

IS YOUR HOME OR WORKPLACE MAKING YOU SICK

Inspection & treatment information

Arrange a free inspection

S 1300 944 595

info@themoulddoctor.com.au

themoulddoctor.com.au



INSPECTION PROCEDURE

- 1. There is no charge for the initial inspection report and quote.
- 2. The report includes photos plus moisture and humidity readings.
- 3. Our tech will provide the mould causation information.
- 4. If there are building defects causing moisture ingress we may recommend further investigation by a registered building inspector.

TREATMENT PROCEDURE

The mould doctor provides a unique two step mould remediation process

STEP 1

- All visible mould is removed, and the area is micro cleaned.
- In most cases post treatment painting is not required unless the paint is cracked or peeling.
- This represents a big saving for the property owner.
- Mould in grout and silicon cannot be treated and needs to be replaced.

STEP 2

Once the visible mould is removed the entire living space is fogged to eliminate all species of air borne mould spores, bacteria and chemical VOC's











OUR FOGGING PRODUCT

Developed by a Chemical Engineer and chartered scientist Australian chemist who has specialised in air quality solutions for 30 years. The fogging product is produced under license and is exclusive to the Mould Doctor

It is nonhazardous and has been tested by the Microbiology Department at Monash University in Melbourne

Once fogging is completed a 2-hour containment period is required to ensure all bacteria is eliminated.

Over the past 15 years, The Mould Doctor fogging process has been provided to more than 80,000 domestic and commercial properties, including, Schools, Aged Care Facilities, Hospitals and Police Stations and mould won't continue to be a problem.



WHAT IS FOGGING?

Fogging, is the process undertaken to eliminate the invisible airborne mould spores. The product is applied by use of a misting device and so can gain far greater and more consistent coverage of an entire home; similar to the steam created when you have a hot shower.

WHY FOG THE ENTIRE HOUSE?

This is simply because mould spores spread. They are carried on your clothing as well as being present in the air. If the entire dwelling is not fogged, then the mould will return in other rooms under the right conditions. The fogging product is non-hazardous and will do no harm to the occupants furniture







MOULD MYTHS

THERE'S NO QUICK FIX

"I've got a quick fix for mould,"says your normally-amenable landlord. "Just get the tenants to wash the mould away with a bleach solution. She'll be right as rain." Wrong.

Many landlords may initially use 'Doctor Google' rather than The Mould Doctor. Google may tell you that bleach is the miracle mould cure-all when in fact, bleach makes a landlord's mould problem worse.

BLEACH FEEDS MOULD

Chemicals like bleach are actually a smorgasbord for some fungi. Whilst initially you may think bleach solves your mould problem, it actually feeds it. Bleach is effective in sanitising surfaces, and when used on mould it can indeed remove the discoloration associated with mould.

It will not, however, remove the microflora which will allow mould to return in exactly the same spot. Any mould that is killed by bleach then leaves behind hazardous mycotoxins - dead mould spores that still present a health hazard.

BLEACH LINKED TO HEALTH PROBLEMS

The Herald Sun has reported on the relationship between the use of bleach and health problems - linking the use of bleach in domestic environments to higher rates of flu, tonsillitis, bronchitis and pneumonia in children.

Research speculates that airborne irritants released whilst cleaning with mould may damage the lining of lung cells, sparking inflammation and making it easy for infections to take hold.

Advertising increasingly promotes the use of antimicrobial products including bleach in the home environment - which makes communicating to landlords unaware of bleach's health risks doubly challenging.

MOULD PROOF PAINT - ALL YOU NEED TO KNOW

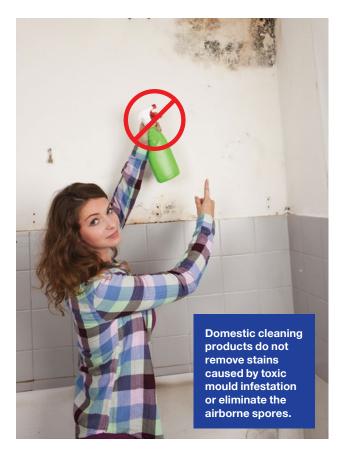
Everyone knows that prevention is often better than cure, so it's no wonder that landlords and property managers are often looking to mould proof paint as a way to prevent mould.

The good news is that there is a wide range of mould resistant paints available that discourage the growth of mould. These contain a level of mildewcide that will keep the paint free of mould and mildew for some time – usually for the life of the paint.

The bad news is that just using these paints alone is not enough. In order for the paint to work, the mould needs to be attacked at its source before painting. We are often called to properties within three months of a client's paint job to treat mould that has returned.

The fact is there is no paint that penetrates a surface and kills mould spores. If there was such a paint it would need to be registered as a pesticide. If you paint without proper mould remediation, spores can be embedded into the film of the paint and cause visible infestation in the future.

Prevention is better than cure, but only when handled correctly by the experts. Our technology actually kills the mould spores, greatly reducing the risk of mould returning. The Mould Doctor's technology removes the mould stains, therefore repainting is not required which saves additional costs for the landlord.



Moulds have diverse effects on our health due primarily to their production of spores and toxins

NO VISIBLE MOULD --Decontamination Fogging and INSPECTION



DECONTAMINATION FOGGING AND INSPECTION

Our highly trained technician will complete a full inspection of the property, taking moisture and humidity readings, and then complete a decontamination fogging of the property.

WHAT IS DECONTAMINATION FOGGING?

We use a fogging machine to distribute this product into a mist throughout the entire property to ensure consistent coverage of the entire living environment.

This scientifically formulated product is nonhazardous, biodegradable and not harmful to any contents. Our non-corrosive and environmentally friendly product has been tested by the Microbiology Department at Monash University.

Fogging the entire property is required to prevent the mould growing in other rooms. Under the right conditions mould spores will aggressively form, multiply, and spread.

WHAT ARE THE BENEFITS OF FOGGING?

Our fogging product has been proven to eliminate all mould species as well as bacteria that cause the spread of colds and flu.

Bacteria and fungi are airborne, meaning they can travel through air and can cause infections in people through various means, inhalation, direct contact or ingestion of the pathogen.

The elimination of mould spores and other bacteria will ensure the property is restored to a safe and healthy environment for the occupants.

Occasionally if a property has ongoing issues with dampness and the cause cannot be fixed, a service agreement option is available.





THE FACTS ABOUT MOULD



AIR Testing



AIR TESTING

Air samples will be taken from various locations in the living space of your property and sent to the Eurofins Laboratory for analysis by a microbiologist. A detailed report that includes the mould species and spore counts will be provided.

- The cost for 3 internal samples recommended for a single-storey home or apartment is \$595 + gst
- The cost for 6 internal samples recommended for a 2-storey home or a commercial property is \$895 + gst
- Both options include an external sample taken from outside of the property as a control sample

In addition, during the testing our technician will inspect the property and take moisture and humidity readings that will be included in our report and recommendations. This report will be attached to the Eurofins Laboratory report and our team will be available to advise if there is any remediation required.

WHEN TO TEST FOR MOULD?

- When there is no visible mould air testing is required. The test report will confirm the mould species and spore count.
- If a doctor cannot pinpoint the cause of a health symptom related to mould allergies.
- A resource to use if there is a landlord/tenant dispute. The report is valid in any law of court within Australia.

It is important to note that if you can already see mould, remediation is required, and testing is usually unnecessary.

WALL CAVITY

If there is suspected mould within a wall cavity a section of plaster will be removed and the air testing will be completed within the cavity and the connected rooms (please note – plaster, patch and paint will need to be completed by your preferred tradesperson).







IS MOULD TESTING NECESSARY?

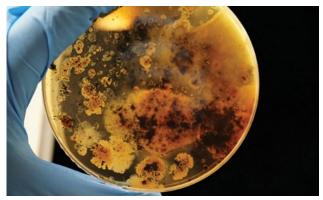
If you see mould growing on materials in your property, testing is not needed. Mould testing is usually not useful in determining what steps to take for removal. If mould is visible, it needs to be treated by a qualified technician.

MOULD DAMAGE

When left to accumulate, mould can damage buildings and expose the inhabitants of the infested building to health risks. The concern over mould growth has allowed for speculations, misconceptions and confusion about various aspects pertaining to mould. Testing cannot determine whether health effects will occur.

The fact is that if you can see mould in your house, you probably do not require a test for the presence of mould. A visual inspection by a qualified technician is necessary to determine the mould remediation process. In most cases, the cause of mould growth is the presence of moisture therefore the action required is to eliminate the source of moisture.

INDOOR MOULD GROWTH



Most of the time, indoor mould growth is obvious and visible. However in certain cases, the mould is growing behind walls and hidden cavities.

To determine whether the hidden mould growth is extensive; mould and moisture inspection procedures are required. Eliminating hidden mould formation early, will prevent further contamination.

There are no Australian standards regulating mould inspectors, therefore it's advisable that you engage a company that is well established with trained technicians. If there is visible mould householders often feel they need to get it tested to determine what type of mould it is, whether its toxic, and other characteristics.

BLACK MOULD

Don't you need to know, for example, what kind of mould it is so you can determine whether it's toxic? In fact, in most cases, the surprising answer here is 'no'. So called 'Black Mould' is a term that is badly misused. Once you see visible mould, knowing what type it is, for example, is usually irrelevant because at this point, a qualified mould technician simply needs to provide mould remediation.

IF VISIBLE MOULD GROWTH IS PRESENT

In most cases, if visible mould growth is present, sampling is unnecessary. Since no EPA or other federal limits have been set for mould or mould spores, sampling cannot be used to check a building's compliance with federal mould standards.

Surface sampling may be useful to determine if an area has been adequately treated. Sampling for mould should be conducted by professionals who have specific experience in mould sampling protocols, methods, and interpreting results. If a mould inspection and test is needed, knowing the indoor and outdoor spore counts is essential.

WHEN SHOULD MOULD TESTING BE CONSIDERED?

- When there is no visible mould just a musty or permeating odour
- If there is defective plumbing, building defects or leaks
- If a doctor cannot pinpoint the cause of a health issues related to mould allergies
- For a pre-purchase real estate report
- Landlord/Tenant disputes
- If you can already see mould, remediation is required and testing is usually unnecessary.





HEALTH ISSUES

Mould isn't just an unsightly problem – it's a serious health risk. It can affect the respiratory system, causing sneezing, coughing, headache, fatigue and wheezing, as well as respiratory infections. In particular, young children, the elderly, people with asthma and allergies, or people with compromised immune systems are at risk of developing mould-related health complications.

DEADLY MOULD

"With more than 30% of buildings affected by mould, it is now belatedly being recognised as a serious health risk," says Dr Peter Dingle PhD.

Moulds are perhaps the most opportunistic of the microorganisms, and are found virtually everywhere, indoors and outdoors. They thrive wherever there is the least bit of moisture and nutrition - in fact, they are tiny, enzyme producing and cellulose eating factories. There is a mould for every occasion and almost every material

They work continually on organic materials, breaking them down. Moulds are vital in the process of decomposition and recycling of organic material, and are essential and beneficial for life. Indoors, however, where their populations can concentrate, moulds become a problem.

Fungi are the most frequent cause of biodegradation of building materials. This "biocorrosion" happens to building materials, such wood, chipboard and plaster, as organic and inorganic acids are released from the fungi. This is not surprising as fungi are capable of breaking down rock in nature. Ideal conditions for fungi growth are damp, humid conditions. In recent years, the opportunity for growth of fungi and hence mycotoxin release has increased with increased flooding and thermal modernisation of residential buildings. Allergies and mycotoxicosis can be caused by extended periods of mould exposure.

Mould growths can often be seen in the form of discolouration, ranging from white to orange and from green to black, and present many textures, including slimy, powdery and hairy.

Moulds have diverse effects on our health due primarily to their production of spores and toxins, some of which are Volatile Organic Compounds (VOCs). Symptoms caused by moulds range from allergies to liver cancer. Mould can also cause conditions such as Sick Building Syndrome (SBS) and skin infections. It is inadvisable for anyone to live or work in a mouldy indoor environment.

Daily Telegraph

'Our mouldy house was killing us'

FIONA BAKER NATIONAL FEATURES FEBRUARY 18, 2012 7:00PM



Robyn Bell and Mathew Willmore had severe health problems caused by their mouldy home in Brisbane. Picture: Hughes Simon, Source: Supplied

WET weather is causing a spread of mould that is damaging to our health.

The list of infections, symptoms and conditions Robyn Bell, her partner Mathew Willmore and even their two cats suffered during the three years they lived in a mould-infested Brisbane home reads like the index of a medical journal.

Sinus, skin and respiratory infections, yeast infections, headaches, aching joints, asthma, fatigue, loss of libido, depression and anxiety were some of the problems they suffered. Their cats suffered fungal infections and constant vomiting.

"That house was killing us," Bell says. "It just took a long time for us to connect the dots about why we were so sick all the time."

She and Willmore have since moved out - 'almost immediately we felt better' - but without most of their belongings, which they have locked up in containers because they were unable to control the mould.

'Mould has tainted everything in our lives,' she says. 'Along with our health, many of our belongings, our keepsakes that were sacred to us, have been or will need to be destroyed.

'Mould is toxic, dangerous and consumes everything around it. Unless you treat the source and kill it, it will take hold of your life.'



CONDENSATION IN APARTMENTS



Apartments constructed in the past 15 years have a massive issue with condensation during the cooler months due to inadequate building ventilation.

With the current trend of eco-friendly and green initiatives driving better energy consumption and sustainable design of new buildings, there is an increasing requirement to have buildings further sealed off to air leakage and ensure any air entering or exiting an apartment is avoided, which can result in condensation and moisture build up.

The condensation problem occurs predominantly because modern apartments are **required by law** to be extremely well sealed against air ingress from the outside.

The Building Code of Australia (BCA) requires all new apartments to have air tight seals around doors, windows and other openings into the building.

The reason for the seals is to stop heat either getting in or getting out to minimise the requirement to heat and cool apartments.

A consequence of the airtight sealing of apartments is that there is a restriction of free-flowing air without opening doors/windows.

During normal occupancy of an apartment, occupants will shower, cook and wash/dry clothes.

All these activities produce moisture which is exhausted to the outside by bathroom or kitchen exhaust fans.

However, the fans require a high litre per second extraction rate and require a degree of free-flowing air to maximise efficiency.

The reason that fans require free flowing air is to avoid a vacuum effect created by the airtight sealing of windows and doors.

Therefore, the fan is trying to extract air (and moisture) from the apartment to discharge outside reducing its efficiency because the seals work so well. As the moisture stays inside the apartment, the **apartment can feel humid** especially when the heating is on.

Overnight during winter when the moisture and condensation are most prevalent, the cold outside temperature will cause condensation on the windows.

The amount of condensation will depend on the amount of moisture in the air inside the apartment. In many cases condensation causes water to teem down the glass.

To overcome the condensation, some simple steps can be employed by occupants to minimise the build-up of moisture inside their apartment.

This will include measures such as:

- 1. Putting clothes out to dry on the balcony rather than inside, should Owners Corporation permit
- 2. Avoid drying clothes in front of a heater
- 3. Running dehumidifiers for 6 to 8 hours per day during cooler months.

WHO IS RESPONSIBLE FOR THE CONDENSATION?

The Building Commission has issued a Guide to Standards & Tolerances 2007, which acknowledges that "Condensate is a common problem in buildings, particularly in bedrooms, bathrooms, kitchens and laundries, and can occur on windows". "Where the requirements of the building code have been complied with, the responsibility for controlling condensation by maintaining adequate ventilation through the installation and use of exhaust fans or other means is the responsibility of the owner.



DEHUMIDIFIER

COOL-SEASONS PREMIUM 10L Desiccant dehumidifier

The most powerful compact, light weight desiccant dehumidifier on the Australian market.



Desiccant Dehumidifiers - the most effective and efficient technology for cooler climates



Your cool-seasons solution for a dryer, healthier indoor climate

This premium 10 litre per day small-size/big-power model is compact and light weight yet powerful in performance with a high desiccant moisture removal capacity.

An all-in-one dehumidifier and dryer; your premium choice in desiccant dehumidifiers.

FEATURES

- efficient cold-climate operation (down to 1°c)
- 10L of moisture extraction per day (20°c @ 60%RH)
- nano silver filter (kills viruses and bacteria on contact)
- suitable for room sizes up to 50m2 or 125m3 (easy-drying)
- easy soft-touch controls (humidity/drying settings/ 12hr timer)
- laundry mode (simple one-touch economical clothes drying function)
- auto swing louvers (air flow direction control and faster drying)
- full-tank auto shut-off
- easy front-removable 3 litre water tank (anti-spill water bucket design)
- 12 hour timer (2, 4, 8 or 12 hrs auto-shut-off or continuous)
- continuous drainage feature (1.2m drainage hose included).

SPECIFICATIONS

- dimensions 317(w) x 213(d) x 499(h) mm
- weight 6.8kg



\$495 + GST Price includes

- Delivery
- Set up
- How to use instructions.



BATHROOM & LAUNDRY VENTILATION



SILENT SERIES Wall or ceiling mounted Exhaust fan

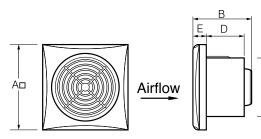


The Silent series exhaust fans are designed to solve ventilation problems in bathrooms, ensuites and toilets. They feature an advanced vibration absorbing design the enables them to run quietly, while the high performance motor and impeller exhausts air quickly and efficiently.

- Quiet operation due to its noise and vibration absorbing design.
- Powerful airflow performance.
- Low loss foil backdraft damper is standard on all models.
- Internal thermal motor cut out protection.
- 220-240V, single-phase, 50Hz supply.

ACCESSORIES

- Fan Controllers.
- External Grilles.
- Flexible Duct Fire Rated AS/NZS 4254.
- Wall Tubes.



DUCT MODEL NO. A 🗆 в сø D E SIZE SILENT-100... 100 158 109 99 79 25 SILENT-125... 125 180 119 118 80 30 SILENT-150... 150 214 149 147 95 35 All dimensions in mm

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\$890 + GST What's included

- Supply and install
- Ducting
- Run on timer
- Hardwire by electrician to a dedicated switch



SUB FLOOR VENTILATION



- Living in a house that feels damp?
- Musty odours?
- Visible mould in living areas?
- Signs of termites or rotted timber?
- The Mould Doctor can help by installing a Sub Floor Ventilation system

Research has proven that people get sick from damp floors and rising dampness in their homes. This has a major effect on the health of Australian home owners.

Sub Floor dampness and mould can affect the respiratory system, causing sneezing, coughing, headache, fatigue and wheezing, as well as respiratory infections.

In particular young children, the elderly, people with asthma and allergies or people with compromised immune systems are at risk of developing mould-related health complications.

Excessive sub floor moisture may cause wood rot, termite infestations and unpleasant odours.

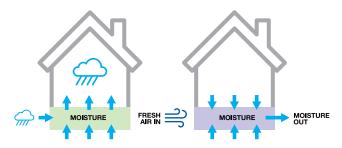
We can assist you to prevent all this by installing a sub floor ventilation system to remove ground moisture creating a drier and controlled sub floor area.

Our system is an affordable, economic and long-lasting solution.

The sub floor ventilation system is installed by our highly trained technicians,

The system will exhaust moisture and introduce fresh air in through existing passive vents. This cross-flow ventilation from one side to the other, creates air exchange which will renew with fresh air up to 15 times per hour.

The moisture will no longer make its way inside the living space eliminating musty smells, pest infestations, rotting timbers and most importantly health problems as a result of dampness in your home.



- The European technology ensures superior performance, reliability and low operating costs.
- This sub floor ventilation system will design effectiveness, result in cost and energy efficiency, reliability and low maintenance requirements.
- Steel and fire-resistant casing with resistant coating for reduction of vibration and longevity.
- Insulated ducting is used for improved acoustic performance and special imported high moisture resistant PVC fume control duct.





FAQ's

What is causing the mould?

Mould occurs from condensation, lack of ventilation or moisture ingress from building or plumbing defects.

There is a damp/musty smell. Does this mean there is mould?

The smell is often caused by dampness. We will take moisture and humidity readings to identify the cause.

Can you give me a ballpark figure for how much it will cost? I don't want anybody here until I know roughly what I might be up for

If you can forward photos, we can provide a treatment estimate. Once on site we will complete a FREE inspection report that will include moisture and humidity readings and preventive recommendations.

Will bleach or vinegar kill mould?

Bleach only whitens, vinegar may, however unless the cause is identified the mould will return.

What is the cost for an inspection and report? We provide a free inspection and report.

What does the inspection involve?

Photos are taken, we provide humidity and moisture readings. If building defects are allowing moisture ingess details will be included in the report. Preventive recommendations are also provided.

Will the inspection tell me what type of mould is present?

There are in excess of 100,000 species of mould. To determine the species air samples are required for a laboratory analysis by a microbiologist. If mould is visible there is no point in testing.

Is the mould in the property the tenant's fault because they haven't been opening the window.

In most cases the tenants are not responsible as they are not able to leave windows open during the day. During cooler months open windows allow moisture to enter.

What is the composition of the chemicals you use for treating the mould?

Our fogging product is non hazardous, If requested we will forward a MSDS (Material Safety Data Sheet) plus Monash University Test Report.

Can you remove the mould the same day you do the inspection?

In some cases, however we need approval in advance so we can schedule the time required by the treatment tech.

What is the remediation process?

We remove the visible mould from hard surfaces. The product gets to the root system of the mould. Once the mould is removed painting is not usually necessary unless moisture has caused peeling or flaking paint issues.

What do I have to do before my treatment?

We will forward a pretreatment information sheet. Main issue is to ensure furniture is moved away from walls if there is mould behind the items.

How long do we need to be away from our home?

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

Why does the property need to be vacant for two hours after my treatment?

Containment is required to allow the fogging product to give consistent coverage of the entire living environment.

Is it safe to live in the property while we are waiting for the treatment?

This really depends on the extent of the mould and if any of the occupants have a mould allergy are children, elderly, asthmatic or have a respiratory illness.

My pets are indoor pets. Are we able to put them in a separate room away from where the mould is with doors all closed? Yes

I am pregnant. Is the treatment dangerous for me? What about my young toddlers?

The treatment product is non-hazardous and has been tested by Monash University. We treat Hospitals, Aged Care Facilities, Schools, Police Stations and offices.

What items don't/can't you treat?

Most household contents can be treated. We do not treat mattresses, some soft furnishings and blinds.

How can they tell if there is mould behind the wall panel?

A small section of plaster needs to be removed

Can I get the technician to cut a hole in the ceiling because I think there is mould there? Generally we can inspect via a manhole

FOGGING

Why do you need to fog?

Fogging eliminates all airborne invisible mould spores and other bacteria.

Why do you fog the entire property?

Because the spores move around the house

Is the fogging treatment hazardous? Its totally non hazardous.

Will fogging harm my belongings/clothing? No, only harmful to mould spores

Do I need to cover anything before 'fogging'?

No all items and other contents need to be left exposed.



FAQ's cont...

SUB FLOOR

Once I get the subfloor ventilation installed, do you then treat the underfloor mould?

We fog the subfloor when its dry to eliminate spores on the soil.

WARRANTY

What if the mould comes back?

Mould may return if the cause has not been fixed or preventive recommendations are not implemented.

Do you provide a warranty?

A 1 year warranty applies if all preventive recommendations are implemented and building defects allowing moisture ingress are repaired.

We are going to install our own fan/dehumidifier. Will the warranty still be applicable?

Yes, however we must approve of the make and model.

SILENT SERIES BATHROOM AND LAUNDRY VENTILATION SYSTEM

How does the system work?

The system is hardwired to a dedicated switch that has a 15 minute run on timer. The units are energy efficient and moisture extraction rate is 75 litres per second.

Where will the fan be installed?

For apartments in most cases the system is installed into the wall and vented externally or into the wall cavity. In some cases, the system is installed into the ceiling and ducted to a vent under the eaves.

Does the fan replace the existing fan?

If there is an existing fan the Fantec System can be installed depending on the hole size when removed. In most cases the old system remains, otherwise there maybe costs for paint and plaster patching.

What happens with the hole in the windowpane? Will the new fan go in the same space?

In most cases we arrange a glazier to replace the glass and cut a new hole.

What is the cost?

Please see page 13

Why do I need a fan AND a dehumidifier? It is a very small property.

The dehumidifiers are recommended for bedrooms where condensation is a real issue due to inadequate building ventilation.

DEHUMIDIFIER

I leave windows open. Why do I need a dehumidifier?

During the cooler months when condensation is an issue open windows allow moisture to enter the living space.

How does a dehumidifier work?

Desiccant dehumidifiers are designed to operate best in non-tropical climates. The systems extract moisture from the air and have low noise levels because they are not built with a compressor. The compressor dehumidifiers are generally cheaper to run in warm weather, but the desiccant dehumidifiers make more energy sense in cold weather when condensation is an issue.

Do I need to use the dehumidifier every day?

As all properties vary regarding size and dampness there is no set limit about how long to run a dehumidifier for however, here are some general guidelines.

Initially the property will, in all likelihood, be very wet therefore you should run the dehumidifier continuously for 6 to 8 hours.

Once the dehumidifier stops collecting water the set humidity level has been reached. If you are using Laundry Mode then you need to keep an eye on the humidity yourself as in Laundry Mode the dehumidifier will work continuously until the air contains a very dry 35% humidity level.

It is good practise to run your dehumidifier continuously until the RH falls below the 60% mark.

Once RH is below 60% you can then experiment with using the dehumidifier during day light hours and leaving the dehumidifier off during the night.

How often do we need to empty water from the dehumidifier?

When the empty light comes on remove the catchment tank and empty

Does the dehumidifier have an auto function? Yes, it also has a laundry mode for clothes drying

Do we have to rely on the tenants knowing how to use the dehumidifier?

We provide instructions on where to locate the unit. Running time will depend on the humidity and level of moisture being removed

CONDENSATION

What are the signs of condensation?

Moisture running down glass or on window frames and sills.

How do I reduce condensation?

Using a dehumidifier or installing mechanical ventilation or a ducted air exchange system like an evaporative cooling system

Can I just keep wiping off the condensation to prevent the mould growth or put a towel at the base of the window?

If the moisture is continually wiped off mould will not grow.

REASONS WHY OUR CLIENTS CHOOSE THE MOULD DOCTOR



Mould prevention ANNUAL ANNUAL BANNUAL BANNUAL

A yearly health check for your house or apartment



Service Agreement includes

- Annual Decontamination Fogging to eliminate mould spores and other bacteria
- Treatment for any reoccurrence of mould

Packages

- ✓ 1 or 2 Bedroom apartment or house \$495 + GST
- S or more Bedrooms \$595 + GST
- ✓ Double Storey \$795 + GST
- Commercial POA

To arrange this service email info@themoulddoctor.com.au with the property address in the subject line and our Clients Services team will take care of the details

MOULD A PROBLEM? Make an appointment with the mould doctor 1300 944 595 | Themoulddoctor.com.au



*The offer applies to properties previously treated by The Mould Doctor



CLIENT FEEDBACK

"The Mould Doctor is always prompt in both quoting and work procedures. Quotes are fully explained and with good information for the landlord. Works are completed in a timely fashion, the tenants are consulted with time frames, and I have never had an issue with the quality of work.

The Mould Doctor is my only option when dealing with mould and moisture issues".

Rob Gillies Property Investor Services - Brunswick



"Your office is extremely efficient and we are always well-informed with what us happening and when the job will be completed. The results are great".

Renee Eberle McGrath Estate Agents - St Kilda McGrath



Eliminating hidden mould formation early, will prevent further contamination. "I would like to say that the Mould Doctor has given myself a lot of insight on how mould actually works and for the industry I work in this has been very helpful in my confidence to discuss certain aspects to both Landlords and Tenants".

Sherie Vis Biggin & Scott - St Kilda



"The Mould Doctor has provided mould remediation in a number of properties we manage. They understand that our tenants health is a priority and always respond within 24 hours. Positive feedback from tenants and owners provides us with great comfort in engaging The Mould Doctor for future issues with Mould".

Brant Williams Advantage Property - Elwood



"I have been dealing with The Mould Doctor for over three years. I have found them to be very professional and responsible and I would have no hesitation in recommending them to any of our owners. They provide me with a full report Including findings, photos and recommendations to forward to my owners. Calls are promptly returned and we get assistance in guiding our owners regarding problems of mould in their investment properties."

Lore Santoro Property Investment Manager Clayton





The Mould Doctor guarantees the treatment of the property for a period of 12 months.

The guarantee applies if the mould returns to previously treated areas and the preventive recommendations were implemented.

Exclusions

- The guarantee does not apply if flooding results in mould.
- If mould is caused by roof leaks, blocked gutters, plumbing or building defects.
- The treatment will often remove water staining however some tannins and embedded marks may remain.
- If mould has been painted over or sealed behind paint sealant/silicone the staining will remain
- Mould cannot be removed from behind silicon or in grout.
- We do not remove/replace silicone/sealants or grout.
- Porous and unsealed surfaces will often retain existing stains, in wallpaper, timber surfaces, brickwork, stone, concrete, particle board/MDF, Masonite,
- Polyurethane foam/acoustic panels,
- External Areas: Surfaces will retain other existing normal marks, rust spots, stain damage, pitting, rot, weather damage etc.
- External surfaces become porous, weathered, and aged due continual exposure to environmental conditions, aspect, and location. Height limits and crawl space limits apply - only the accessible areas can be treated.

Our products treat mould and airborne mould spores

- Mould removal is not a general cleaning process. Dusting, vacuuming, and carpet cleaning are NOT included.
- We do not clean dirt build-up inside window tracks, windows and glass, exhaust fans, ceiling/wall vents and other fixtures & fittings, blinds etc.

- If excessive dust, cobwebs, insects, insect excrement stains, soot, smoke, candle/wax residue, cooking fat, other oily residues, nicotine residue etc. are present (whilst some may be removed in the process) these will remain and may cause smearing of the surface to occur. We take all care but accept no responsibility if this occurs.
- Incorrect mould cleaning attempts by others may inhibit the success of the mould removal process. Some cleaning products, oils and other home remedies may leave residues and cause smearing/streaky marks to remain. We take all care but accept no responsibility if this occurs.
- Window glass may require a general clean over (not included) after the treatment as our products may cause smearing on glass.
- Mould sampling or laboratory testing, this is NOT included in our quotation.
- Due to WorkSafe regulations our technicians are NOT permitted to move furniture or items on dressers, bookcases etc. and are unable to enter ceiling cavities.
- The occupant is responsible for making all mould areas accessible for the treatment process so the job can proceed efficiently.
- We will provide you with pre treatment instructions.
- We take no responsibility for call backs due to areas not being made accessible. An additional call out may apply if we have to re-attend.
- Please note that once an appointment is confirmed and reserved for your job, any cancellations or postponements will require a minimum of 48 hours' clear written notice given during our normal Office Hours





WE PROUDLY SUPPORT













Head Office

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