



Oops! I'm Sorry! We're Still Friends, Right?

When your best friend has a little accident....
Call Referral to clean it up!

Pets are wonderful...

of that there can be no doubt, they have even been called 'man's best friend'

But you know how it goes:

The minute you turn your back, your pet decides that your new carpet is the perfect place to relieve himself.

You clean and clean, but you can't get rid of that horrible smell and that ugly stain.

Pets leave their mark!

FUR! Hair shedding and animal dander are allergens that contribute to asthmatic symptoms for many people. Pet hair can be embedded in carpet, rugs, and furniture.

OILS! Pets secrete oil from their fur and hair that leave a residue on your floors and upholstery which can lead to the accumulation of smelly, hard to clean soil deposits.

SMELLY ODORS! Have you ever gone into someone's home that smells like 'dog' or 'cat.' Many pet owners do not realize their home has an odor problem because overtime they have acclimated to the malodors. Guests can tell immediately if you have a pet unless you are very diligent with cleaning. But that's where we can help. Referral can handle almost any pet odor or pet stain issue.

DIRT AND STAINS! Perhaps your pet decided to 'readjust' your landscape or yard and dug a hole or two, or they just rolled in, what truthfully you are not quite sure. Maybe they could not find their bone, so they decided to chew on your ink pen!

Important aspects of urine contamination

Urine leaves the body in an acid state with a PH of about 5 or 6. It is rather pure and generally contains no harmful bacteria or microorganisms. However, as soon as it leaves the body the warm acid state of urine becomes a perfect breeding ground for those things. The urine begins to oxidize and react with the carpet to create a color change which can be difficult to remove. As urine begins to dry it changes its hydrogen content and forms crystalline salts which take on an alkaline PH. Then the smell begins! The first source is bacteria that grows abundantly in dark warm places. This bacteria growth and breakdown of the urine creates amino acids. These complex organic compounds work deep into the carpet fibers until they are nearly part of the fiber. The waste materials and gases from the decomposing urine create an unpleasant odor. The second source of odor is chemical odor that remains even when the bacteria has been killed. Urine also presents additional odor problems when the humidity is high. The salts and crystals that are formed are hydrophilic and draw water to them. As the salts are reactivated by moisture, they give off odorous gases.

Your options for pet stain and odor removal

Urine decontamination often requires more than just a top cleaning of the carpet. There are many surfaces and layers that can be affected. Here are some options depending on the severity. Not all treatments can be guaranteed to completely remove the odor.

Light to moderate deposits where the backing and padding has not been saturated may be acceptably surface cleaned. 1- First each spot must be identified and properly cleaned. Nothing is more frustrating than searching for the source of cat urine odor. A visual inspection or a moisture detector can be used. But a black light becomes a valuable tool in locating the exact areas in need of treatment because it makes use of special ultra-violet rays which are on the same wavelength as pet urine, thus turning a tedious task into a breeze. The crystalline structure of dried urine causes it to fluoresce a dull yellow color under ultraviolet or "black" light. Urine is not the only substance that will fluoresce. Some soaps and detergents have components that



fluoresce, even after rinsing thoroughly, as well as some fabrics and lint. These will usually fluoresce a bright white or even bluish hue, not the dull yellow of urine.

2- Next an appropriate pretreatment is sprayed on all the spots and stains. It's probably a good idea to treat the whole room since pets track their mess onto other areas of the carpet.

3- Then we thoroughly rinse and extract the urine and soil with our powerful truck mounted cleaning equipment.

Moderate to heavy contamination.

Once the carpet and pad are heavily contaminated with urine you have 3 options:

1- Sub Surface Extraction. 80-90 % Successful

-From the topside of the carpet we pour a special cleaning solution on the urine stains penetrating the carpet and padding.

-Next, we use a special deep extraction tool called the water claw to remove the cleaning solution and urine deposits from the carpet and padding.

-Finally, we clean the carpet following our regular system.



Pet Accident



Saturate area with deodorizer



Rinse and extract solution and urine



No more spot!

2- Almost Guaranteed Odor Removal. 99.9% Successful

-Pull back the carpet and remove the affected padding and replace with new.

-Clean and seal the floor below.

-Deodorize and clean the back side of the carpet.

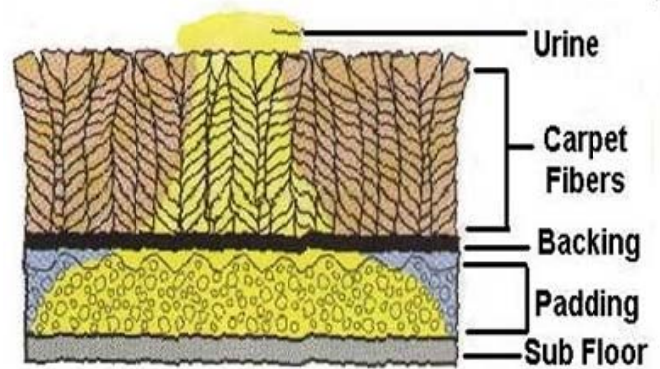
-Deodorize and clean the top side of the carpet.

-Reinstall the carpet.

3- Replacement. Guaranteed 100% Successful

If more than half the room is affected from pet urine or the situation is very severe you may want to consider replacement.

The sub floor and any affected walls or baseboards must be properly cleaned and sealed and then new pad and carpet can be installed.



Urine contamination can be much more severe than you realize.

What are others saying about Referral?

You are a little more expensive but good! The technicians are very nice and worked hard. The pet odor smell was gone. We appreciate you coming out to help us. – Mrs. Reimscheser

You did a super job removing the pet stains. Very conscientious about doing a great job of cleaning our carpet. It dried quickly. It was a pleasure doing business with Referral. Thank You. - Mr. Schroff

Thorough cleaning even getting spots from red wine, pet stains and food spills. They are trustworthy. They dry the carpet using fans. The carpet smells clean and fresh, not wet. They called before arriving and were punctual. They are neat and careful when moving items. They talked to me and let me know the concerns they had about the job as they encountered stains. They protected all corners and blocked the door to prevent the wind from entering. Referral actually works at removing problem areas. They know carpet and how it reacts and what to use on it. They listen to concerns and answer questions I had about how to better keep the carpet clean. They care about what they do and aren't just in a hurry to get out and on their way to the next job. - Ms. Clabaugh

