

HEALTHY, WEALTHY & WISE

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Why do Spots Come Back?

Naturally you expect your carpets to look better after cleaning than before. So it may come as a surprise when some of the spots return. There are two reasons that this can happen: re-soiling from various residues and soil-wicking.

Re-soiling

Re-soiling is the result of new soil that is attracted to an oily or sticky residue on the carpet. One of the most common residues is left behind by common spot removers. Some of the products sold at grocery and home improvement stores can leave behind sticky, soil-attracting residues, especially when they are over-applied or not thoroughly rinsed.

Other residues that cause rapid re-soiling are: food grease, animal body oils, adhesive-tape residue, petroleum-based oils, moisturizing lotion, hair-spray, tanning oil, and sugar from spilled drinks. Once the visible soil is cleaned away from these areas, the carpet will look clean. However, the invisible residue acts like a soil magnet, leading to rapid re-soiling. This can take days or even a few weeks to occur.

Soil-wicking

Soil-wicking is another common reason that spots reappear after cleaning. Soil-wicking is a result of how carpet is made

and how it dries. Carpet is made up of multiple layers. Each of these layers plays a role in soil wicking. The yarns that you see in the face of the carpet are stitched into a thin, woven fabric called the primary backing. This primary backing can be seen by parting the fibers of the carpet and looking down between the rows of yarns.

During "normal" carpet cleaning, the intent is to clean the face yarns only. But sometimes spots, spills and pet urine penetrate the primary backing. If you look at the back of the carpet, you will see the secondary backing, a coarser, stiffer woven material designed to give the carpet more strength and stability. The secondary backing creates a capillary action that can spread a spill out to a much larger area than you see on the surface. Just a 2-4 ounce spill can create a 12 inch diameter spot on the back of the carpet.

Between the primary and secondary backings, there is a layer of latex adhesive holding it all together. Some spills can penetrate into this layer and dry. These deposits can be "reactivated" by normal cleaning and wick to the surface of the carpet fibers during the normal drying process. These returning spots can be as much of a surprise to your carpet cleaning professional as they are to you.

NATIONAL INFLUENZA VACCINATION WEEK: DECEMBER 4th-11th



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Holiday Drumcake

Ingredients:

- 1 (8 or 9 inch) chocolate cake layer, 1 1/2 inches tall, baked in a springform pan with removable sides
- 1 (1.5 quart) carton slow-churned Peppermint Ice Cream
- 1 (16 ounce) container prepared vanilla frosting
- 24 thin candy canes or sugar sticks
- 12 glaze (candied) cherries
- Chocolate decorating icing
- 2 long pretzel rods
- 2 large marshmallows
- Red or green sugar crystals

Directions:

1. Freeze cake in pan for 30 minutes to firm top. Spread ice cream in an even layer to the top edge of pan. Freeze several hours until ice cream is firm.
2. Remove sides of pan. Frost sides of cake and a 1-inch border around cake top. Return to freezer if ice cream softens.
3. Squeeze decorating icing in a crisscross pattern on top. Press sugar sticks diagonally around sides (if using candy canes remove bent tips). Place cherries around top of cake. Freeze several hours or overnight before serving.
4. Dampen top and sides of marshmallows with water. Roll in sugar crystals. Insert pretzel sticks to make 'drumsticks'. Place on top of cake before serving.

Fun Tip: Prepare a chocolate cake mix, making two cakes and reserving one cake for another use

recipe and image courtesy allrecipes.com

Why Do Spots Come Back? *(continued from cover)*

The reason the spots return has to do with the mechanics of capillary action. As carpet dries, water evaporates from the tips of the carpet yarns, drawing some of the remaining moisture behind it. If there is any kind of soil or spill at the base of the yarns or in the backing, it too can be drawn up to the yarn tips. Unfortunately, while water readily evaporates, soils do not. So the spots that were hidden in the backing system are now at the top of the carpet where they can create a visibly noticeable spot. Correcting recurring spots may simply require a thorough rinse. Other

times, specialized cleaning agents and more intensive cleaning techniques are needed.

While we do our best to prevent recurring spots, it does happen sometimes. If you ever see a spot come back after Professional Carpet Systems cleans your carpet, please call us as soon as possible so we can return and properly address the situation. Once we find the cause, we'll use special techniques to correct it and leave your carpet spotless again.

Keep Your Water Flowing This Winter

Frozen pipes not only mean the inconvenient lack of water, they can also burst, causing expensive repair problems. Homeowners are often understandably frantic to get water pipes running again. But thawing pipes improperly can lead to more problems.

Use the right method for thawing

A little heat on the right pipe could get that water flowing. But a flame on the pipe is a very bad idea.

According to fire experts, flames under the house, even when directed at pipes, are a common cause of fire. The open flame from a heater, especially a propane salamander, can ignite a propane salamander, can ignite insulation or flooring materials under a house.

Excessive heat on metal piping can cause water to boil, causing the pipe to burst. If you know where the pipes are frozen, first open the faucets and then apply heat with a hair dryer or electric heating pad.

Prepare ahead

If you know your pipes are prone to freezing, take some simple steps ahead of cold weather. First, prepare an emergency water supply. Partially fill a bathtub with water when very cold temperatures are predicted. This can provide water for pets, cleaning, or bathing. It will also give you some breathing room so you can take your time unfreezing pipes.

Next, keep the faucets open to a drip. This will help prevent pipes from freezing. Open your cabinet doors in the kitchen and bathroom to allow warm room air to circulate.

Prevent frozen pipes

One of the best ways to prevent frozen pipes is with heat tape or heat cable. These low-heat products usually can be plugged in at the beginning of the season and left until Spring.

Disconnect outdoor hoses and close valves supplying outdoor faucets.



Frozen pipes can lead to damage, but improper thawing may create even more problems.

If the problem with frozen pipes is persistent every winter season, consider relocating exposed pipes. Although this is a major project, it is worth the temporary hassle and expense to prevent future problems.

Wishing You Joy and Peace!

It's common these days to complain during the holidays about how commercialized the season has become. In fact, complaining about the holidays has become as much of a tradition as the holidays themselves.

Let's break that tradition this year! Call it commercial if you want, but when your family members gather around the Christmas tree, each one hopes the gift delights the receiver.

Call it commercial, but when you light the last candle of the menorah and give the last gift, you hope you have given light and joy.

We hope that this year you'll enjoy the fruits of all your good work. You

Holiday Weight Gain? Not as Bad as You Might Think!

People gain weight during the holidays, but not as much as they think, according to dietitian Cynthia Sass. Sass points to a 2009 study from Texas Tech University that followed 48 men and 100 women for six weeks from Thanksgiving to Christmas. On average, the subjects gained one and a half to two pounds each.

While this gain isn't terrible, it tends to stay on. Sass says weight creep is responsible for adults gaining 10 to 20 pounds over a 10 year period.

If you want to avoid that extra pound or two, Sass recommends drinking two cups of water before meals. One study found that adults who followed this prescription were able to shed 40

Insulation in attics, basements and crawl spaces will help prevent frozen pipes, too. Just make sure that pipes are on the warm side of the insulation. If pipes are on the cold side of the insulation, they are more likely to freeze.



There is nothing commercial about simply spreading joy to your loved ones.

are appreciated by your family, your employers and by us.

This year, let's complain less, delight in the giving more, and open up our hearts and be thankful for the season. It maybe a little commercial but it sure is a lot of fun. Here's hoping you'll be joyous!



Try to choose just one carb item each day, instead of every single meal.

percent more weight during a 12-week diet period. Drinking water also makes us less hungry.

Finally, budget your carbs. Holidays are carb heavy with potatoes, cakes, pies, breads, and cookies. Try to choose just one carb item each day so you can indulge, but not at every single meal. If banana bread is on the menu for lunch, skip the toast and potatoes at breakfast and dinner.

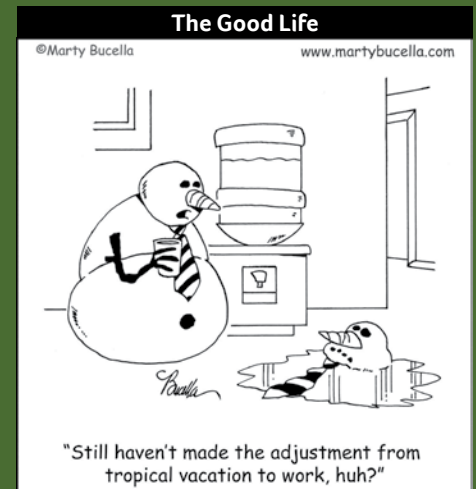
Good Clean Funnies

What do you call a snowman in July?
A puddle

Why did the Christmas tree go to the barber?
It needed to be trimmed.

How is Christmas like your job?
You do all the work and the fat guy in the suit gets all the credit.

Which hand is it better to light the menorah with?
Neither, it's best to light it with a candle.



Moneywise

Easy ways to sell old smartphones

Americans are upgrading their smartphones at an average pace of every 32 months, according to the NPD Group.

Instead of sticking the old phone into a drawer or throwing it away, however, many consumers can recoup some of the original cost by trading it in or selling it outright.

Those purchasing iPhones directly through Apple can take advantage of their trade-in program but nearly every major retailer and phone company, such as Best Buy or Verizon, will often offer an option to trade a phone in to reduce the cost of an upgraded phone.

Although these are the most accessible options, consumers can usually squeeze a little more value from their device by selling it themselves on sites like eBay, Swappa, or Gazelle if they are willing to do a bit more research and legwork.

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Stone Cleaning and Polishing
Water Damage Restoration
Wood Floor Cleaning and Rejuvenation

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Win a \$25 Restaurant Gift Card!

Read this edition of Healthy, Wealthy & Wise to find the answer to the following trivia question:
The four components of most carpet include face yarns and:

- A. a primary backing, latex adhesive and vinyl vapor barrier
- B. a primary backing, acrylic bonding agent and jute
- C. a primary backing, latex adhesive and woven secondary backing
- D. a proprietary formula of spots, soils and stains

Once you've found the correct answer, email it to anna@pcssuperior.com. At the end of the month, we will draw from the correct answers and someone will win a \$25 restaurant gift card!

Contest Expires 12/31/2018.



**Need help with your wood floors and not sure where to turn?
Professional Carpet Systems has your answer!**

We are now fully trained and ready to offer residential wood floor deep cleaning and a rejuvenation recoat service. Minimal cure times and long lasting results. Bring back that clean floor shine that your home has been missing.