

fresh

mini mag



More than just carpet cleaning...
your Complete Care Guide!

Look
inside
for great
savings!

Keep it Clean...

Sanitise your carpet with
HealthGuard for clean playtime!

A Healthy Night's Sleep

Mattress cleaning attacks
dust mites and harmful bacteria!

Revive your Leather Lounge!

Give your lounge room a makeover
by breathing new life into your
leather lounge!



Healthy Mattress Cleaning



Leather Cleaning



Upholstery & Drapery Cleaning



Tile & Grout Cleaning
(in selected areas)



Professional Mould Cleaning



Air Conditioning Cleaning



Personal Stain Remover



www.electrodry.com.au

CALL US NOW! 13 27 13

Local Call - Local Office



We love feedback!
 Customer satisfaction is the number one goal of the Electrodry team and to achieve this we would appreciate your feedback.

Over 30 years of spectacular Service

Dear Client,

Electrodry is an Australian owned family business with an extensive network of dedicated technicians who are here to assist you in any way possible. We thank you for choosing Electrodry and in the interest of safety advise that:

- The carpet may remain damp for several hours after the completion of the work. This may result in a slip hazard when walking from the carpet to hard floors such as tiles or floor boards.
- We will need to use electrical items and we ask you to be careful not to trip over any cords and keep children away from equipment that may be turned on.
- We may need to place in the laundry or bathroom a bucket that contains a heater and hot water. Please keep any children away from this bucket.

In addition we ask you to advise our technicians of any potential hazards that may exist within the house or grounds prior to commencement of work.

Sincerely,
 Paul Burchell



Mattress Cleaning

Why Clean Your Mattress?

We spend over a third of our lives in bed. It is a fact however that no matter how clean your home may be, your mattress will almost always contain bacteria, fungi and dust mites in quantities that are at potentially dangerous levels, all feasting on your dead skin. Dust mites are microscopic in size and feed off the dead skin cells dropped from our bodies.

The Dust Mite Menace

Dust mites are impossible to stop and inhabit even the cleanest of homes. Dust mites excrete nearly twice their body weight each day. Their excrement is found to trigger allergic reactions and health complaints such as: asthma, eczema, headaches and sneezing. They are even thought to contribute to depression and fatigue.



*The stain removal results will vary depending on the extent of the staining and steps previously taken to treat the stain. Stain removal from cotton mattresses will generally be less effective than from synthetic covered mattresses. Only a standard treatment can be performed on a latex mattress.



The Electrodry Healthy Mattress Solution

Electrodry uses its exclusive Healthy Mattress Solution in a 4 stage treatment process that leaves your mattress clean and healthy and keeps attacking the dust mites and harmful bacteria for up to 6 months. The Healthy Mattress Solution includes the application of Restezy™, a lavender infused solution to keep your mattress smelling fresh and help you to get what you need from your mattress – a good night's sleep.

The Deluxe Mattress Solution

Electrodry also offers a Deluxe Healthy Mattress Service involving the decontamination and removal of human stains (such as blood and urine) from the mattress* – a fact well appreciated by families with young children prone to the occasional "accident".



Leather Cleaning Solutions

The look and feel of leather upholstery can do wonders for the appearance and value of your home. As we all know, leather is expensive and hard to maintain but Electrodry has the answer.

Your Electrodry technician can perform a full restoration clean and condition of your leather lounge often bringing it back to new.

Electrodry Leather Care and Maintenance Kit

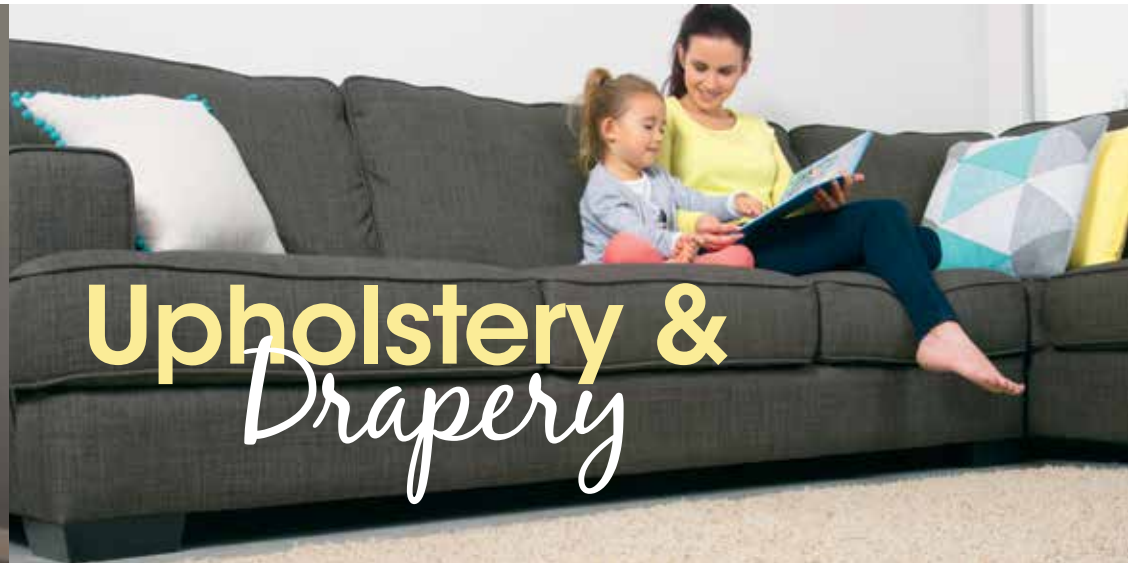
In cases of mild soiling, a maintenance program may be more appropriate for your lounge suite. In such cases we can supply a leather care and maintenance kit including a leather cleaner and conditioner.

from only **\$53** per seating position

Freshen up any living area by breathing new life back into your leather lounge!



only **\$39.95** *postage & handling



Upholstery & Drapery

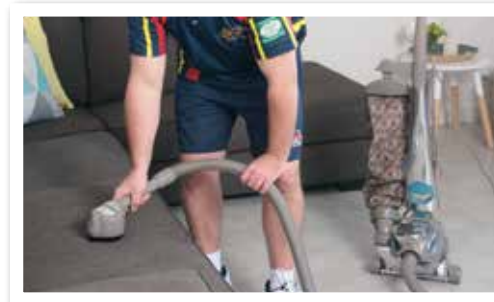
Apart from carpet cleaning, Electrodry specialises in upholstery and drapery cleaning. Our qualified technicians can breathe life into your fabrics and furnishings ensuring their value for years to come.

With specialised training and state-of-the-art chemistry, our technicians can often clean fabrics that our opposition can't and remove marks that you thought were there forever.

Please ask your technician for an appraisal and quotation on the cleaning of your upholstery and drapery.

Advantages of the Electrodry Upholstery Cleaning System

- Highly qualified technicians with the knowledge to safely and effectively clean the most difficult of fabrics.
- HealthGuard is included in the Electrodry Upholstery Cleaning system to remove germs, grime and bacteria from the fabric during cleaning.
- Electrodry's solvent based cleaning solutions remove more oils and grime than conventional cleaning systems.
- Electrodry's cleaning systems leave fabrics drier than other cleaning systems. Fabrics will usually be ready for use in 2 to 4 hours after cleaning.



Electro 3 is good for spot cleaning on upholstery

E-Gard

your Ultimate Protection



EPET & Electro 3 / EBAC



Stain Protection



Wipe Away Grime



Attack Germs



Keep Kids Safe

Ultimate Protection against Stains, Germs and Bacteria with E-Gard

Prevention is better than cure... now with HealthGuard added, E-Gard not only protects your carpets from spills and stains but it also attacks the germs, bacteria and mould in your carpet or upholstery for up to 3 years. Say no to dangerous bacteria such as e-coli, salmonella and staphylococcus. E-Gard gives your carpet and upholstery total protection!

from only \$4 per m²

Superior Protection with E-Gard

E-Gard gives better protection than water-based stain protection chemicals because it coats the entire fibre leaving a superior finish without any odour. E-Gard repels against oil, dirt and grime!



It Resists Soiling

When vacuuming untreated carpets (with a normal vacuum cleaner) only 60% of the dirt is removed, the other 40% builds up in the carpet. When they are treated with E-Gard up to 40% extra is vacuumed away! Carpets treated with E-Gard stay cleaner for a longer period than untreated carpet – saving you money.

from only \$30 per seating position

Protection is Guaranteed!

Your carpets and furnishings are costly investments – give them guaranteed protection against oil and water-based stains with E-Gard. Carpets stay cleaner for longer and fabrics have an extended life... guaranteed for 3 years!



Electro 3

Electro 3 is a spot and stain removal product that the experts use and can be used safely and effectively in your own home. Electro 3 comes in a 500ml container. At \$25 it is a great investment.



*\$25 per 500ml
Easy for all kinds of stains. See p15*

Sanitise with EBAC to Attack Germs

Once we clean with the unique Electrodry Cleaning Systems we can treat your carpet with E-Bac – a HealthGuard based product that keeps attacking the germs and bacteria for up to 6 months and leaves a wonderful fragrance (apple, vanilla or lavender) through the home.

Pet Odour Eliminator

E-Pet Pet Odour Eliminator has been specially formulated to treat the affected area, neutralise the odour and attack the bacteria. When applied properly this will remove the odour caused by continuous pet visits and deodorise the area with a pleasant fragrance that will disguise the problem and reduce visits to the areas by pets.



\$25 per 400ml



FREE
inspection,
advice and
quote

Tile *and* Grout

We clean
and recolour
grout lines

Tile & Grout Cleaning

Dirt trapped in the pores of your tile and grout can cause your surfaces to look dark and dirty as well as harbouring bacteria and can be impossible to remove with traditional cleaning methods.

Electrodry Tile and Grout Cleaning offers an effective no hassle solution that will revitalise your floors (surfaces). The Electrodry cleaning systems will safely remove built up dirt and grime returning your tile and grout surfaces to like-new condition.

We will revive and preserve all tile and grout surfaces including kitchens, foyers, restaurant floors, bathrooms, showers and counter tops.

Grout Colouring

Breathe new life into your tiled floors with a new grout colour.

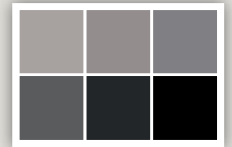
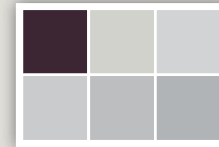
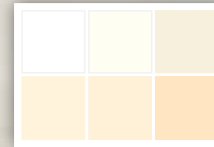
- Built in sealer.
- Wide range of colours to choose from.
- Helps repel stains.



\$30
per 500ml



Wide variety of grout colours available!



Professional Mould Cleaning



Do you have unsightly mould growing in your house?

How many times have you cleaned these marks off your walls and ceilings only to find them reappear in two weeks time? Mould Cleaning by Electrodry is the answer!

With a revolutionary new system, Electrodry WILL remove the mould and guarantee that a completed clean will pass an independent air quality clearance test! Previously, to reach this standard, walls had to be replaced. We can even remove mould from most of your furnishings.

Mould can pose a serious health risk. As mould grows indoors it releases spores into the air, creating potential health risks which may result in: chronic headaches; eyes, nose and throat irritation; sneezing; nausea; fever; vomiting; diarrhoea; chronic fatigue and asthma/respiratory problems.

A leaking roof, broken pipe, flood or just condensation on your windows is enough to allow mould to grow.

If you have seen mould in your home, let our professional technicians make your home healthy again. Call Mould Cleaning by Electrodry now on 1300 724 365.

Save yourself the frustration and time and book an Electrodry mould cleaning service so that you can have confidence that the job is done well.

Electrodry mould cleaning offers an affordable, revolutionary mould treatment system.

- **No repainting is usually necessary.**
- **Restores air quality to safe and healthy levels – removes 95–100% of the airborne floating mould spores and prevents re-colonisation.**
- **Same day treatment.**
- **Treatment available for walls, ceilings – anything with mould/mildew.**
- **Guaranteed for 12 months.***



In selected areas

Mould Cleaning not available in all areas.



*Guarantee is not applicable to bathrooms and laundry areas and is subject to technician's recommendations being followed post treatment.

Air Conditioner Cleaning



Prices from only **\$99**
Clean only, split system



Fire & Water Restoration



Easy Car Care

Air Conditioner Cleaning

You can reduce your energy usage up to 10% by having your air conditioning system cleaned.

Air Conditioner Cleaning by Electrodry removes the mould, dirt and contaminants from your air conditioner. The removal of mould and contaminants will enable your air conditioner to function effectively, dramatically increasing cooling and airflow.



Air Conditioner Cleaning not available in all areas.

In selected areas



BEFORE



CLEANING



AFTER

Restoration

Electrodry's specialised restoration division provides emergency water and fire restoration services following a disaster, storm, burst pipe, fire and more for any business, residential or insurance job. Electrodry's restoration service turnaround time is fast, efficient and cost effective ensuring you are reinstated from pre-loss condition as quickly as possible. Being a nationally recognised company our restoration division services many rural areas that other companies won't, we provide a coverage that cannot be matched. Restoration from Electrodry provides a service anywhere from a small water leak to a disaster struck flooded home.

In selected areas

Electrodry's specialised restoration division provides emergency fire and water restoration services following a storm, burst pipe or fire.

Call the Electrodry restoration hotline on 1300 724 365
24 hours a day, 7 days a week, 365 days a year.

Restoration not available in all areas.

Car Care

Look no further than Electrodry Carpet Cleaning for a professional car carpet and upholstery cleaning service. We will attend to your car at your home or workplace.

Electrodry technicians are experienced car grooming professionals, delivering a superior cleaning service on both **leather and fabric** upholstery.

Electrodry carpet and upholstery cleaning removes unsightly stains and leaves your car smelling fresh. We make being in your car a more enjoyable experience, while helping to maintain the value of your expensive investment.

There's simply no substitute for regular professional care of the interior of your car.

We also clean kid's car seats



Terms and Conditions

General Conditions for Electrodry Services

The customer agrees not to enter the same room the Electrodry technician is working on or has equipment in. In the interest of safety we advise that:

- The carpet may remain damp for several hours after the completion of the work. This may result in a slip hazard when walking from the carpet to hard floors such as tiles or floor boards
- We will need to use electrical items and we ask you to be careful not to trip over any cords and keep children away from equipment that may be turned on
- We may need to place in the laundry or bathroom a bucket that contains a heater and hot water.

For safety reasons, people and pets should be kept out of the area and away from the bucket for the duration of the works.

In addition we ask you to advise our technicians of any potential hazards that may exist within the house or grounds prior to commencement of work.

Electrodry cannot guarantee that all stains will be removed upon cleaning. Stains derived from caustics, acids and permanent dyes may be permanent stains that cannot be removed. Further, Electrodry cannot be responsible for any pre-existing condition that is not apparent upon visual inspection.

These conditions may include but not be limited to:

- Fugitive dyes not properly set in manufacture or re-dyeing
- Lounge suites that have water or solvent soluble coloured backing material
- Carpet that has been over-stretched during laying or suffers from de-lamination
- Carpet that has suffered sun-damage, making it fragile or affecting dye-colour
- Markers used on carpet, fabric backing or padding
- Bodily fluids within mattresses

Electrodry will only warrant claims with respect to workmanship of the services provided if the claim is reported within 14 days of completion of the work. In the event of a customer complaint, the customer undertakes to give Electrodry the opportunity to rectify all work.

Minimum callout fees apply.

Carpet Cleaning – Specific Information

Prices are subject to a **maximum room size of 13 square metres**. Steps are quoted per stair. Prices are subject to the condition of the carpet. Difficult stains may incur an additional charge.

Special Offers not available in all areas.

Upholstery- Specific Information

Price is per seating position and subject to the condition of the upholstery. Additional charges may apply for recliners, ottomans and chaises.

Leather – Specific Information

Leather is subject to additional charges on normal upholstery pricing, and subject to the condition of the lounge.

Electrodry cannot be responsible for dye migration or damage due to pigmented leather not correctly sealed.

Aniline and Semi Aniline leathers cannot be cleaned.

Mattress – Specific Information

Electrodry's healthy mattress cleaning system is not designed to remove stains from a mattress.

The customer must identify any latex prior to any Electrodry mattress cleaning service.

Tile & Grout Cleaning

Electrodry cannot be held responsible for any unforeseen adverse conditions relating to the cleaning of the tiles and grout. This includes but is not limited to:

- Loose, scratched or chipped tiles
- Loose or cracked grout, missing grout
- UV fading or damage
- Stainage of the tiles and grout

Electrodry's clear penetrating tile and grout sealer is supported with a 5 year warranty. Electrodry's grout colour sealing service is supported by a 10 year warranty (5 year warranty for wet areas such as bathrooms). The terms and conditions of the warranty are:

1. For warranty claims in the case of a spill, you must claim within 5 days of the spill occurring.
2. Warranty holder must show their warranty card as proof of purchase when making a warranty claim
3. You must make reasonable attempts to remove the stain with an approved neutral (pH7) cleaning product before calling Electrodry.
4. In wet areas such as showers, mould and mildew are excluded from all warranty claims.
5. The sealed grout must only be cleaned with a soft bristle brush such as a soft broom or toothbrush, not a stiff bristled brush.
6. This warranty will be voided if the protected areas are cleaned by any company other than Electrodry, or spot cleaned with a product that is not neutral (pH7)
7. You agree to have at least one maintenance clean performed by Electrodry (at a discounted price) every 2-4 years from the date of the original clean to keep the warranty active.
8. To make a claim you must have this certificate on hand.
9. This warranty is not transferable. Normal soiling and dirt build up on hard surfaces and grout are excluded. No other warranty is expressed or implied. No one is authorised to assume for the Company any other liability in connection with this product. Warranty is available to owner-occupied residences only. Not applicable to rental or commercial premises, or shower cubicle floors. Electrodry has the right to exclude certain areas from the warranty.

Fabric Protection

The customer agrees that they have been informed that there are various types of fabric protection and the type used by Electrodry could best be described as a stain release. This means that on each type of carpet its reaction is slightly different and it is not intentionally designed for water to bead up on the carpet but for the stain that is caused by any spillage to be released from the carpet. Should the spillage or stain be a caustic, acid or dye then this could impair the effectiveness of the product and the results cannot be guaranteed. Any guarantee on the application of the product is limited to attempting to remove the stain and re-applying the product to the affected area.

Drapery/Curtain Cleaning

Electrodry will not be held responsible for any unforeseen adverse conditions relating to delamination, dye movement, nor ultra violet light (UV) damage that may occur in relation to the carrying out of the service on fabric/material, even if the apparent UV damage is not visible nor ascertainable at time of providing the service. The customer acknowledges, that subject to certain fabrics and materials, shrinkage may occur up to three percent (3%) of the total curtain area and no responsibility will be accepted by Electrodry.

Air Conditioner Cleaning

Electrodry cannot be held responsible for any unforeseen conditions relating to the cleaning of the air conditioner system. This includes but is not limited to:

- Cracked housing components on the unit
- UV fading or damage
- Damaged fine

Air conditioning systems are designed to run wet. The Electrodry air conditioning cleaning system cannot cause damage to a correctly designed and installed system. Electrodry will not be held responsible for any issues associated with incorrectly installed and designed systems after cleaning. Where electricity must be turned off to the whole house, Electrodry will not be responsible for issues with other devices in the house during or after the cleaning process.

Mould Cleaning

- All prices are subject to inspection
- Micro-cleaning ONLY (without the micro-misting) may leave a heavy chlorine based VOC or smell and is not covered by the 12 month Warranty
- Pets and plants and people must be removed from the home during treatment
- No-one is to be in the household during or for 5 hours after the treatment
- Open food must be put away during treatment
- All areas to be micro cleaned need to be easily accessible
- Moving of furniture/whitegoods etc to allow access is the customer's responsibility and needs to be done prior to our attendance.

- High and/or textured ceilings requiring scaffolding will incur additional fees
- If your paintwork is over 5 years old, there is a higher chance it will oxidize causing the paint to discolour
- In rare circumstances, bubbling of paint is possible where high levels of moisture have been prevalent
- Products may set off fire alarms, it is the responsibility of the customer to make whatever preparations are necessary to manage this.
- If humidity is not controlled the surfaces micro cleaned may stay wet for long periods. The products are designed to aid in confirming if the moisture issues have been addressed
- Warranties are not valid in designed wet areas such as laundry, bathroom, ensuite
- Warranties are not valid if any unforeseen water intrusion occurs
- If air sampling is being conducted, both the micro-cleaning and micro-misting must be done and the air sample must be taken within 72hrs of treatment
- 12 month Warranty – micro-cleaning and micro-misting must both be conducted and relative humidity measured at under 60%. Windows and window sills must be kept clean and free of moisture (including condensation)

Payment

Payment should be by Cash or Card. Credit Cards attract a bank charge of 1.5%. This surcharge does not attract GST. Savings cards do not attract this charge.

If payment is made by Credit Card and the transaction cannot be completed for any reason then payment will be considered to be "On Account" per the Terms and Conditions.

If an account is given and payment is not made by the due date, or payment is dishonoured or otherwise, Electrodry reserves the right to charge a reasonable Administration Fee, in addition to all other costs associated with recovering the debt including, but not limited to, legal costs and debt recovery costs.

Cheques will only be accepted from commercial customers where an account has been set up prior to the job.

Cancellation Fees and Surcharges

Electrodry reserves the right to charge customers a cancellation fee (minimum of \$75) if adequate notice is not given for the cancellation of the booked job. Adequate notice is at the discretion of the Franchise Owner, Technician or Operator whom takes your call. Surcharges may be charged on jobs booked for weekends, after hours, public holidays, in multi level apartment blocks or when more than one operator is required.

(In the foregoing, the word "Electrodry" shall include "A Whistle & Co (1979) Pty Ltd" and each and every one of that company's "Electrodry" franchisees).

Privacy Policy

Please refer to our website www.electrodry.com.au

We welcome any questions or comments and invite you to contact us. We may amend this policy from time to time to make sure that it is accurate and up to date.

Carpet Stain Removal Guide



TYPE OF STAIN	TREATMENT
Beer, Excrement, Urine, Egg, Ice Cream, Vomit, Mustard, Chocolate, White Wine	Treat with Electro 3 Spot and Stain Remover as per directions on the bottle.
Butter, Oil, Grease, Cocoa, Salad Dressing, Shoe Polish, Coffee, Metal Polish, Lipstick, Cooking Oil, Furniture Polish, Cream, Crayon	Treat with Electro 3 Spot and Stain Remover as per directions on the bottle. If unsuccessful then treat with mineral turpentine. CAUTION: Ensure that no flame or lighted cigarette is near, and use in a well ventilated area. Then rinse with cold water for cocoa and coffee. When using mineral turpentine first apply to cloth, not directly onto the carpet.
Candlewax, Paint (oil-based), Tar	Equal quantities of dry cleaning fluid and mineral turpentine. Apply to cloth first.
Grass, Ink (ball-point), Texta Colour	Methylated spirits. CAUTION: Please refer to instructions for this product. Apply to towel first. Place towel on top of stain and press down to absorb moisture (or roll a towel over the area).
Burn or Scorch	Jobs of this nature can be rectified through carpet repairs.
Blood, Beetroot	Cold water. Call your local Electrodry technician for jobs of this nature if cold water does not work.
Chewing Gum	Aerosol freezing agent or dry ice and break off.
Rust	Rust remover or mild acid (such as citric acid), then rinse with cold water.
Nail Polish	Nail polish remover and may also need a dye stripper.
Red Wine	Soda water and mop up, or sprinkle salt on spillage and leave overnight then vacuum.
Fruit Juice, Gravy, Milk, Soft Drinks	Use cold water – not hot.

GENERAL INFORMATION

1. Remove excess 'problem' with knife or towel – press firmly but not too hard.
2. Apply treatment working into the middle of the stain not from the centre outwards.
3. NEVER RUB woollen or part woollen carpets.
4. Always dry carpet off with a towel after treatment.

NOTE: While advice is offered, NO responsibility is accepted for claims arising from treatment proposed. If treatment fails call your Electrodry Carpet Cleaner immediately. Electro 3 can be purchased from your local Electrodry Technician.

