

DEODORIZATION

Urine Treatment - Complete Restoration

INTRODUCTION

There are basically three ways to approach urine odor removal: surface treatment, sub-surface treatment, and complete restoration. This last method is a more involved procedure than surface or sub-surface treatment, however it is the most thorough service you can provide for urine odor removal. Complete restoration may be impractical if the pet(s) will remain in the home since they could quickly recontaminate the area.

PROCEDURE

- **STEP 1**
Determine the customer's L.O.T. (Level of Tolerance). If cost is an issue, or they are unwilling to prevent the problem from happening again (like removing the pet), then you may suggest performing a surface treatment.
- **STEP 2**
Locate the area needing treatment. You can find urine using the nose, a moisture detector, or by finding stains on the backing by lifting up a corner of the carpet. The preferred method is using a **High Intensity Ultraviolet Light** that will cause the urine to fluoresce.
- **STEP 3**
Begin by disengaging the carpet from the tack strip and turning it back to uncover affected areas. Discard any contaminated padding. Examine all surfaces closely for contamination such as the sub floor, tack strip, base boards and walls. These areas may be treated and sealed, painted, or in the worst cases, may need to be replaced.
- **STEP 4**
Apply a heavy spray of **Urine Neutralizing Treatment** to both sides of the carpet and allow approximately 30 minutes of dwell time. This product will be very effective at liquefying the urine salts and preparing the carpet for cleaning and for an enzyme treatment.
- **STEP 5**
Apply a heavy saturation spray of **Bio-Modifier** to both sides of the carpet. The variety of enzymes will go to work digesting the causes of the odors, removing their source.

You may loosely roll up the carpet to slow the drying process and create a wicking action. This will keep moisture in the carpet for a longer time which makes the enzymes more effective. Depending on the severity of the contamination it may require from 2 to 48 hours to be completely effective. The carpet must remain damp during this period of time.

- **STEP 6**
Clean the carpet as normal. Prespray with Zone Perfect and Hydrocide then extract with End Zone. The moderate pH of these products will not alter the action of the enzymes.
- **STEP 7**
Repeat steps 4 – 6 if needed. Usually only one application is required.
- **STEP 8**
Once the structural items (sub floor, tack strip, baseboard, wall) have been addressed, install new padding and reinstall the carpet.

NOTE: Strong chemicals in the urine can remove color from the carpet. This is especially likely with older stains. Although the appearance may be similar to a yellow stain, color loss can not be corrected by cleaning. Color repair (spot dyeing) or a bonded insert are the alternatives if color loss is not acceptable to the client.

Chemicals Needed



Urine Neutralizing Treatment

Type: Acid treatment and deodorizer for urine

Highlights: Neutralizes alkaline salts in the urine which makes it easier to rinse out.



Bio Enzyme Decontaminate

Type: Powerful bio-enzyme odor remover

Highlights: Contains multiple enzyme strains to rapidly digest sources of odor.



Zone Perfect

Type: Moderate pH prespray

Highlights: Concentrated prespray suitable for most carpets and compatible with bacteria / enzyme products.



End Zone

Type: Acid side cleaner and rinse agent

Highlights: Packs cleaning power and still leaves the carpet in a neutral state.



Hydrocide

Type: Premium odor neutralizer

Highlights: Works immediately to bind to and absorb a wide variety of odors.



Alternative Chemicals

- Bio-Charge
- Spice Air
- Delimitate

Accessories Needed



Hydro-Force Injection Sprayer

Description: Injection Sprayer
Purpose: Applies chemicals quickly, evenly and efficiently.



OmniPro Battery Sprayer

Description: Easy to use rechargeable sprayer with wheels
Purpose: Applies chemicals quickly, evenly and efficiently.



2-quart Pump Sprayer

Description: Pump Sprayer
Purpose: Identifies urine deposits because urine salts attract moisture from the air.



Moisture Detector

Description: Detection Equipment
Purpose: Identifies moist areas without carpet removal.



High Intensity UV Light

Description: Detection Equipment
Purpose: Detects urine deposits on carpet and upholstery.

Equipment Needed



Truck Mount

Description: Hot water extraction machine.

Purpose: Unit provides necessary heat, pressure and vacuum to obtain desired results.



Olympus Portable Extractor

Description: Portable Extractor

Purpose: Portable unit that extracts water and chemical from carpet or upholstery.

HELPFUL HINTS – Some paints, sealers and pigmented shellacs can be helpful in treating and sealing floors prior to re-installing the carpet and pad. Do not overlook tack strip, baseboards and walls. Urine can wick up into dry wall several inches.



CAUTION –The off-gassing or ammonia smell may have penetrated other surfaces in the room. Check all soft goods including upholstery, drapes, lamp shades and even wall paper. Odors may also be held in air filters and duct work. These items may need to be cleaned to remove 100% of the odor.



Quick Guide



PROCEDURE

1. Determine customer's L.O.T.
2. Locate areas that need attention
3. Pull back carpet. Discard contaminated pad.
4. Treat and seal sub floor, baseboards, walls and other structural items that can be salvaged.
5. Apply a heavy spray of Urine Neutralizing Treatment to both sides of the carpet. Allow 30 minutes dwell time.
6. Saturate both sides of carpet with Bio-Modifier. Allow dwell time.
7. Clean carpet. Prespray with Zone Perfect and Hydrocide. Extract with End Zone.
8. Install new cushion and re-install carpet.

PRODUCTS NEEDED

- Urine Neutralizing Treatment
- Zone Perfect
- Hydrocide
- End Zone
- Hydro-Force Injection Sprayer
- OmniPro Battery Sprayer
- 2-qt Pump Sprayer
- Moisture Detector
- High Intensity UV Light
- Repair and Reinstallation Tools

Other Resources

Bridgepoint Catalog
Bridgepoint's manual Successful Urine
Decontamination, Odor and Stain removal
Bridgepoint Carpet Cleaning Manual
IICRC Odor Control Class
Bridgepoint Website www.bridgepoint.com
Your local Bridgepoint or Interlink Supply distributor