

Water Damages In-Depth

We regret that you have experienced damage to your property. As it can be extremely traumatic to experience damage to your home or business, we make every effort to create open lines of communication and cooperate with insurance companies, while protecting your interests. There is nothing more rewarding than the look of satisfaction on a customer's face when their property has been properly restored.

Emergency Services:

Emergency services need to begin immediately in order to minimize the damage to your property. The construction materials used today are extremely porous in nature, allowing moisture to spread rapidly from the point of origin.

We begin by identifying and handling any safety and/or health concerns. Our first priority is to make sure the source is stopped (or at least diverted) and **salvageable** contents are protected from further damage and contact with the source. **Moisture barriers** are then removed to release trapped moisture. Any unsalvageable materials or contents must also be removed so the invasive water can be extracted from all affected areas.

Following are the normal steps in the mitigation process:

- ✓ **Protection** – taking steps to protect the health and safety of all occupants and protecting structure and contents from further damage.
- ✓ **Extraction** - removal of water using state of the art equipment specifically designed to handle large quantities of water/sewage.
- ✓ **Removal of moisture barriers and non-salvageable materials.**
- ✓ **Cleaning** – removal of residues
- ✓ **Anti-microbial application**- helps prevent mold and mildew growth.
- ✓ **Drying process** -Circulating the air and drawing the moisture out is critical, and the air movers and dehumidifiers used in proper combination will provide the most cost-effective and efficient means of drying.

Our technicians assess the damage both visually and with instruments that measure the level of moisture. It is very important to detect not

24/7 RAPID RESPONSE



365 DAYS A YEAR

only surface moisture, but also moisture that may be underneath floor coverings or in walls and ceilings. Air movers and dehumidification equipment are installed to remove excess moisture that could cause staining, deterioration, corrosion, and the development of mold and bacteria. Moisture meters monitor the drying process until acceptable levels are achieved. Thorough cleaning to remove residues is important and is often followed by an application of an anti-microbial solution to inhibit or prevent microbial growth during the drying process.

Emergency Response Agreement:

In contracting our services to you, our job supervisor explains what needs to be done to properly mitigate the damage and what our technicians will be doing as they immediately begin work. When the damage is under control, our job supervisor will summarize what has been done and what steps will follow. He then schedules a written damage estimate of necessary repairs to submit to your insurance adjuster on your behalf.

Restoration:

When our emergency service team has completed the mitigation process, our structural team prepares a written estimate for any structural damage and cosmetic repairs that are necessary to return your property to a pre-loss condition. These may include stains, warped flooring, carpet and pad replacement, drywall repairs, painting, etc. In accordance with insurance policy guidelines, we must obtain prior approval from your insurance adjuster before beginning any necessary structural repairs.

Our primary goal as trained professionals is to respond quickly to minimize the damage to your property. Unlike many companies, our team is fully qualified to handle both the emergency services and the structural repairs.

Once the job is complete, our team leader conducts a walk-through inspection with you to make sure your property has been properly restored to pre-loss condition.

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