

# Brothers Cleaning Services

## Emergency Spill & Clean-Up Help



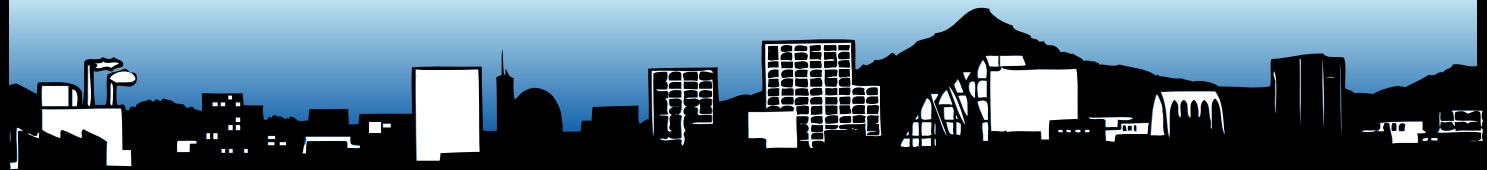
Coffee, Hot Chocolate and Soda Pop Spills  
On Carpet Need **IMMEDIATE ATTENTION!**  
Follow these instructions to minimize staining.

These are the most frequent kinds of accidents that can happen in offices. Time is of the essence, so follow these easy steps **before** you do anything else. THEN, call us so we can follow up to minimize potential damage or stain to your carpet.

1. Take 3 or 4 paper towels (a cotton rag or towel is OK too) and place them **directly on top of the spill**.
2. Use your hand or foot to apply downward pressure directly over the spill. This will "blot" up excess liquid. Remember to **blot** and **not rub** the spill area.
3. REPEAT Step 2 with NEW paper towels or dry cloth as many times as necessary to remove moisture.
4. It's now time to add some moisture back to the area. Take a clean cotton rag and get it sopping WET with warm water. Place it over the spill and apply downward pressure as you did before.
5. Finally, REPEAT Steps 2 and 3 to remove the warm water you added back to the carpet in Step 4.
4. **NOW**, call us at **484-9402** and let us know the details of the spill: **WHAT**, **WHERE**, and **WHEN**. If you can, fax us a map of your office with the carpet spot marked or email a map to us at [customerservice@brotherscleaning.com](mailto:customerservice@brotherscleaning.com)
5. When we clean your office that evening, we will evaluate the spill area and take measures to remove and minimize staining.
6. If necessary, we will contact and update you on our findings and any additional steps that may be required.



In MOST cases, **rapid response** to a liquid spill will **prevent permanent staining**. If in doubt as to what you should do, **CALL US**. We are here to help. **484-9402**



Post This in Your Break Room and Near Coffee Bars, so Everyone Knows What to Do!