



## Emergency Steps to Take During a Water Damage

*Call AFTERDISASTER®*

Charlotte (704) 849-6400 • Greensboro (336) 294-4321

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When one of your insured is the victim of water damage, time is of the essence. Determine the source of the water and seal it off, even if just temporarily, to prevent further damage. It may be necessary to call a licensed plumber for repairs to the water source. While waiting for *AFTERDISASTER*® to arrive, there are several things that can be done to help contain the damage and prevent further loss. These emergency steps are intended for situations involving clear water, that is, from a clean water source. If the damage involves gray water or

raw sewage, there are bio-hazardous conditions present and you should always wait for a professional to arrive. Also, never assume that the problem is corrected simply because the carpet and padding have been dried. Moisture in wall cavities and sub-flooring can result in dangerous mold and fungus problems and should be avoided. **Before doing anything, make sure there is no imminent danger from either structural or electrical problems.** If you are unsure, don't attempt to do anything until help arrives.

### *In the meantime the insured can:*

- ✓ Shut off the water source when possible.
- ✓ Turn off circuit breakers supplying electricity to wet areas.
- ✓ Unplug and remove any small electrical devices currently located on the wet carpet.
- ✓ Watch slipping hazards when walking from wet carpet onto vinyl or hardwood floors.
- ✓ Begin to remove standing water by mopping and blotting.
- ✓ Hang draperies and pin up furniture skirts to prevent contact with wet carpet.
- ✓ Remove valuable paintings and art objects to a safe place.
- ✓ Carefully remove items from wood furniture and wipe the furniture down.
- ✓ Place aluminum foil or saucers between furniture legs and wet carpeting.
- ✓ Remove and prop up wet cushions to facilitate drying. Check for color bleeding.
- ✓ Remove Orientals, colored area rugs or wet fabrics from wet carpeting.
- ✓ Remove books, magazines and other color staining items from wet floors.
- ✓ Open wet cabinet doors and drawers. If swollen, do not force open.
- ✓ Be careful of wet ceilings. They may fall causing injury.
- ✓ Open windows in cool weather or turn on air conditioner in warm weather.
- ✓ Do not turn ceiling fans on when the ceiling is wet.
- ✓ Do not use a household vacuum to remove standing water.