



(888) 440-3550
www.waterclaw.com

The best minds in our industry agree!

***“Every professional carpet cleaner in the world
should own at least one Water Claw.”***

The Water Claw Sub-Surface Flood Extractor and the Sub-Surface Spot Lifter offer a whole new dimension of service, efficiency and profitability for professional carpet maintenance and flood restoration services. We guarantee it.

Water Claw Flood Extractors

The Water Claw Sub-Surface Flood Extractor was designed for quick and easy flood extraction in preparation to the final drying process. The Water Claw's speed, performance and profitability in doing most flood jobs WITHOUT removing carpet and pad, has been proven in thousands of flood restorations worldwide.

Find out why Water Claw operators are saying:

“I'll never go back to the old way of doing floods again.”

Water Claw Spot Lifter

The Water Claw Sub-Surface Spot Lifter has fast become an industry standard. This easy-to-use tool is the ultimate solution for wicking and spotting problems of all kinds, literally flushing contaminants out of carpet face fibers, backing and pad *from the surface*.

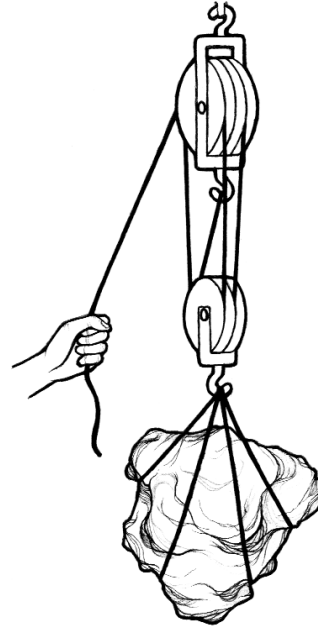
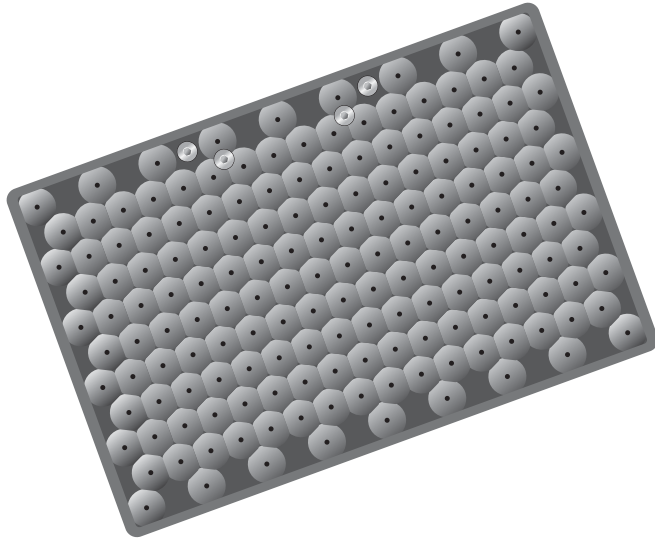
Try it once and you'll wonder how you ever got along without one!

The Water Claw 30-Day Unconditional Money-Back Guarantee

Pearl Technologies, in addition to our 3-year warranty, also offers a 30-day money-back guarantee on the purchase of your first Water Claw Sub-Surface Spot Lifter or Flood Extractor.

If you don't agree that sub-surface extraction performed by the Water Claw is an important part of your business, return it for a full, unconditional refund.

How the Water Claw Enhances Your Current Extraction Capabilities



Specially designed bottom plate maximizes suction and water channeling into vacuum chamber. The extraction plate grid and vacuum manifold have been scientifically designed to multiply and enhance your sub-surface flood lifting capabilities in the same way a pulley system multiplies and increases weight lifting ability.

How fast are Water Claw Flood Extractors?

Typical Sub-Surface extraction speed per tool size:

Deluxe Large	12" x 21"	1200	square feet per hour
Deluxe Medium	10" x 17"	800	square feet per hour
Deluxe Small	8" x 14"	500	square feet per hour
Econo Small	8" x 14"	500	square feet per hour

Actual times will vary based on vacuum power and carpet style.

What *NOT* to do with the Water Claw:

Factors that cause the Water Claw to suck air through the dryer face fibers.

DO NOT pre-wand or otherwise extract water from face fibers before using the Water Claw.

DO NOT overlap placement of the Claw.

DO NOT over-extract. The Water Claw can draw water from several inches to several feet beyond itself, if left in one place too long making your next placement of the Water Claw less effective.

Sub-surface extraction offers little or no advantage in water extraction where there is no pad/underlay under the carpet.

Choosing the Right Size Water Claw

Use the following formula to determine the optimum tool size for each job.

$$\text{Carpet Style} + \text{Vacuum Power} = \text{Tool Size}$$

It is recommended when using a truckmount that the operator have at least two sizes of Water Claw (small and medium). This will provide the operator with the flexibility to effectively perform sub-surface extraction in a variety of conditions. Adding the large size tool where appropriate will maximize extraction speed to 50% over the medium size tool.

Truckmount size vacuum systems use Deluxe models ONLY. Deluxe Models (small and sometimes medium) can also be used with portable extractors.

A Tool Size for Any Job:

Econo Small (8"x14"): Use with portable extractors only.

Deluxe Small (8"x14"): Fastest tool size for use on the heaviest ounce carpets. Also ideal for tight areas. Preferred tool size for large spotting jobs, including urine decontamination.

Deluxe Medium (10"x17"): For use on the widest range of carpet styles. Best all-round flood tool size. (50% larger than the small size tool.)

Deluxe Large (12"x21"): Fastest flood extraction when used with appropriate vacuum power and carpet style. Also the preferred tool size for quickly evacuating black water from any carpet style prior to tear-out and removal of un-salvageable carpet and pad. (50% larger than the medium size tool.)

Other variables in sub-surface extraction performance are:

- Extra Extraction time per tool placement without over-extracting
- Enhanced seal between tool and carpet (by adding pressure, weight or using a smaller tool size)
- Multiple passes over the same area from different directions (See **CRISS-CROSS METHOD**).

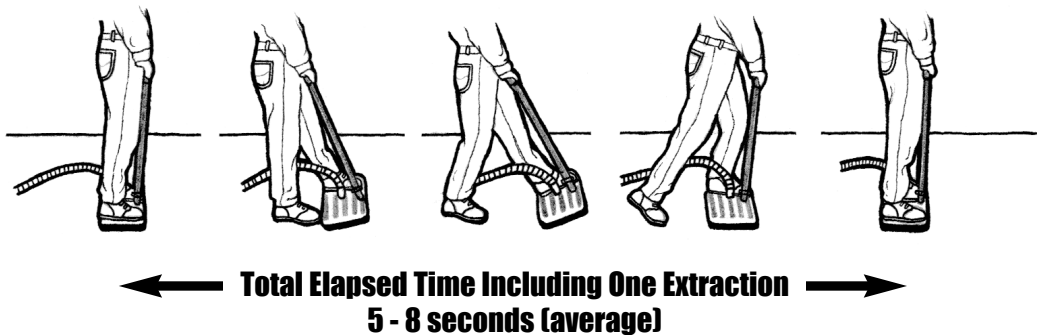
How To Perform "Sub-Surface" Flood Extraction Using The Water Claw

SPEED and ***EFFICIENCY*** will greatly increase as the operator perfects his or her rhythm in moving the Water Claw across the carpet.

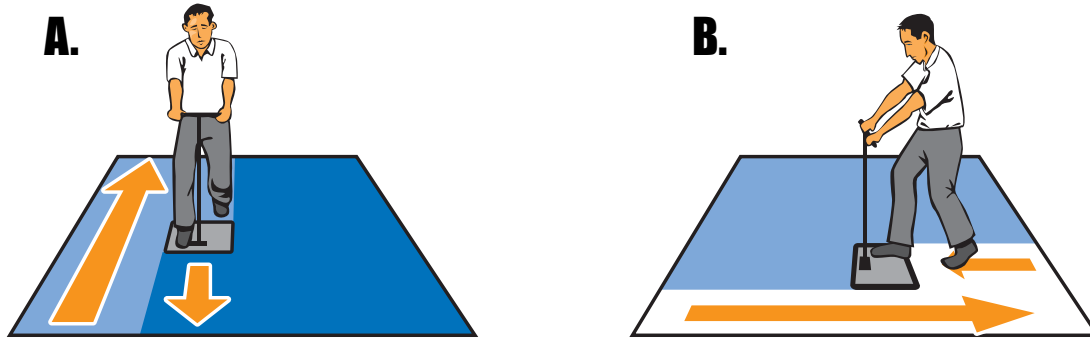
This process is surprisingly fast and easy.

- **First Rule - Always check pad to confirm desired extraction results.**
- To initiate flood extraction where carpet is floating on standing water, place tool in the middle of room to draw down standing water only to face fiber level. (At this point DO NOT allow the tool to extract water from pad or face fibers.)
- Water migration in pad during the succeeding Sub-Surface extraction process is essentially stopped when source water (standing water) is drawn away as described above.
- Now begin the Sub-Surface extraction process in one corner. Remember to always check pad after the first few placements to confirm desired extraction results and adjust to appropriate tool size as needed. (See "Choosing the right size Water Claw.")
- Once the proper tool size is determined, sub-surface extraction will typically be accomplished in the first 3 to 5 seconds as the initial rush of water passes through the tool; any additional extraction time or a second pass (see "Criss-Cross Method") can be determined by the operator.
- To reposition tool follow the diagrams below. Do not overlap, as this will cause the overlapped portion of the tool to suck air.

After the Sub-Surface extraction process has been performed, a small amount of water can sometimes be left on the face fibers. If so, the operator can more quickly and efficiently extract this moisture (after the Sub-Surface extraction process has been performed) with a typical wand to further reduce drying time.



Criss-Cross Method



After a few tool placements of sub-surface extraction, inspect the pad. If a second pass is required, proceed in the following manner.

- A. First, finish extraction of the room in one direction (north and south, diagram A).
- B. Next go to the original starting point and proceed cross-ways of the original path (east and west, diagram B).

This is called the criss-cross method and is much more effective than a second pass in the same direction or leaving in position each placement of the tool for long periods of time.

Flood Waters in Pad Only

If water is present in the pad only, the Water Claw can be used in one of three ways:

- Pull the carpet back and extract the pad directly.
- Where possible and permissible, saturate the face fibers with a hose or buckets of water; this will raise the water level up through the face fibers to better facilitate Sub-Surface extraction.
- Water can be drawn out of the pad through most dry carpets when the proper tool size and vacuum power are applied. The operator can confirm this by testing a small area before proceeding.

• Important Notice •

SUB-SURFACE FLOOD EXTRACTION ALONE DOES NOT DRY CARPET, PAD AND STRUCTURE. WATER CLAW SUB-SURFACE FLOOD EXTRACTORS ARE FOR PROFESSIONAL USE ONLY. SPECIAL TRAINING IN FLOOD DAMAGE REPAIR IS REQUIRED IN THE USE OF AIR MOVERS, DEHUMIDIFIERS, TEST INSTRUMENTS, ETC. INFORMATION ON RECOMMENDED DRYING SCHOOLS AND FLOOD RESTORATION INSTRUCTORS IS INCLUDED IN THE SHIPPING BOX OR CAN BE FOUND ON OUR WEBSITE AT (www.waterclaw.com)

How to Use the Water Claw Sub-Surface Spot Lifter

The Water Claw Sub-Surface Spot Lifter works on the same principle as our flood tools, but can perform Sub-Surface spot removal with any wet vacuum source, including a truck mount, portable, or wet dry mini-extractor. Standard hose adapter accepts 2" and 1-1/2" hose cuffs.

The basic rule of Sub-Surface spot removal is: any contaminants in carpet and/or pad that can be suspended in a liquid can be extracted out with the Water Claw.

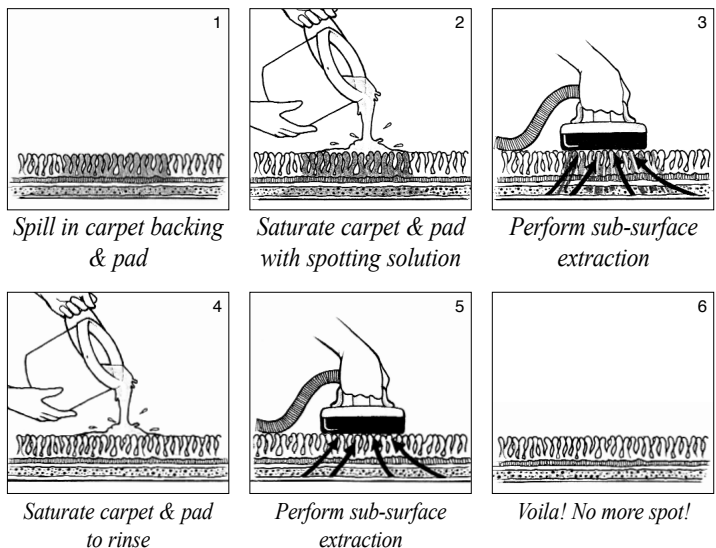
Whatever amount of water is introduced to the carpet and pad after limited dwell time can be quickly drawn back out again with the Water Claw and will typically dry out completely overnight.

Be sure the area under the spot lifter is saturated through both carpet and pad. The tool can be picked up and repositioned, or slowly dragged across the saturated area. (This dragging or sliding method is preferred.)

The Water Claw Sub-Surface Spot Lifter literally flushes contaminants from carpet face fibers, backing and pad. Amazing results can be achieved on a variety of spotting problems when combined with the professional technician's knowledge of spotting solutions, for example:

- **Soda pop:** saturate with hot water then apply the Claw.
- **Oils:** saturate with a dilution of your favorite degreasing cleaner, Water Claw. Then saturate with a rinsing agent to remove cleaner residue and Water Claw the area again.
- **Soap residue:** saturate with a mixture of cold water and defoamer, then Water Claw it.
- **Pet urine:** saturate with your favorite urine liquefier. Allow a small amount of dwell time, followed by the Claw. (Repeat this step as needed.) Then saturate with your favorite urine deodorizer for your final flush and Clawing. (Some single chemicals perform well for both steps).
- **Wicking problems:** wicking problems of all kinds can be flushed out with the proper spotting dilutions or even straight water, as determined by the technician.

Diagram shows the hand-held Water Claw Spot Lifter.
For large areas, consider using the small-size flood extractor.



It is recommended that the technician first explain to the customer the procedure used for Sub-Surface spot removal to avoid alarming the customer during the saturation process. We also suggest that you invite the customer to watch through the clear-top plate the Sub-Surface extraction process being performed. This will greatly impress customers of your expertise & professionalism.



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What to Charge for Water Claw Services

Flood Extraction • Spot Removal • Urine and Odor Decontamination

Sub-surface extraction has the potential to be the most profitable service a professional carpet cleaner can provide. And it surely is the most visually impressive service your customer can watch you perform.

Flood Extracation

As yet there is no industry-wide standard for pricing of sub-surface extraction because of the newness of the process and broad variables from job to job. However, as of January, 2002, one estimated national average is \$0.47 per square foot. Rates will vary according to: Total square footage and the degree of difficulty in extracting different grades of carpet and pad. (Both factors will impact your most valuable resource - time, so charge accordingly.)

Any revenues lost for not charging for tearing up and replacing pad and/or carpet should be recaptured in rental fees on additional air movers and dehumidifiers plus extra charges for sub-surface extraction. By attending one of the recommended advanced drying classes you will learn new methods of utilizing your drying equipment, virtually eliminating the need to pull carpet and pad, float the carpet or move out furniture, as well as reducing man-hours spent on the job and ultimately drying the complete structure, including carpet and pad, in three days or less. Learning these new drying methods, will contribute to maintaining or increasing your profit margins and make your jobs easier. Information on advanced drying schools and instructors is included in the box or go to www.waterclaw.com.



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Spot Removal

Charges for sub-surface spot removal vary widely for a variety of reasons.

For example:

One small spot may require a minimum service charge of \$35.00 to \$65.00 or more. But if you are already set up on a job, you might charge \$5.00 to \$20.00 for the same small problem spot. At other times you may choose to perform a complimentary service. For small areas the hand-held spot lifter works ideally. For larger areas such as extensive urine decontamination, you can reduce your time and expense by using the small-size stand-on Flood Extractor. Charges can be adjusted according to your time and expenses.

Urine and Odor Decontamination

When performing urine decontamination for odors, charges should be significantly less than the total cost of tear up and replacement of pad and treatment of carpet and floor. Thus saving your customer money while still solving their problem, and making you the hero they will tell their friends about.

The most successful technicians will also provide their customers with a guarantee of complete odor elimination explaining that in some cases, urine contamination can be so extreme that replacement of carpet, pad, and tack strip, as well as treatment of walls and floor are necessary. In these cases the technician will credit the customer the cost of the first process to this second or next level of service, or simply provide the customer a full refund. However when the Water Claw is used properly with the right or best chemicals, (see "Preferred Chemicals" at www.waterclaw.com) failure of the Water Claw process will be rare. It won't take long before your expertise and confidence in sub-surface extraction increases as will your over-all profits.

Water Claw® Warranty

Terms and Conditions

Pearl Technologies, Inc. warrants the Water Claw® products it manufactures to be free of original defects in material or workmanship for a period of one year on laminated design or three years on molded design from date of purchase. Pearl Technologies, LLC will repair or replace product at its option. Proof of purchase is required.

All returns must be pre-approved prior to shipment. A Return Material Authorization Number for each Water Claw® product will be provided by phone by calling 888-440-3550.

Pearl Technologies, Inc. shall not be liable for special, indirect, or consequential damages. The remedies set forth in this instrument are exclusive, and the liability of Pearl Technologies, Inc. or its affiliates shall not exceed the price of the equipment or part on which such liability is based. The protection of this warranty does not extend to any damage or failure to operate resulting from any accident, misapplication, alteration, abuse or misuse or improper use or application.

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WATER CLAW®
SUB-SURFACE EXTRACTORS

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