the air around it.

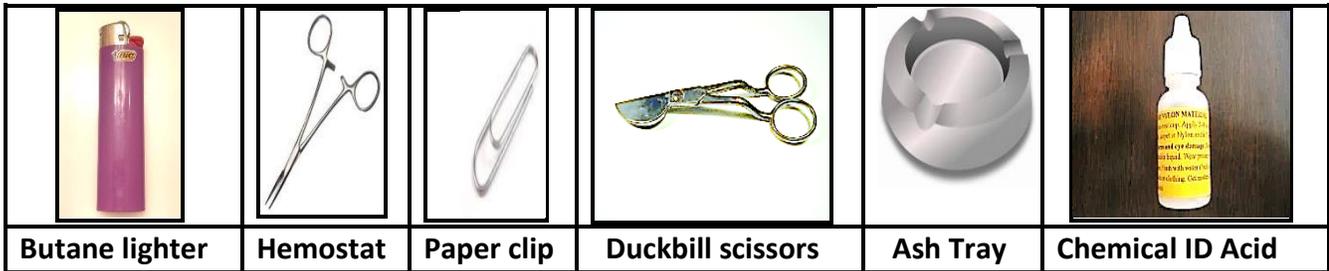
SILK CLEANING CONCERNS: DISADVANTAGES

1. Silk can be damaged by acidic pH cleaning solutions- even mild acidic pH. It may be damaged by alkalinity. Best pH is neutral 7. It is the only yarn that hates (may be damaged by) acidic solutions.
2. Cleaning or spotting solutions may permanently alter the hand or feel of the silk when dry. If the silk is an area rug, it should be ideally cleaned in a plant designed for area rugs. If it is to be cleaned on location, the Dry Compound Method is preferred.
3. Colorfastness is always a concern. Always test with patience for colorfastness.
4. Silk loses 20% of its strength when wet.

MODULE 6

YARN FIBER IDENTIFICATION

Carpet fiber identification is a crucial part of a cleaning technician's information towards the road to a success cleaning. It is best to keep it simple. Technicians should be able to properly identify a carpet yarn within a few minutes. Below are some of the tools needed to identify carpet yarns.



Natural Verses Synthetic Yarns

When burn testing, technicians will first notice that the natural yarns will burn, and the synthetic yarns will melt. Secondly, they will notice that the natural yarns' ashes (cellulosic and protein) crumble; and the synthetic yarns will have hard bead for an ash (melted plastic).

The Burn Test

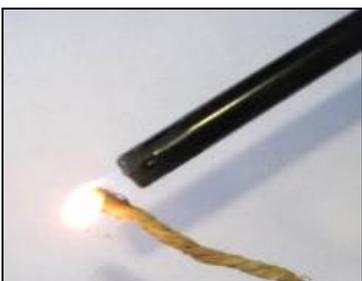
The burn test is a simple way to identify a yarn. Each yarn has individual traits when burned which assist the technician. Technicians will observe the yarn when burning to identify its odor flame and when extinguished, its ash.



1. Get yarn close as possible to the flame. Do not set it on fire.

Notice this yarn has different colors

See if it shrinks away from the flame. If it shrinks away, it is a synthetic.

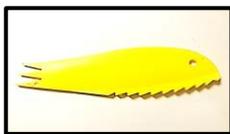


SPOTTING and CLEANING TOOLS:

				
1. Tamping Brush	1. Tamping Action	3. Natural sponge	4. Horsehair Brushes	5. Brush for synthetics

				
6. Velvet Groom Brush	7. Carding Brush	8. Hair Removing Brush	9. Lint Roller	10. Crevice tool

				
11. 1850 watt Hair Dryer Must have cold setting	12. Air Mover	13. Plastic Tarps	14. Black Lights	15. Moisture & urine detector

				 
16. Spray bottles	17. Pump sprayer and Spray Gun		18. pH ID "Kit"	19. Bone scrapers