
FAQ

WHAT ARE THE SIGNS OF CONDENSATION?

During the winter months, many properties suffer from damp and mould growth due to condensation. Air can hold moisture - the warmer the air, the more moisture it can hold. If moist air is cooled by contact with cold surfaces, such as walls, windows or mirrors, the moisture condenses into water droplets (condensation).

Mould often occurs because of condensation. It starts as pinpoint black spots, usually on the side surfaces, in corners and in poorly ventilated spaces, such as behind cupboards and in wardrobes and grows quickly if moisture levels are high.

When relative humidity (a temperature-dependent measure of water vapor in air) becomes elevated indoors, building materials and furnishings absorb the moisture. Those damp materials can then provide a perfect place for mould to grow. If there are no cold-condensing surfaces and the relative humidity is maintained below 60% indoors, there will not be enough water in those materials for mould to grow. However, if the RH stays above 70%, mould will certainly grow.

HOW DO I REDUCE CONDENSATION?

By introducing low level heating, the temperature of internal surfaces will rise. This will reduce cooling of any moisture-laden air and, consequently, the amount of condensation. Ideally, low level background heating should be continuous, as any short bursts of heat may not result in a suitable rise in surface temperatures.

Adequate ventilation is essential to allow moisture-laden air to escape from the home before condensation occurs. Mechanical extract ventilation systems and dehumidifiers are proven to be very effective in reducing condensation.

DOES THE MOULD DOCTOR PROVIDE A WARRANTY?

Yes the warranty is for 1 year proving the identified caused is fixed. If the cause cannot be fixed we can offer an annual service agreement.



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WHAT IS THE COST FOR AN INSPECTION AND REPORT?

We provide a FREE detailed inspection report for any premises or area that has a problem with mould, including any contents. The inspection is conducted by our highly trained technicians who will assess the property and determine the cause of the mould.

WHAT IS CAUSING THE MOULD?

The mould infestation generally occurs from condensation, lack of ventilation or moisture ingress from building or plumbing defects.

WHAT IS THE MOULD DOCTOR REMEDIATION PROCESS?

1. Firstly we remove the visible mould infestation from hard surfaces. Our treatment will remove the staining from gyprock, concrete, timbers, stonework, roofing, and brickwork. The product is formulated to get to the hyphae, or root system, of the visible mould. Once the visible mould has been eliminated, painting of the surfaces is usually not required unless moisture has caused peeling or flaking paint issues.
2. The second stage is the elimination of invisible mould spores. Our product is unique in that it is NOT an encapsulant, it is non-irritant, biodegradable, non-toxic, non-corrosive and non-bleaching. This product has been thoroughly tested and is designed as a non-mechanical air scrubber to eliminate mould spores and other contaminants from the indoor environment. Additional benefits are that it is not scented, so there can be no question of it masking odours. Its non-bleaching feature means that it is safe to use on any surface.

WHY DO YOU FOG THE ENTIRE PROPERTY?

Mould spores, by nature, will grow where there is excess moisture. The mould that we see on our walls and ceilings, is present because the right conditions exist. Whilst you see this growth, mould produces inviable spores which spread throughout the living environment.

HOW LONG DO WE NEED TO BE AWAY FROM OUR HOME?

Following the remediation and fogging we require that you do not return for a period of only two hours.

This is the time required for our product to have a consistent coverage of the entire living environment.

WILL BLEACH KILL MOULD?

When utilising bleach for cleaning mould in a bathroom, the organic matter in the form of soap scum changes the pH of the bleach to a range that is ineffective for killing mould. The corrosive nature of bleach is harmful to grout and tiles as it erodes and corrodes the surfaces, making them more porous, and vulnerable to further penetration of fungal growth. Bleach does not penetrate or soak into porous surfaces and the active ingredient sodium hypochlorite stays above the surface whilst water is absorbed into the porous surface.

For this reason, bleach is ineffective in killing penetrated mould growth of non-porous materials like gyprock and timber. The colouring in fungi, is removed making it appear invisible however proper mould remediation requires the removal of all mould infested material from the surface and that that has been penetrated.

DO YOU PROVIDE BATHROOM VENTILATION SYSTEMS?

We install the latest European technology. The Elegance E-Style ventilation system is installed with an adjustable humidity sensor control. The humidity sensor is designed for use in a laundry or bathroom where humidity is high from the use of showers and appliances. These units are low energy and no one is required to turn on or off.

DO YOU HAVE A DRYING SERVICE?

We provide flood restoration and drying services if required.