

REALLYCLEANFLOORS

Visit www.reallycleanfloors.com to request a free demonstration.

814.273.0888

Consumer Information Report #2

PET STAIN AND ODOR REMOVAL

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

Eric Olsen, 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 oil 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!



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- **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 animals literally use carpets 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! Urine is a menace to your furnishings because it destroys fibers and resists cleaning processes because of a

waxy sticky residue that is left after the moisture evaporates.

In many instances, the carpet is soaked with urine clear through to the back and pad.

This is where the majority of contamination issues cause problems because it's impossible to remove the deeply embedded deposits from the surface without professional help.

We've even seen cases where a pet has wiped and dragged its butt across the carpet, leaving a trail of fecal residue. It's very gross—but not keeping the carpet clean is even worse!

Litter boxes are the source of strong odors. They must be changed frequently or the odor from feces and urine can be overpowering.

PET ODOR AND STAIN PROBLEM RESOLUTION

OPTION 1: EITHER GET RID OF OR DON'T OWN A PET.

Not an option! Can you imagine NOT having your pet? Of course not!

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.

We offer an evaluation service **FREE**. 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.



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YOUR OPTIONS FOR PET STAIN AND ODOR REMOVAL



1) **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.

With our Pets & Kids approach, we pre-spray all the spots & stains with special urine pre-conditioner to dissolve the urine solids.

- We then scrub the affected area with a CRB machine using cleaners with disinfectant and deodorizer.
- Because pets track their urine messes onto other areas of the carpets, we think that it is a good idea to disinfect the whole carpet!
- With the “Always Clean” 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”.

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

A) Sub-Surface Extraction. 80-90% Successful

1. 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.
2. Next we utilize a powerful deep-extraction tool to remove the cleaning products and urine deposits.
3. Finally we clean and sanitize the rest of the carpets as usual.
4. The cost of sub-surface extracting is \$9 per sf. A 30 inch circle is \$45. A discount for four or more areas applies.

B) Guaranteed Odor Removal. 99.99% Successful:

1. Pull up the carpet and replace contaminated padding
2. Seal the floor, clean the back side of the carpet, let dry
3. Then seal the tuft bind (back side) to seal out any remaining residue
4. Next, we clean the top side and deodorize, followed by reinstallation.
5. Costs are generally 1/2 to 2/3 the cost of replacement with a quality carpet.

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3) Replacement. 100% Successful. If replacement is your choice, you must thoroughly clean the sub-floor and disinfect and seal it properly. We can perform this service and we have strategic partners who sell and install top quality replacement carpets! Cost varies depending on the carpet you choose and the installation circumstances. Please call us if you would like a free quote.

TRY DOING IT YOURSELF?

Cleaning up pet accidents is no fun. It's advised to call a professional such as Really Clean Floors to deal with pet accidents. Improperly neutralized pet "accidents" can cause your carpet to deteriorate, greatly shortening its life and costing you hundreds or even thousands of dollars. It's better to use paper towels to absorb, and scoop up the solids with a spoon...as much as possible and then call us for further advice. Call 814-273-0888 right away for any questions or concerns.



Customer Testimonial

Really Clean Floors responded quickly to my email request for a quote, and once I spoke with Eric, we were able to set up a time right away. My carpets were in pretty sad shape after a new puppy and a major family reunion that was outdoors until the rain hit, and then everyone and their shoes came in on my carpets. Eric worked quickly and efficiently, and the living room, and the area rugs from the dining room were done within half an hour, and they looked great – like new. My carpets are a very light tan, and before the cleaning they looked just dirty. I was so excited to have such nice clean carpets. Another half hour and the bedroom was done. The price was totally reasonable, and we thanked Eric and looked forward to seeing him in about a year.

Our older dog had other plans. In the wee small hours of the morning, she got sick to her stomach, and rather than staying in one spot, proceeded to destroy the living room carpet with diarrhea all over her guiltily walked path. As bad as I felt for her, I could not believe that less than 24 hours after our cleaning, our carpet was in what appeared to be worse shape than before. I tried and tried to get all of the mess up and out, but try as I did, the general mess was up, but a big stain was left. A big dark brown stain. I tried several home remedies, and at last, I gave up. I called Eric up again and told him the problem. He asked me to send a picture, and upon seeing it, he knew he needed to come back. He scheduled me for just a few days later. After a full day's work, he drove the hour back out to our house and began working his magic. His initial spot treatment got almost the whole thing out. Then he used the cleaning equipment, and the stain all but completely disappeared. But he was not going to leave any trace of the stain. He kept working at the last bits of a remnant stain until it disappeared. **DISAPPEARED!** I had used my own carpet cleaner on it before, but it had done nothing. And though he practically had re-cleaned the entire living room, he only charged us for the gas to drive back out. It wasn't just that he fixed the carpet, or that he fixed it so quickly, it was that he really wanted to absolutely make sure that we were satisfied with the work. I will never trust my carpets to another company! A. Moyer