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Consumer Information Report #8

PET STAIN AND ODOR REMOVAL

“We’ll get rid of your troublesome pet stains and odors for good!”

Kevin Buck, Owner

Pets are wonderful...of that there can be no doubt. The unconditional love pets give their owners has enduring value. The thought of going through life without one’s prize pet(s) seems unbearable.

The benefits of pet ownership are slightly offset by the sometimes-erratic behaviors and traits of individual pets. You have to take the good with the bad.

Pets do however leave their mark...

- ❑ **FUR!** Hair shedding and animal dander are allergens that contribute to asthmatic symptoms for many people. Pieces of pet hair firmly embed in carpets, rugs, furniture, and even draperies. It’s 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 carpets and flooring surfaces. This oily residue also penetrates deep into 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 problem because their sense of smell becomes acclimated to the malodors over time.



Guests can tell immediately if you have a pet unless you've been very diligent with cleaning. That's where we come in!

The oils from fur have a distinctive odor. Have you ever gone into someone's home that smells like "dog" or "cat"? All pets secrete an oily residue that gets on your furnishings.



Some pets seem to enjoy using your carpet as a toilet!

It's unpleasant to think about it, but it's true. Most very young and old animals have "accidents". The trouble is, for every time you *know* they defecate or urinate on the carpet, they probably are going 2-3 times!

We've even seen cases where a pet has wiped and dragged its butt across the carpet after defecating, leaving a brown trail of fecal residue. It's no fun to clean that up. Imagine the harmful bacteria that is left behind if it doesn't get cleaned up!

Pet urine especially is a powerful menace to your furnishings because it destroys carpet fibers and can delaminate the carpet's backing..

Here's the real ugly part...pet urine resists normal cleaning because of a waxy, sticky residue that is left behind after the liquids evaporate. No matter how hard you scrub, you can't get it all out without the right combination of cleaning products and processes.



In many instances, your pet's urine will totally soaked soak the carpet...all the way through to the backing and pad underneath!

Under the carpet is where the majority of contamination issues cause problems because it's impossible to remove the deeply embedded deposits from those areas without replacing the carpets. That's why you need professional help.

PET ODOR AND STAIN PROBLEM RESOLUTION

OPTION 1: EITHER GET RID OF YOUR CURRENT PET OR DON'T OWN A PET. --- Not an option! Can you imagine NOT having your pet? Of course not! Forget about option #1.

OPTION 2: EVALUATE THE CONDITIONS. You can't solve your pet stain problems without knowing the scope of the damage. You need a qualified professional to help you with this. Call ON-SITE for a free evaluation.

We use special urine detection equipment to locate the spots and ascertain how severe the damage is. We'll tell you what we find and offer you a number of options to remedy the situation.

To solve urine problems effectively, each and every spot must be identified, and cleaned properly.

YOUR OPTIONS FOR PET STAIN AND ODOR REMOVAL



LIGHT TO MODERATE DEPOSITS:

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

Using our "Pets & Kids" or the "Works" option, we pre-spray all the spots & stains with special urine pre-conditioner to dissolve the urine solids.

We then scrub the affected areas with a dry foam machine including a triple-action anti-bacterial disinfectant deodorizer.

Because pets track their urine messes onto other areas of the carpets, we think that it's a good idea to disinfect the whole carpet!

With the WORKS option, we apply a non-toxic protective finish to make your carpets more resistive to staining and soiling in the future and give you an opportunity to clean up yourself more effectively. This is an important consideration for those with animals who may be apt to repeat their "accidents".

MODERATE TO HEAVY CONTAMINATION: Once the carpet and pad are contaminated with urine, you have 3 options:

Sub-Surface Extraction. 80-90% Successful

- ❑ From the top side of the carpet we pour a special cleaning solution on the urine spots, liquefying the urine deposits deep into the padding and backing.
- ❑ Next we utilize a powerful deep-extraction tool to remove the cleaning products and urine deposits.
- ❑ Finally we clean and sanitize the rest of the carpets as usual.
- ❑ The cost of sub-surface extraction is \$45/area (30" circle). A discount for four or more areas applies.

Our Guaranteed Pet Stain & Odor Removal Process 99% Effective.

- ❑ Pull up the carpet and replace contaminated padding
- ❑ Seal the floor, clean the back side of the carpet, let dry.
- ❑ Then seal the tuft bind (back side) to seal out any remaining residue (encapsulation).
- ❑ Next, we clean the top side and deodorize, followed by re-installation.
- ❑ Costs are generally ½ to 2/3 the cost of replacement with a quality carpet.

Replace Your Carpets (100% Successful)

If replacement is your choice, you must thoroughly clean the sub-floor and disinfect/seal it properly. We perform this service and we also sell & install quality replacement carpets! Cost varies depending on carpet and installation circumstances. Please call for a free quote!

TRY DOING IT YOURSELF?

Cleaning up pet accidents is no fun. It's advised to call a professional such as ON-SITE to deal with pet accidents before you start pouring cleaning products on your carpet and risk "setting stains" in! It's better to use paper towels to absorb, and scoop up the solids with a spoon...as much as possible then call us for further advice.

Call 727-2575 immediately for FREE pet stain removal advice.