



Classic Carpet Care

Owner: Robert Harris | 30+ Year Master Cleaner | 209-589-5087

Treating customers the way I want to be treated... with honesty and respect

Pet Urine Contamination SOP & Customer Disclosure

Industry Truth

When carpet padding is heavily saturated with urine, **no cleaning method can guarantee full odor removal.** The contamination exists below the carpet surface — in the pad and potentially in the subfloor. Understanding this upfront leads to better decisions and realistic expectations.

Two Cleaning Paths

1

Encapsulation (Low Moisture)

[LOWEST RISK ALTERNATIVE]

Low-moisture encapsulation cleaning. Visually the results will be just as good as hot water extraction in most cases. Odor improvement will be moderate — surface and upper-fiber odor is addressed, but deep pad saturation odor may remain or return. Lowest risk of worsening the condition. Recommended when fast dry time is needed or risk of spreading contamination is a concern.

2

Hot Water Extraction / Steam

[HIGHER RISK]

Deep hot water extraction. Thorough fiber-level cleaning with 320°F extraction. Risk: heat can activate urine proteins and push contamination deeper into the pad, potentially worsening odor. Can be combined with subsurface extraction (water claw) for a more complete attempt at pad-level contamination — see pricing below.

Pricing for Pet Contamination

Service	Price	Notes
Standard Carpet Cleaning	\$65 per area	Base rate — always applies
Pet Treatment (Moderate/Heavy)	+\$40 per area	Enzyme + oxidizer + modification — mandatory for contaminated areas
Subsurface Extraction (Water Claw)	+\$25 per sq yd	Attempt only — partial improvement possible, not guaranteed. Priced per square yard due to variable affected area size.
Machine Scrub	+\$40 per area	Rotary agitation for heavily soiled or matted fiber — recommended alongside HWE + Subsurface for maximum soil and contamination extraction.

Method Reality

Method	Risk Level	Expected Outcome
Encapsulation (Low Moisture)	LOWER	Visual results on par with HWE. Odor improvement is real but limited to surface/upper fiber — deep pad odor may persist.
Steam / HWE Only	HIGHER	Deep fiber clean. Risk: heat may activate urine proteins and worsen pad odor.
HWE + Subsurface Extraction	MODERATE	Best non-replacement attempt. Directly addresses pad contamination. Optional Machine Scrub (+\$40/area) available for heavily soiled or matted fiber — recommended for maximum extraction results. Not guaranteed but highest improvement potential of cleaning options.

IMPORTANT — NO RESULTS GUARANTEE CONDITIONS

For moderate to heavy pet contamination, **no results guarantee applies** regardless of method chosen. The customer acknowledges that cleaning is a partial or temporary solution when pad saturation is present. Classic Carpet Care will perform the agreed service to the best of its ability but cannot be held responsible for odor outcomes under these conditions.

Industry Standard: The IICRC (Institute of Inspection, Cleaning and Restoration Certification) — the governing body for professional carpet cleaning — states in its S100 Standard that when urine contamination has penetrated carpet backing and pad, complete odor elimination cannot be assured through cleaning alone and that pad replacement is the only reliably permanent remediation. This disclosure is consistent with accepted industry practice and is provided to protect both the customer and the technician from unrealistic outcome expectations.

Customer Acknowledgment

- I understand that carpet padding saturated with urine may require replacement for full odor elimination.
- I understand that cleaning provides partial or temporary improvement under heavy contamination conditions.
- I understand that odor may remain, return, or worsen regardless of method chosen.
- I understand that no results guarantee applies under these conditions.
- I have been informed of all options and am choosing the method indicated below.

Method Selected:	<input type="checkbox"/> Encap — Lowest Risk	<input type="checkbox"/> HWE Only — High Risk	<input type="checkbox"/> HWE + Subsurface — Moderate Risk
-------------------------	--	---	---

Customer Signature: _____

Date: _____

Printed Name: _____

Phone: _____