



*Restoring Your Property.
Restoring Your Life.*

Since 1978

- **Maximum 2 Hour Response Time**
- **Residential & Commercial**
- **Fire, Water & Smoke Damage**
- **Temporary Shoring & Roof Repairs**
- **Content Cleaning & Storage**
- **Vandalism Repair**
- **Duct System Cleaning**
- **Mold Testing & Remediation**
- **Asbestos Abatement**
- **IICRC Certified Firm**
- **Trained & Certified Restoration Professionals**
- **Fully Insured**
- **Members of Disaster Kleenup International & Restoration Industry Association**
- **Recommended by Insurance Professionals**

24 Hour Emergency Service

800.699.1176

Serving South Central PA



PA #20962



In the Event of an Emergency... What's Next?

There are some steps you can take to minimize the impact of a disaster. They include:

1. Get to safety.

Make sure your family is safe and comfortable; go to a friend's or relative's home; a hotel or motel; any place where you can catch your breath and gather your thoughts.

2. Call Your Insurance Agent

Agents have extensive experience in dealing with disasters, and they will quickly start working on your behalf.

3. Contact the Experts

You will need a restoration company that you can trust – a company that has experience in dealing with insurance companies, offers reasonable completion dates, and has a local reputation for living up to its promises.

4. Save as Much Property as You Can, If It's Safe to Do So

Family heirlooms provide a link to the past and will help you recover. Electronics can also often be restored by a qualified restoration specialist. However, no piece of personal property is worth risking your safety; don't enter an unsafe building for any reason.

5. Don't Get Discouraged

Your life will get back to normal. Your home or business can be restored to look as good as or better than it did before. Talk to your insurance adjuster and restoration company; they can advise you of your options.

Your Compleat Resource

Since 1978

As the premiere, local family-owned and operated disaster service provider, we are qualified to take full responsibility for restoring your property to its prior condition, from start to finish.

Our experienced, friendly staff has guided thousands of residential and commercial property owners through the restoration process.

We hope you find this brochure to be helpful and informative. If you have any questions, please do not hesitate to call.



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DOs & DON'Ts

WHEN DISASTER STRIKES

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DOs & DON'Ts

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Fire & Smoke Damage



After fire damage it is natural to want to jump right in and clean the building and contents. Timely action can be a great help, but incorrect action can jeopardize or impede satisfactory restoration.

Do

- Clean and protect chrome trim on faucets and other brightwork by washing with detergent and applying a coating of Vaseline or oil.
- Blow off or brush-vacuum loose smoke particles from upholstery, draperies and carpeting.
- Open windows for ventilation if weather permits.
- Empty refrigerators and freezers if electric is off, and prop doors open to allow air circulation.
- Pour antifreeze in toilet bowls, tanks, sink and tub drains to prevent freezing if heat is off in winter.
- Call a plumber to drain and blow out all water lines if heat is off in winter.
- Remove pets to a clean environment if heavy fire residues are present.
- Call a drycleaner to pick up salvageable items.
- Retain a contractor to board up open windows, roofs, or other penetrations in order to prevent additional damage.

Don't

- ❖ Wipe or attempt to wash fire residues from walls, ceilings, or other absorbent surfaces.
- ❖ Use carpeting or upholstered furniture impacted by heavy smoke residues or debris.
- ❖ Use food items or canned goods exposed to heat.
- ❖ Turn on computers, TV's, stereos, or electrical appliances until cleaned and checked.
- ❖ Spend time in a potentially toxic environment.
- ❖ Expose yourself to structurally unsafe areas.

Water Damage



Water damage can occur from a variety of sources. The appropriate treatment depends on the nature of the damage. Some water carries contaminants and should be considered hazardous. Whatever the origin, the prospects for restoration depend largely on the speed with which your building and personal property can be dried, as even clean water can generate mildew and other bacterial growth if neglected.

Do

- Eliminate the source of the water.
- Turn off circuit breakers to wet areas if safe to do so.
- Ventilate wet areas. Turn on air conditioning to accelerate drying in summer. In winter, alternate cycles of opened windows and heating.
- Remove standing water from flat surfaces by mopping and/or vacuuming with a wet vac.
- Take up saturated rugs and carpets when hardwood floors are at risk.
- Stay out of rooms where ceilings are sagging, or if safe to do so, punch holes in it with a screwdriver.
- Move electronics to a dry environment and do not turn on if wet.
- Remove any items from wet furniture tops.
- Open drawers and cabinets for interior drying, but do not force open if stuck.
- Freeze valuable books and documents to retard mildew growth until drying can be performed.
- Have irreplaceable pictures and documents handled professionally.
- Place aluminum foil squares, china saucers, or wood blocks under furniture legs to avoid carpet staining and damage to contents.

Don't

- ❖ Enter rooms with standing water if the electricity is on.
- ❖ Operate TVs, vacuums, or other appliances while standing on wet carpet or floors, especially not on wet concrete floors – serious injury may result!
- ❖ Use heat alone to dry closed building interior; mildew and expanded moisture damage may result.
- ❖ Leave wet fabrics in place. Space them apart and dry as soon as possible.

Sewage & Flood Damage



Raw sewage and flood waters contain bacteria and other micro-organisms which are extremely hazardous to human health. These can be transmitted by touching contaminated items or by tracking them into uncontaminated areas on shoes. Children and pets are especially vulnerable. Frequent hand-washing is an important preventive measure. Absorbent materials such as carpeting and drywall may not be restorable after direct contact with sewage-contaminated or flood-contaminated water.

Do

- Treat all water-impacted surfaces and furnishings as toxic until properly decontaminated.
- Keep children and pets out of contaminated areas.
- Turn off air handlers if ducts are contaminated.

Don't

- ❖ Track contaminated material into undamaged areas.
- ❖ Attempt to clean up sewage damage yourself.
- ❖ Try to save carpet and other porous items, such as drywall, that have been contaminated.

Soot Damage

While soot may resemble smoke residue from a fire, the restoration of soot damage often requires different techniques. Incorrect action can make restoration more difficult and delay the return to normal.



Do

- Change and save the old furnace filter.
- Blow off or brush-vacuum loose soot particles from upholstery, draperies and carpets.
- Cover upholstery with clean sheets before use.

Don't

- ❖ Attempt to wash walls, ceilings or contents without professional assistance.
- ❖ Sit on soot covered furniture.
- ❖ Clean contents or structure without addressing contaminated ducts.

Vandalism Damage



Vandalism often involves spray paint on walls, defaced furnishings or spreading of noxious substances. It is one of the most difficult forms of damage to restore. Prompt action can often minimize the effect of vandalism or make restoration more successful.

Do

- Hose down or wash egg damage from building exteriors as soon as possible.
- Vacuum glass particles from carpet and upholstery.
- Save containers and spray cans which can reveal the composition of inks and pigments.
- Save all wood chips and fragments from furniture, porcelain, or art objects.

Don't

- ❖ Attempt to remove ink paint or cosmetic stains; they can be permanently set if not handled properly.
- ❖ Save carpet or upholstery damaged from shattered glass.

Mold

Mold is potentially harmful depending upon the age, health, type, and quantity of mold present. Mold exists everywhere in nature, but it grows indoors due to high humidity and water intrusion.



Do

- Call a professional remediator if the mold is excessive or causing any health problems.
- Clean everyday shower mold with normal household products.

Don't

- ❖ Allow unwanted water or mold to go unchecked.
- ❖ Allow the relative humidity to exceed 60%. Use a dehumidifier as needed.
- ❖ Self-diagnose and attempt remediation from a significant water damage.