

Chem-Dry Australia

A MESSAGE TO OUR CUSTOMERS CONCERNING CORONAVIRUS (COVID-19)

Chem-Dry cares about the health and well-being of our customers and employees.

For more than 35 years, Chem-Dry has been committed to providing our customers with a healthy home and workplace. As we all adjust our lives during the current flu season and Coronavirus (COVID-19) situation, we want to share the steps we are taking to ensure that our services are being delivered in the healthiest manner to help you clean your home and protect your family.

The Chem-Dry approach encompasses three key considerations:

1. Operator

Our professional technicians are trained to take special precautions to ensure a healthier environment including wearing personal protective equipment (i.e., disposable gloves, shoe covers and masks when appropriate), regularly washing hands and minimizing physical interactions. Our technicians are friendly and caring – and your health is our primary concern.

We invite all our customers to please inform the local Chem-Dry office that performs your service about any special conditions you have so the technicians can prepare properly. This includes any concerns or conditions in your home such as current or recent illnesses of family members. You may benefit from our expertise as The Healthy Home Authority® for cleaning services as well as other services. Our professional technicians can recommend the best services and overall solution for your specific situation.

A healthy team is also important at Chem-Dry. We are asking our team members in our locations across the country and in our corporate offices to take proper measures to minimize risk, including personal care and protection, and to stay home if/when they feel ill until they recover completely.

2. Chemistry

We are asking our technicians to offer to apply our hospital-grade sanitiser as an optional service for every customer. This important service can provide a healthier environment than cleaning alone. Our hospital-grade sanitisers are also proven to kill viruses[1]. We have been sanitising homes for over 20 years and are experts at improving your home's cleanliness and health.

3. Tools & Equipment

Our routine protocols include local operators completing a daily comprehensive cleaning of equipment. As an added precaution, we are also asking technicians to apply our hospital-grade sanitiser and wipe down equipment between each cleaning service to introduce clean equipment into the next home.

Note that Chem-Dry technicians are experts in cleaning surfaces in both residential and commercial environments. Some of the nation's top retailers and offices trust Chem-Dry to help them maintain a healthier environment for their employees and customers. Whether it's your home or business, you can be confident in our professional team of Healthy Home experts.

With a high degree of focus and attention to these three areas, our team is prepared to help you achieve and maintain a healthier environment. Concern for you, your home or workplace, and everyone in it is our primary concern.

Chem-Dry offers an industry-leading cleaning package with our highest level of service to keep your home cleaner and healthier for your entire family.

HEALTHY HOME PACKAGE

- Deep Cleaning using our proprietary Hot Carbonating Extraction process and our green-certified, non-toxic solution, The Natural®
- Protectant application so carpets stay cleaner longer
- Hospital-grade Sanitiser application to eliminate viruses, bacteria and germs

Our proprietary Hot Carbonating Extraction (HCE) process removes 98% of common household allergens from carpets and upholstery and 89% of airborne bacteria when a sanitiser is added.*

Our hospital-grade sanitiser eliminates 99.99% of bacteria from Tile & Stone, Vinyl Composite Tile (VCT), Hardwood and Engineered Wood Floors, Luxury Vinyl Tile (LVT) and Granite Countertops.*

**Based on results of studies conducted by independent laboratories of Chem-Dry's Hot Carbonating Extraction process. Allergens tested were dog and cat dander and dust mite allergen. All bacteria results include use of sanitiser. Figures are an average across multiple homes. Hard surface bacteria tests were based on independent lab testing associated with EPA registration #s 84683-3-74771 and 70385-6; sealed stone and VCT surfaces were evaluated and bacteria tested include salmonella, influenza and E. coli.*

[1] These sanitisers have not yet been tested against the novel coronavirus COVID 19.