



# AUTO DECONTAMINATION SERVICES

A DIVISION OF JUVENAIRE



The Trusted Name in Restoration

# AUTO DECONTAMINATION SERVICES

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The Inovator In Auto Decontamination



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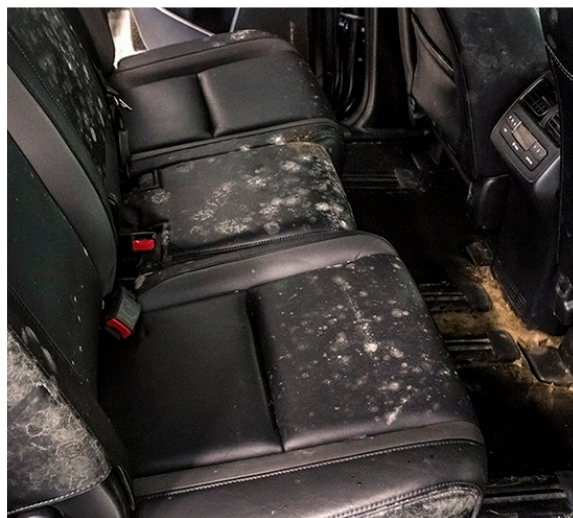


*The Trusted Name in Restoration*

Juvenaire is one of the largest independent disaster recovery, restoration and cleaning management companies in Queensland. Trusted by major insurance companies since 2000, we provide our clients with the experience and expertise needed to manage and restore properties damaged by a multitude of disasters.

Juvenaire has a hand on approach to all stages of the process from project management through to the final outcome – restoration. We deliver quality cleaning and restoration services for a range of specialised areas including:

- Water & Storm damage
- Fire & Smoke damage
- Mould contamination
- Methamphetamine drug labs & Odour removal
- Crime & Trauma scenes





# AUTO DECONTAMINATION SERVICES

As part of Juvenaire's goal to provide quality restoration services across diverse market sectors, the business continues to satisfy a growing need for the restoration of damaged or contaminated vehicles.

Building on the success and reputation of its successful Property Disaster Restoration Company and supported by effectively trialled products and procedures, Juvenaire has now formalised its auto restoration services with the establishment of Auto-Decon Services, a quality automotive decontamination service, catering to the demands of the auto insurance market.

With an experienced administration, claims and project management team aligned with specially trained technicians, the Auto-Decon services division has the capability to provide unparalleled support across key areas of vehicle damage.



## CONTENTS

P1 - WATER

P2 - MOULD

P3 - FIRE & SMOKE

P3 - ODOUR

P4 - BODILY FLUIDS

P4 - SHARPS

P5 - FUEL & OIL

P5 - ASBESTOS

P6 - OTHER SERVICES

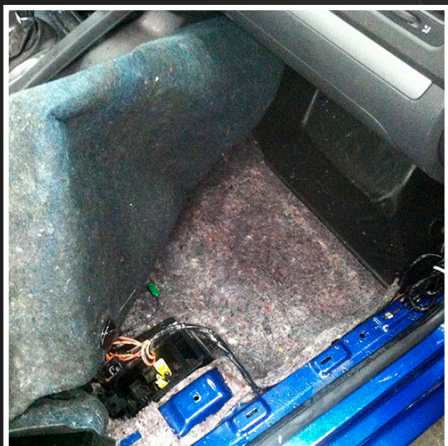
P6 - CONTACT



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## WATER DAMAGE

When water enters a motor vehicle, penetration and subsequent absorption can seriously affect door linings, seats, carpets, sub-floor, dashboard etc...

If left untreated, water absorption can result in mould growth and additional damage. Where possible, vehicles should be processed promptly in order to minimise further damage and reduce restoration costs.

Water damaged vehicles can be placed into either of two categories which determine which restoration procedures should be applied to provide the optimum result:

**General Water Damage** is classified as rain water that has entered via an open window, roof or door. Early treatment may only necessitate drying of the interior, followed by a detail clean. The result assures a high quality restoration and return of vehicle in almost showroom condition.

**Black Water Damage** is classified as water entering via the door seals (door linings) caused predominantly by flooding. As such, black water has significantly more contaminants, all of which can be dangerous if not dealt with promptly and correctly. Black water contaminated vehicles may require a more extensive restoration process including; removal of seats and carpets, thorough drying and the application of an antimicrobial agent. The final detail clean will return the vehicle to an optimum condition.

**Auto-Decon Services** ensure that each vehicle will be assessed individually, and a remediation plan actioned specific to the vehicle.





# MOULD DAMAGE

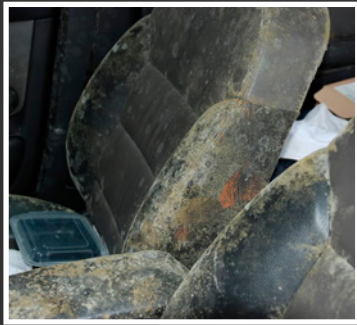
As a leader in its field, Juvenaire has studied, trialed and implemented mould removal methods which through stringent testing, have proven to be the most successful within the industry. Benefitting from Juvenaire's experience and with the license to use the superior Goldmorr Mould Products, Auto-Decon services apply effective and cost efficient mould removal techniques to contaminated vehicles.

A vehicle damaged by either General or Black Water can also lead to serious mould growth. Mould will grow on any surface that provides moisture and a food source, ultimately affecting vehicle carpets, upholstery and other porous materials. The problem is two-fold. Not only can the hair like strands of the mould spore (the hyphae) permanently damage upholstery, but the spore itself can be harmful for humans to breathe. This is why it is important to have mould contaminated vehicles meticulously treated, so that the restored vehicle can be returned 100% clean and safe

**Each vehicle will be assessed individually, and a remediation plan actioned specific to the vehicle. Below is a review of the general process associated with each category of water damage:**

General Water Mould Damage Treatment traditionally involves the drying, cleaning and fogging of the vehicle, followed by a detailed clean.

Black Water Mould Damage Treatment may require the additional removal and treatment or replacement of affected interior parts, together with drying, cleaning and fogging of the vehicle, followed by a detailed clean.



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## FIRE & SMOKE

Similar to a property affected by fire, smoke and/or soot, a vehicle exposed to fire and smoke will suffer from soot residue permeating all surfaces including seats, door panels, dashboard, wiring and carpets etc. The issues associated with a vehicle affected by fire and smoke is not only the residue left on all surfaces but the smoke odour that permeates into the porous materials. The smoke odour can be extremely difficult to remove.

A vehicle affected by fire, smoke and/or soot damage may require extensive decontamination which could include the removal of car seats and carpets, thorough cleaning methods to remove the soot source and ozone gas technology to remove lingering odours. Vehicles affected by fire, smoke and/or soot can be successfully restored back to pre-damage condition with the combination of these methods.

**Each vehicle will be assessed individually, and a remediation plan actioned specific to the vehicle.**

## ODOUR CONTAMINATOIN

Vehicles that have an odour may be caused by the following:

- Wet surfaces
- Mouldy surfaces
- Smoke residue and fire damage
- Forensic and bodily fluids (blood etc.)
- Food
- Faeces and urine
- Protein odour



As odour can be difficult to eliminate, each vehicle will be assessed individually to attempt to:

- 1) discover the source
- 2) remove, clean and decontaminate the source with specialty surface cleaning products
- 3) fog, mist, use off heat gas technology or ozone gas technology processes to eliminate the final smell

**Each vehicle will be assessed individually, and a remediation plan actioned specific to the vehicle.**



## FORENSIC & BODILY FLUIDS

Forensic clean ups including the removal and decontamination of surfaces affected by blood, faeces, urine or other bodily fluids is an extremely important service that Juvenaire provides for health and safety. Vehicles can become contaminated with bodily fluids after a motor vehicle accident, self harm incident or other accidental defecation (human or animal) events.

When restoring vehicles affected by bodily fluids, the stringent procedure has been created to protect the technician from possible contraction of pathogens such as HIV, Hep B and or C etc. This process is extremely important and varying on the contamination may include surfaces affected to be removed, wrapped for incineration and instantly disposed. Varying on the type and level of contamination, surfaces may be cleaned, with enzyme technology products, depending on its porous nature. Enzyme based products allow for the proteins in the contaminant to be digested leaving the surface clean and safe. Enzyme based products are only effective on hard surfaces that are non-porous.

If bodily fluids are left unattended, it can create a protein odour. Protein odours can be difficult to eliminate so the sooner it can be attended to the more successful the chance of removing the odour is.

**Each vehicle will be assessed individually, and a remediation plan actioned specific to the vehicle.**

## SHARPS

As part of Juvenaire's Auto-Decon service, every vehicle that enters the station will have an initial assessment for identification of the type and level of contamination but also to thoroughly sweep for sharps. This sweep is necessary to comply with Workplace Health and Safety and to allow for a safe work environment for the staff member working on the vehicle. Every project will have this stringent safety protocol initiated before any further works are completed.



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## FUEL & OIL SPILLS

Fuel and oil have a specific, strong odour that can permeate through a car if spilt. Varying on the size, type of contamination and longevity since occurrence, the odour may be difficult to remove. Juvenaire's Auto-Decon procedure may include removal of sub-floor or material directly affected by the spill and enzyme odour treatment to remove the odour.

**Each vehicle will be assessed individually, and a remediation plan actioned specific to the vehicle.**

## ASBESTOS

Vehicles that are affected and or contaminated with asbestos are difficult and tedious projects. Asbestos being fibrous in nature and harmful to human health requires stringent Workplace Health and Safety processes all in accordance with Asbestos regulations.

All vehicles contaminated with asbestos will be removed from site in accordance with Asbestos regulations. Then the basic process will follow:

- 1) Containment
- 2) Decontamination and Removal
- 3) Testing
- 4) Disposal

All asbestos contaminated vehicles will be crushed and certificates will be provided at the conclusion of all asbestos projects.

**Each vehicle will be assessed individually, and a remediation plan actioned specific to the vehicle.**





## OTHER SERVICES

Juvenaire Auto-Decon has developed a wide range of restoration procedures which are supported by specialty equipment and bespoke, proven chemical cleaners. Together they ensure the successful decontamination and restoration of all classes of vehicle.

As part of the overall Auto-Decon Treatment, the following is also available:

- Seat replacement
- Carpet replacement
- Upholstery treatment and repairs

Juvenaire Auto-Decon also works closely with:

- Auto electricians (repairs and works on electrical items affected by water)
- Licensed applicators for GM2000 mould products
- Licensed asbestos removalists specialised in containment and negative air technology for safe removal of asbestos fibres

## NEED OUR AUTO-DECON SERVICES ?

- Contact us to make an appointment - **1300 550 960** or send all claims to **claims@juvenaire.com**
- Send your vehicle to Juvenaire for assessment - 10/93 Burnside Road, Stapylton QLD 4207
- An expert will assess your vehicle and provide a report
- Juvenaire will prepare a detailed quotation/budget price
- Finally, Juvenaire will provide a detailed breakdown on the invoice

Please note that the assessment of your vehicle can take up to 3 days from the day of acceptance.



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**No Weak Links**

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