



The smell is coming from the carpet, pad and sub floor!

We Need to Determine:

- Amount of Urine in Carpet – Age, condition & replacement cost of carpeting
- Level of tolerance of the occupants



QUESTIONS:

Animal Type _____ Male or Female Number of Pets _____ Still Residing? Y/N
 How long since first accident? _____ Animal Weight? _____ Why urinating? _____
 How old is carpet? _____ What prior treatments performed? _____

Locating the Urine:

Nose– The first tool is old fashioned, but it works. We literally get down on the carpet and sniff.

Moisture Meter– This tool can detect the moisture that the salts and crystals from urine will absorb and hold in the form of humidity. It can also penetrate the backing of the carpet to give us a reading in the pad.

Black Light– Urine deposits glow under the black light.

Sight– Some changes in color of your carpet are due to urine. Pulling the carpet away from the wall in order to expose the pad and floor is often useful, but expensive and we do not offer this service.

Facts About Urine and Your Carpet:

- 🐾 As soon as a pet urinates on the carpet the warm, acidic liquid immediately becomes a **breeding ground for bacteria**.
- 🐾 The acidic urine begins to oxidize on the carpet fibers, creating a color change which is often permanent.
- 🐾 The urine spreads and gravitates down into the pad and sub-floor. It is important to determine where it has spread.
- 🐾 Once urine begins to dry, the moisture evaporates and microscopic salts and crystals are formed. These salts and crystals remain in your carpet, pad and floor.
- 🐾 The crystals and salts react to the humidity in the air. Any humidity level changes cause the crystals and salts to give off a heavier urine smell. This often occurs in the summer when it is humid and in the winter when the household heat is on.
- 🐾 Urine smells last for years in carpet. In order to eliminate the odor the crystal and salt deposits must be permanently deactivated.
- 🐾 Male animals urinate around perimeters and females urinate in open areas.
- 🐾 Animals are creatures of habit and return to the same areas.
- 🐾 Determining the total amount of urine in the carpet is critical in order to ensure our procedure is effective.



Locally over 50,000 Urine Stains Treated a Year!

Room: _____ Number of Stains: _____ Light Moderate Heavy X-Heavy Investment: _____	Room: _____ Number of Stains: _____ Light Moderate Heavy X-Heavy Investment: _____	Room: _____ Number of Stains: _____ Light Moderate Heavy X-Heavy Investment: _____	Room: _____ Number of Stains: _____ Light Moderate Heavy X-Heavy Investment: _____
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YOUR TOTAL SQUARE FOOTAGE: _____

New Carpet *with basic installation & fine print extras* **VS** **Today's Total Care**

Builders Grade- 24 oz-put in apartments for short term use **\$2 per sqft**

Adequate- 48 oz. a little better Limited warranty **\$4 per sqft**

Good- 75 oz. quality fabric made to last **\$6 per sqft**

Better- 90 oz. very high quality..... **\$8+ per sqft**

Extras- upgrade pad, remove old carpet, seal floor & more **\$1+ per sqft**

Restorative Cleaning- flushes carpet of most urine. _____

Sanitizer- kills bacteria from urine and other sources. _____

Protection- gives you new carpet warranty with us. _____

P.U.R.T.- neutralizes urine odor in carpet and pad. _____

Great for urine stains too. _____

Conveniently Done Today!

**Save
Thousands
off of New
Carpet!**

New Carpet _____ **Like New with P.U.R.T.** _____ **SAVE** _____

Special Notes—

P.U.R.T. is a liquid topical treatment. The treated area needs to stay wet for 24-48 hours. Stay off wet carpets. Use caution when feet get wet and walk onto a hard surface floor. While the urine is off-gasing, open windows slightly to let the odor escape the home. **Initial Here:** _____

OUR GUARANTEE TO YOU:

If you follow **all** recommendations for odor removal, and an odor still remains or there is any white residue, let the process fully work **for seven days**, then call and we will return to re-apply P.U.R.T., re-clean the carpet, and re-apply the anti-microbial free. If you only follow **some** recommendations for odor removal and a second visit for odor is required, you will incur a fee.



of Richmond

Green Dog



I have read the information concerning pet urine damage and understand it. I fully understand that my carpeting is currently damaged due to urine deposits. Because urine is a complex mixture of ingredients, I understand that undesirable results may occur in the form of wicking of stains from the pad, discoloration from previous products used on stains or loss of color. I hereby authorize Chem-Dry to perform the service listed here. I agree to the stated price for the service rendered and understand that there is no guarantee implied or express that all urine odors or stains will be removed.

Customer Name: print please _____

Customer Signature: _____ **Date:** _____