

URINE FACT SHEET/ GUARANTEE & WAIVER

ISSUES: Urine contamination often requires many more steps than just an ordinary, topside cleaning. Installed carpeting & upholstery have many surfaces that can be affected. Not only is the top of the carpet or upholstery contaminated, but often times the backing, padding, and sub-surfaces must be decontaminated or replaced before urine decontamination is successful. Another concern with urine is that the acid in urine may permanently change the dye structure of the carpeting or upholstery. We can treat these with neutralizers, but please be aware that occasionally the dye structure will be permanently stained from urine. If the urine contained medicine, occasionally this will produce a stronger acid that could damage the dye structure as well.

WHY: Urine contains a substance called "uric acid" which goes into the carpet sterile; yet, within minutes bacterium starts to attack the urine. The longer a urine contamination sits untreated, the worse it usually gets. The reason why is because of bacterial activity. The ammonia smell, or "off gassing" as we call it, is actually caused by bacterial emissions and not the urine itself. Once the bacteria starts attacking urine, the bacteria multiply which causes the smell to worsen until the source of contamination is neutralized and removed.

HOW: Urine usually enters the carpet or upholstery from the topside. As the urine is emitted, it tends to spread downward and outward to a larger size in the padding and subsurface. Many times a small urine spot that is detected from the topside is double or triple in size by the time it reaches the padding and subsurface. Since each layer of contamination needs to be treated, an area larger than the visible spot on the surface will usually have to be decontaminated or replaced.

TESTING: We use 3 tools for urine identification – a visual inspection, a long-wave black-light, and a moisture detector. The black-light is used to identify contamination from the top of the carpet or upholstery when the source of the contamination is unknown. The black-light will fluoresce in the areas where contamination has occurred. When bacteria attacks uric acid, the bacterium leave behind a crystalline waste which is "hygroscopic", meaning that it constantly draws moisture from the environment. Although the contamination may appear to be dry to the touch, the moisture detector will 'ping' when it comes into contact with urine because of minute traces of water molecules found in the bacteria waste crystals. Once the urine contamination has been totally decontaminated, these areas will NOT continue to 'ping' with the moisture detector, although a black-light may continue to reveal some degree of fluorescence.

DECONTAMINATION PROCESS: After each layer has been inspected and areas of contamination have been identified, each layer **MUST** be decontaminated with a series of treatments if **total** decontamination is expected. The first treatment is physical & chemical neutralization, & removal from each affected layer. NOTE: If the pad has been contaminated, it is almost always cheaper and more effective to replace the contaminated portion than trying to decontaminate it. Think of padding as a giant sponge. Similar to a sponge, padding is just as difficult to neutralize due to the many cell (air) pockets found inside. Once each layer has been properly neutralized and physically cleaned, the next step is typically a bio-enzymatic treatment. As this product starts to work, the smell of the contamination may actually get WORSE until it finally consumes the urine. Sometimes the areas require two or more enzyme treatments to totally consume the urine. **CARPET ONLY** - After decontamination, the subsurface & backing should be sealed with pigmented shellac to seal the layers from each other. After sealing, a new piece of pad will be sectioned in and re-installed. The final step is cleaning & rinsing from the topside of the carpet or upholstery.