

# Next Issue!

## The Charlotte Business Center

In our next issue we will focus on the new Charlotte Business Center facility, personnel and growth. We invite you to stop by and view our facility and resources. Meet our friendly staff and have a cup of coffee or soft drink. We look forward to seeing you soon.

Nick Fox, Charlotte Business Center Operations Manager

We want *AfterThoughts*® newsletters to be a useful source of information to our readers and welcome your opinions on articles in our publication, as well as suggestions for future articles. Please send correspondence via fax (1-336-855-1144) or e-mail to marketing@afterdisaster.com to the attention of Jan Barham, Marketing Development.

Your *AFTERDISASTER*® team provides this information to assist its customers in recovering from a water or fire emergency. However, many disasters often require specialized training and assistance, and the information included in our newsletters may not exactly fit your situation. Please consult your *AFTERDISASTER*® representative for assistance with your cleanup and restoration questions. Contact our office for further information.

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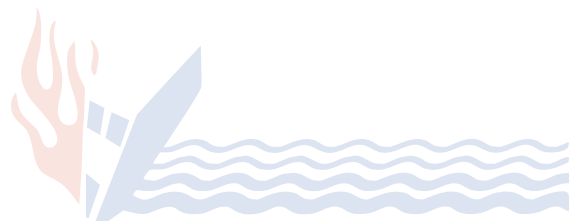
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# “More Than Burnt Dinner”

A small kitchen fire generated by a burned turkey or roast can present many problems beyond the missed meal. All foodstuffs are composed of proteins, the basic building blocks of living matter. Proteins consist of amino acids which contain many elements including nitrogen, sulfur, hydrogen and carbon. When burned, these elements can create terrible odors that require special attention to remediate.

As a fire burns, it generates heat and converts the burning material into numerous hazardous gases. The smoke generated by a protein fire contains the base element of the protein burned. This smoke is made up of a sooty residue and molecules as small as one half micron. Smoke will flow through stairwells, openings such as cracks or gaps or other openings as a result of higher pressure. Floors, partitions and other barriers impede the movement of smoke, although a significant flow can take place through openings in wall, ceiling and floor assemblies. The severity of the loss of contents and structure is compounded by the ability of this odorous molecule to penetrate deeply into porous surfaces where it is extremely difficult to remove. The smoke residue, depending on what else is burned, can be greasy and odorous, coating everything in the house. Many of the protein molecules released by the burning protein can absorb into the normal oils and greases present on walls, ceilings, carpets, etc. In the worst scenario, when a fire becomes extremely hot, the protein molecules can be compressed by the high heat and driven even further into porous materials such as wood, walls, upholstery, etc.



*This residential fire began when meat was left cooking unattended on the range top.*

The residue deposited on a surface by smoke requires removal by a higher pH cleaning agent or solvent. Deodorizers can be added to the cleaning solution to help counteract the odor. Extremely porous surfaces (upholstery) and acid loving surfaces (latex paint) may require special treatment. Upholstery and furniture may have to be partially disassembled to reach the contaminated areas. Latex painted walls and ceilings usually must be sealed and repainted. Plastics undergo irreversible molecular changes with high heat that trap odors within their structure and usually must be discarded.



*Intense heat melted the plastic cover on the fluorescent light fixture over the range top.*

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The odor problem can occur on several levels, even where there appears to be no sooty residue. Although fragrance deodorization added to cleaning solutions helps to reduce the odor, it is usually necessary to use ozone gas to completely eliminate all odor. Ozone molecules are generated when ambient air is forced across glass cylinders located inside a chamber and electrically charged. Ozone is delivered at a controlled rate into the atmosphere where it attaches itself to airborne and surface contaminants and destroys them by oxidation. Formed naturally in the atmosphere, ozone is often associated with the fresh smell of the great outdoors. Unlike fire, which is rapid oxidation, ozone slowly "burns" odor-causing substances, mold and reactive gases in the air and on surfaces of walls, floors, ceilings and furniture. Through this slow oxidation, ozone converts most odors into harmless substances such as carbon dioxide, nitrogen and water. Ozone not only eliminates unpleasant odors, it also sanitizes the air and surfaces within rooms. However, it is necessary to evacuate all life forms in the area for 24-48 hours during treatment.



Soot tags result from smoke residue, even where there appears to be no soot. These were found on the ceiling on a second floor stairwell.



It is essential that all areas possibly affected by smoke be identified, even those which may not appear to have sustained smoke damage. Unless the restoration contractor closely evaluates and tests all areas that may have sustained smoke damage, smoke odor can remain. Our goal is to evaluate, test and clean all areas which need attention as this will lead to a satisfied customer and more expedient settlement of the claim.

John Capponi, CR, CMR (Certified Restorer & Certified Mold Remediator)

## AFTERDISASTER® Leadership Team

AFTERDISASTER® has an experienced leadership team with the highest possible certifications in the cleaning and restoration industry and diverse backgrounds in property damage mitigation, cleaning, restoration and structure repair. The team's commitment to excellence, honesty and integrity as well as their knowledge, experience and energy support the local Business Centers and guide AFTERDISASTER®'s aggressive growth.



Lee King  
President



John Capponi  
Vice President  
Business Development



Mike Moore  
Vice President  
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Anthony Robertson  
Vice President Finance



Jerry Jones  
Products & Equipment Specialist

## Paint Selection – Oil vs. Latex

**Stains. Stains. Stains. Ugh!** You painted over the stain with the best latex paint and the stain still bled through the coat. Three coats later it's still there. What is wrong?

Let's look at the stains we encounter the most: soot, tannins (natural color stains in unfinished wood), nicotine and water marks. Most of these stains are water soluble. When water comes in contact with them, it becomes a stain colorant similar to dye or tint. Because latex paint is water based, the stain will usually reoccur or become even worse. Until the stain is sealed to prevent it from mixing with water, it will continue. Most water based sealers are not effective because (you guessed it!) they contain water! Try oil or alcohol based sealers under your water based paint. Another solution is to use oil based paints that, although more costly, will not reactivate the stain.

Whether oil based or water based, most paints today are available in many different finishes. In order of increasing sheen they are, dead flat, flat, matte, egg shell, satin, semigloss, gloss and high gloss. The slicker the finish, the easier it is to wipe off spills and simple dirt. However, before painting your home with high gloss, remember the more sheen the more you can see scratches, dents, flaws, imperfections, brush or roller marks and changes in plane in the surface. That's why the larger areas usually look better with lower sheens.

The paint industry is making newer and improved paint finishes that are easier to clean. Check with your favorite paint dealer for the best solution for your home.

Jerry Jones, CR (Certified Restorer)

## Growing to Serve You!

AFTERDISASTER® is pleased to announce the opening of two new offices.

Winston-Salem, previously serviced by the Greensboro Business Center, will have a new office located on Link Road. The Center will provide timely response to Winston-Salem and surrounding areas. Center Operations Manager, David Justice and Marketing Representative, Faye Strader look forward to the Grand Opening March 7, 2002.



Winston-Salem Office

The Charlotte Business Center is located on Monroe Road. Staffing and training will be complete by the end of January, 2002. The Center will open in February 2002 to provide the same level of excellent service as the Greensboro, Raleigh Business Centers.



John Capponi, Vice President of Business Development with Nick Fox, Charlotte Business Center Operations Manager

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