

# CONSUMER INFORMATION GUIDE

## ***"Pet Stain and Odor Removal"***



***<http://healthycarpetcleaner.com>***

**P**ets are wonderful, of that there can be no doubt. The unconditional love that pets give their owners has enduring value. The thought of going through life without one's prized pet(s) seems unbearable.

The benefits of pet ownership are slightly offset by the sometimes "erratic" behaviors and traits of individual pets.

## **Pets do leave their mark...**

- **Fur**

Hair shedding and animal dander are allergens that can contribute to asthmatic symptoms for many people. Pieces of pet hair firmly embed in carpeting, area rugs, furniture, and even drapery. It is virtually impossible to remove it all, but professional cleaning is recommended frequently to control the fur problem.

- **Oils**

Pets secrete oils from their fur and feet that leave a residue on your carpeting and other flooring surfaces. This oily residue also penetrates deep into the upholstered furniture, contributing to the accumulation of smelly, hard-to-clean soil deposits.

- **Smelly Odors**

Many pet owners do not realize that their home has an odor because their sense of smell becomes acclimated to the malodors over time. Guests can tell immediately if you have a pet unless you have been very diligent with cleaning. That's where we come in!

- **Some pets literally use carpeting as a bathroom**

It is unpleasant to think about, but it is true. Many pets, whether very young or very old, have “accidents”. Urine is a menace to your furnishings because it destroys fibers and resists cleaning processes due to the waxy, sticky residue that is left after the moisture evaporates.

***See our website for detailed information  
describing the composition of urine.***

- **Urine affects more than carpeting alone**

In many instances, the carpeting is soaked with urine completely through to the backing and padding. This is where the majority of the contamination issues cause problems because it is impossible to completely remove the deeply embedded deposits from the surface without professional help.

# **Your Cleaning Options for Pet Stain and Odor Removal**

## **Light to Moderate Deposits**

### **Option 1) Surface Cleaning Only**

For light to moderate urine contamination where the backing and padding has not be saturated, a surface cleaning process is acceptable.

- Using our “Healthy Home” or the “Complete Restoration” option, we pre-treat all spots and stains with special urine pre-conditioner to dissolve urine solids.
  - Note: Because pets track their urine messes onto other areas of carpeting, we think that it is a good idea to service any area that the pet has touched.
  - With this option, we apply a non-toxic protective finish to make your carpeting more resistant to staining and soling in the



## Moderate to Heavy Contamination

For a moderate to heavy contamination, further treatment is required to address the contamination. There are three separate options available for addressing the contamination within the backing and padding of the carpeting.

### **Option 2) Sub-Surface Extraction (70%-80% Successful)**

1. From the surface/face of the carpeting, we apply a specialized cleaning solution atop the urine contaminated areas. This specialized cleaning solution liquefies the urine deposits deep into the backing and padding.
2. We then utilize a powerful deep subsurface extraction tool to remove the cleaning products and all urine deposits.
3. Finally, we clean and sanitize the remaining carpeting using our "Complete Restoration" level of cleaning.
4. The cost of subsurface extraction is \$45 per area (30" circle). A discount for four or more areas may apply.

### **Option 3) Full Service Stain and Odor Removal (99% Successful)**

1. We first begin by fully disengaging carpeting from the wall.
2. From there we disengage and remove all contaminated padding.
3. Once we have removed the padding, we must clean and seal the sub-floor.

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4. Then we must clean the carpet backing using specialized cleaning solutions to remove urine deposits.
5. Following cleaning, we must seal the tuft bind of the carpeting to seal out any residual urine deposits through an encapsulation process.
6. Next we clean the face side of the carpeting to remove the contamination from the surface of the carpeting. This is followed by a deodorization process to ensure the odor has been properly removed.
7. The cost of this process is, on average, approximately 1/3 to 2/3 the cost of replacement with a quality carpeting.

#### **Option 4) Total Replacement - (100% Successful)**

The guaranteed method for fully removing the urine contamination is to replace all carpeting and padding. In the event that you decide to replace the carpeting and padding, you must thoroughly clean the sub-floor, disinfect, and seal the sub-surface properly.



# Pet Stains Removed!

*What if I were to Tell you that we can remove 99% of all pet stains?*

As surprising as it may sound, this is a fact. The rest of the industry believes that all old urine stains are permanent. In fact, I am certain that there is not a stain that we cannot remove, old or new. Even bleached areas where the color has been removed or reduced so that it is no longer intact can be fixed. With those types of stains, we would re-dye by adding the missing color.

The concern within the carpet cleaning industry is that the majority of carpet cleaners are unaware of the rapid changes and advancements in technology. Recent developments have produced several new cleaning agents and procedures that make old urine stains, and practically every other type of stain, removable. Admittedly, these procedures require additional time, effort, and specific choreographed procedures. What does this mean?

It means that nearly every stain and associated odor, whether urine or feces, can be removed. Yes, the additional stain removal techniques require an extra investment.

Often times, the assumption when having carpeting cleaned is that everything should be included. Actually, high quality carpet cleaning is an art. Specialty spot and stain removal is a science which, when combined with high quality carpet cleaning makes for a high quality end product.

# Enviroclean of Illinois, Inc.

## Teaching Credentials and Experience:

- Founding Members of the Health and Hygienic Cleaning Certification Institute
- 30+ Years experience in Health-Focused Cleaning.
- Consultants to the Health Care Industry regarding Health Care related cleaning issues.
- Consultant to numerous health care facilities.

## IICRC Certifications:

- **Carpet Cleaning**
- **Upholstery Cleaning**
- **Water Damage Restoration**
- **Carpet Color Repair**
- **Persian, Oriental, and Fine Rug Care**

