

FLOODED?

4 Immediate Steps YOU Must Take

Avoid hazards. Avoid electrical shock and bacteria contaminated areas.

Stop the source. If you can't stop the water, call us and we will help.

Remove furniture and items harmed by water. Wood and metal will stain floors.

ACT NOW! Call us for an IICRC certified water damage technician.

Please note: If you call a professional immediately, the possibility for further damage is minimized. Most homeowner insurance policies encourage the homeowner to call a professional to prevent further damage.

Look for this IICRC logo when hiring a company. Certified technicians have the proper training to dry your flooded building out in the shortest time possible. Visit www.IICRC.org for a certified company near you.



Your right to chose a qualified company

Some insurance companies will lead you to believe that you must use the company that they refer. Often times, their preferred vendor is not certified by the IICRC. What is worse is that often their company is chosen based on the cheapest prices. The contractor that the insurance company sends out may not be working in your best interest, but in the best interest of the insurance company. You have a legal right to use the company of your choice.

Professional Flood Damage Clean-up

Your home will be back into the condition it was before the flood as fast as possible. We offer 24 hour service for flood emergencies.

Our Water Damage Cleanup Procedure:

Moisture detection. We use moisture meters and probes to determine where the water is and how much moisture has soaked into drywall and wood.

Water extraction. We use our powerful truck mounted vacuum with a special tool that extracts water directly from the padding. We then spend extra time dry extracting as much water as possible.

Drying equipment placement. Based on the amount of water, drying equipment will be put in place to quickly evaporate the remainder of water in the building.

Equipment monitoring. An IICRC certified technician stops by regularly to meter the drying status and place the equipment in an ideal area for faster drying.

Call us for 24 hour flood damage cleanup at



Water Claw pulls water from the carpet padding

474-1133

How To Keep Water From Destroying Your Home

- 4 Emergency Steps YOU must take
- How to minimize damage
- Know when to call a professional
- Why mold growth is harmful
- What your insurance usually covers
- How to hire a certified company
- Determine the extent of damage
- Cover yourself to claim your loss

Provided as an educational resource by:



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www.CarpetCareTips.com

You've only got 48-72 hours before mold grows

Do...

Call a certified water damage professional now!

Write down a list of damaged items to give to your adjuster.

Protect your furnishings. Remove any wet pieces of furniture. Place tin foil beneath any furniture with wood legs. This will keep the wood from bleeding on the floor.

Remove any wet fabrics from the home. Take wet rugs, clothing, upholstery cushions, books, towels, or anything removable out.

Turn on your air conditioning system and fans. This will help dehumidify the air.

Do Not...

Don't use your household vacuum to remove water

Don't turn on ceiling fans if ceiling is wet

Don't enter rooms with sagging ceilings

Don't plug in or turn on any appliances.

Ed McMahon Sues Over Mold, Says it Killed His Dog

Entertainer Ed McMahon is suing his insurance company for more than \$20 million, alleging that he was sickened by toxic mold that spread through his Beverly Hills house. Both McMahon and his wife, Pamela, became ill from the mold, as did members of their household staff. The McMahons also blame the mold for the death of the family dog, Muffin. The trouble began when their den became flooded. A month later, mold was discovered in the den. The McMahons questioned the contractors' cleanup methods including simply painting over the mold. "When your family loses its health and your home is a wasteland, that's a colossal disaster," McMahon said. *Source: The Los Angeles Times*

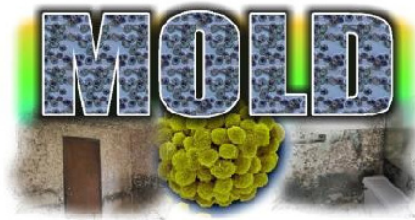
Questions and Answers:

If my carpet and pad is wet, is it ruined?

In most cases, your carpet and pad is restorable IF the water was clean water and has been in the carpet for less than 24 hours. Repairs can often be done to the carpet if necessary to restore the carpet as it was before the flood. In most cases your home will be dry in 2-4 days.

What will happen if I try to dry the carpet out myself with a shop vac and fans?

Without the proper experience and equipment, the flooded area could take days, weeks, or months to dry. The water begins to wick up into the drywall and into the studs inside the wall. This makes a perfect environment for mold and wood destroying organisms to grow. Mold grows on wood, baseboards, drywall, and inside cabinets if the building is not quickly dried. If mold is present, the affected area must be replaced.



What about my hardwood floors?

When a hardwood floor takes in water, it will buckle within a matter of days if not properly dried. We use special moisture meters to determine how much moisture is present in the wood. If the flood has just occurred, the hardwood may be restorable.

Do I have to keep this drying equipment continuously going?

Yes. Turning it off can cause further damage. Most of our equipment has a timer to tell us how long the equipment was run.

What is this musty odor?

There is often a musty odor that is associated with a flood. This odor will dissipate soon after the building is dry. Foggers and deodorizers are used if necessary. If this odor bothers you, ask your insurance company if they will reimburse you for a hotel expense while the building is drying.

Will opening up my windows help the carpet dry faster?

No. In almost all cases we will have created a better drying environment with our drying equipment than there is by opening windows.

Will my drywall need to be replaced?

Wet drywall can be restored in most cases provided there is not mold on the drywall.

Will my insurance company pay for this?

In every situation that we have seen, the cost for water damage restoration is paid for by the insurance company (minus your deductible). Your insurance company wants you to take immediate action in stopping further damage. Every service that we do for you will appear on the bill to your insurance company. As soon as we begin the job, you'll want to call your insurance carrier to let them know that you have a certified company drying the building for you.

How much will this cost?

We will provide you with a current price list of equipment and service costs. All of our prices are similar to other certified water damage restoration companies and are in accordance with the Bluebook of Cleaning, Reconstruction, and Repair Costs. The total cost for our service will be determined by how long the structure takes to dry.

Disclaimer: The information in this booklet is not meant for professional or legal advice. The statements mentioned are generalities and each individual case could be different.