

# Urine Odor/Decontamination Procedures Guide

BRIDGEPOINT  
SYSTEMS

## Bridgepoint 100% Guaranteed Urine Odor Removal System

**Light contamination:** Defined as a single stain, usually from a small dog or cat. The urine has only penetrated the face fiber or lightly into the backing of the carpet.

**Medium to Heavy contamination:** Defined as any contamination that has penetrated the backing and into the pad. Heavy contamination may have made its way beneath the pad onto the subfloor.

**Extreme contamination:** Defined as contamination that has penetrated deep into structural materials and requires demolition. With this condition, we cannot be sure of complete success using this system.

### Required Tools:

#### Detection:

- Black Light, Moisture Probe

#### Extraction:

- Water Claw, Flash Xtractor or Flash Spotter

#### Treatment:

- Sprayer – Pump or Electric (FlexiPro) or Hydro-Force injection

**Injector** – Injectimate or injectors to fit sprayers

#### Solutions:



**TCU** a mild acid with odor suppressants and surfactant, is used as an initial treatment to neutralize alkaline urine salts and aid in flushing them from the carpet.



**Bio Modifier Xtreme** contains over 200 billion beneficial microorganisms that work at the molecular level to consume and neutralize all odor causing contaminants. Also contains HydroCide.



**Urine Stain Remover** is used as a stand-alone product for light urine contamination and as an after treatment for any residual stains.

### Procedures:

#### Light Contamination

1. Saturate the stain with undiluted Urine Stain Remover. Apply enough product to penetrate at the same level as the original urine accident.



2. Urine Stain Remover contains hydrogen peroxide and HydroCide, both effectively remove odors and stains. Allow the Urine Stain Remover to dwell for 10 minutes then clean and extract as usual. If any stain remains, follow up with a spray of Urine Stain Remover—just enough to dampen the face fibers and leave it to dry. The stain will almost always disappear as the carpet dries.

#### Medium to Heavy Contamination

1. Saturate the contaminated area with TCU diluted with 8 parts water. Apply enough product to penetrate to the same level as the urine contamination, usually into the pad and contacting the subfloor. Apply with a Hydro-Force™ injection sprayer, Flexi-Pro electric sprayer or similar sprayer.



Note: Certain subfloors may not be water resistant and could possibly swell with the introduction of too much water. Also too much water could seep through and affect the basement ceiling. Control the amount of solution you apply and make sure you are not the cause of secondary damage.

2. Press the solution into the carpet and by standing on a Water Claw® without the vacuum attached.



3. Allow to dwell for 5 - 10 minutes to dissolve and suspend the urine salts and solids

4. Extract with the Water Claw® or Flash Extractor.™

5. Using an open end quick connect, flush the affected area with copious amounts of hot water, applying the water around the outside edge of the water claw. This will flush most of the urine contaminate from the subfloor, pad, and carpet.



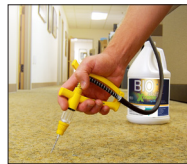
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6. Immediately follow with an application of concentrated Bio Modifier Xtreme. The moisture in the carpet and pad with help to activate the billions of beneficial microorganisms that will consume any remaining odor causing matter. With a fresh fragrance and the immediate odor knockdown capability of HydroCide, customers will gain immediate and long term satisfaction with a carpet free from odors.
7. Bio Modifier Xtreme may be applied direct to the surface by pouring, or spraying. Apply enough product to reach all areas of contamination and press in with the Water Claw (no vacuum attached) If some areas are missed but are close to the area treated with Bio Modifier Xtreme, the beneficial bacteria and enzymes are capable of multiplying and spreading beyond their initial deposit as long as moisture is present.
8. Injecting Bio Modifier Xtreme through a needle injector such as the Injectimate™ or similar injector is very effective for getting the solution to the odor source.
9. If applying to dry carpet or if the damage is extensive over a large area, Bio Modifier Xtreme could be diluted with up to 4 parts water. Apply using the Hydro-Force injection sprayer with the metering tip removed.
10. Do not deep extract the Bio Modifier Xtreme. It will work over hours and even days to completely eradicate the odor. To allow for a dryer face fiber, a single light wand stroke (just vacuum, do not rinse) may be taken over the wet carpet fiber area.
11. If any surface stain remains, apply a direct spray of Urine Stain Remover. Only apply enough product to lightly dampen the face fibers, but not penetrate the backing. The stain will disappear gradually as the carpet dries.



## Customer Satisfaction:

By following this process you obtain the highest probability of removing the odor. Remember that you must be thorough in your inspection to find all the contamination and treat it. You may find 95% of the contamination and treat it with 100% odor removal, but the 5% left could still smell up the whole area.

Let your customer know that you expect to get immediate relief from the worst of the odors, however our process uses naturally occurring remedies that work over a number of hours and even days. Our system actually penetrates to the molecular level to eradicate the worst odors and does it naturally so it takes a little time. Please do not judge the results until the job is completely dry remembering that the face fibers may be dry a day or two before the subsurface components.



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