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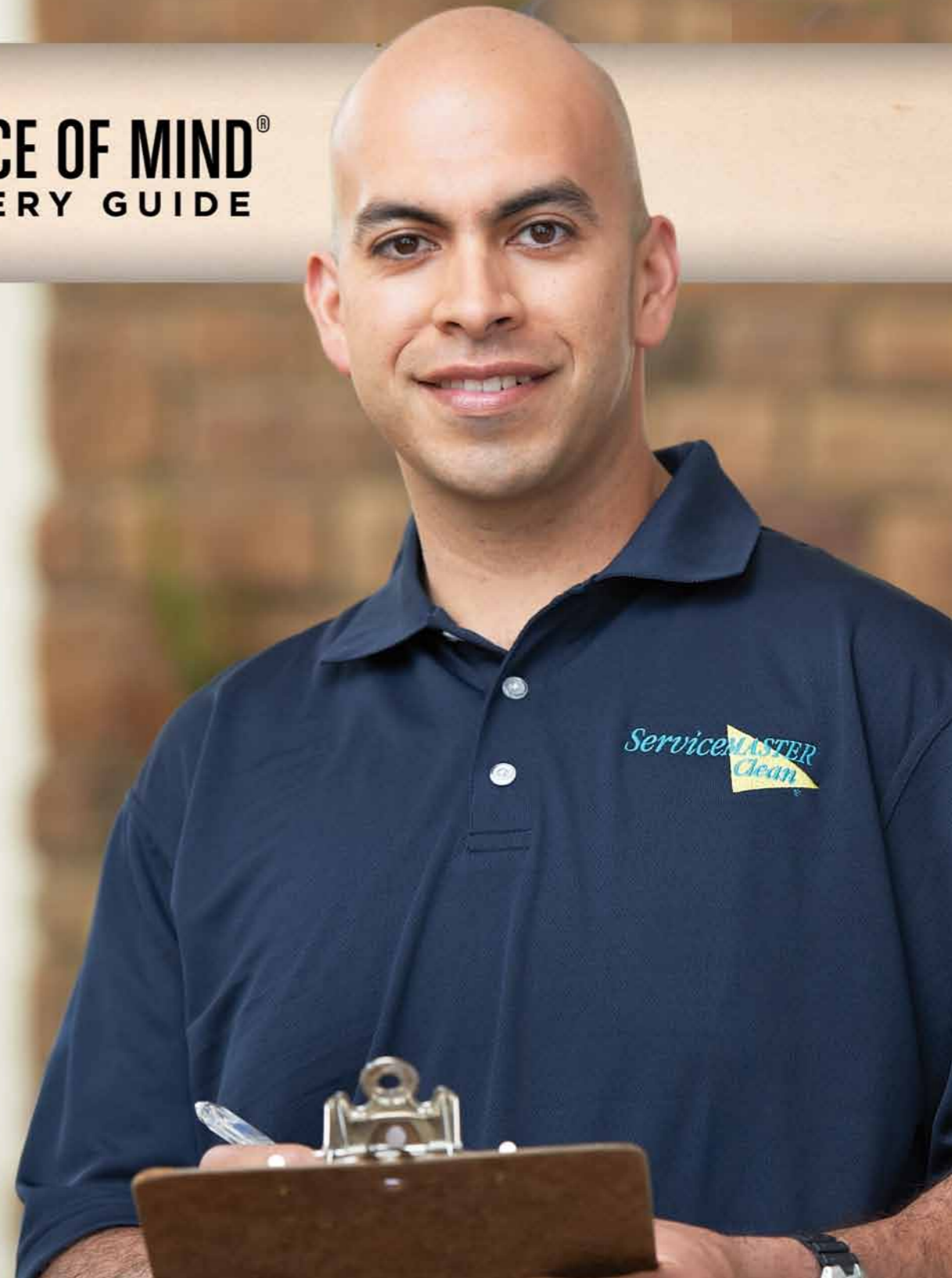
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# RESTORING PEACE OF MIND<sup>®</sup>

## WATER RECOVERY GUIDE



# IMPORTANT CONTACT INFORMATION

ServiceMaster Clean® business name

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ServiceMaster Clean® contact & phone number

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ServiceMaster Clean® e-mail address

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Insurance Agent name & phone number

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Insurance Claim Representative name & phone number

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Insurance Claim number

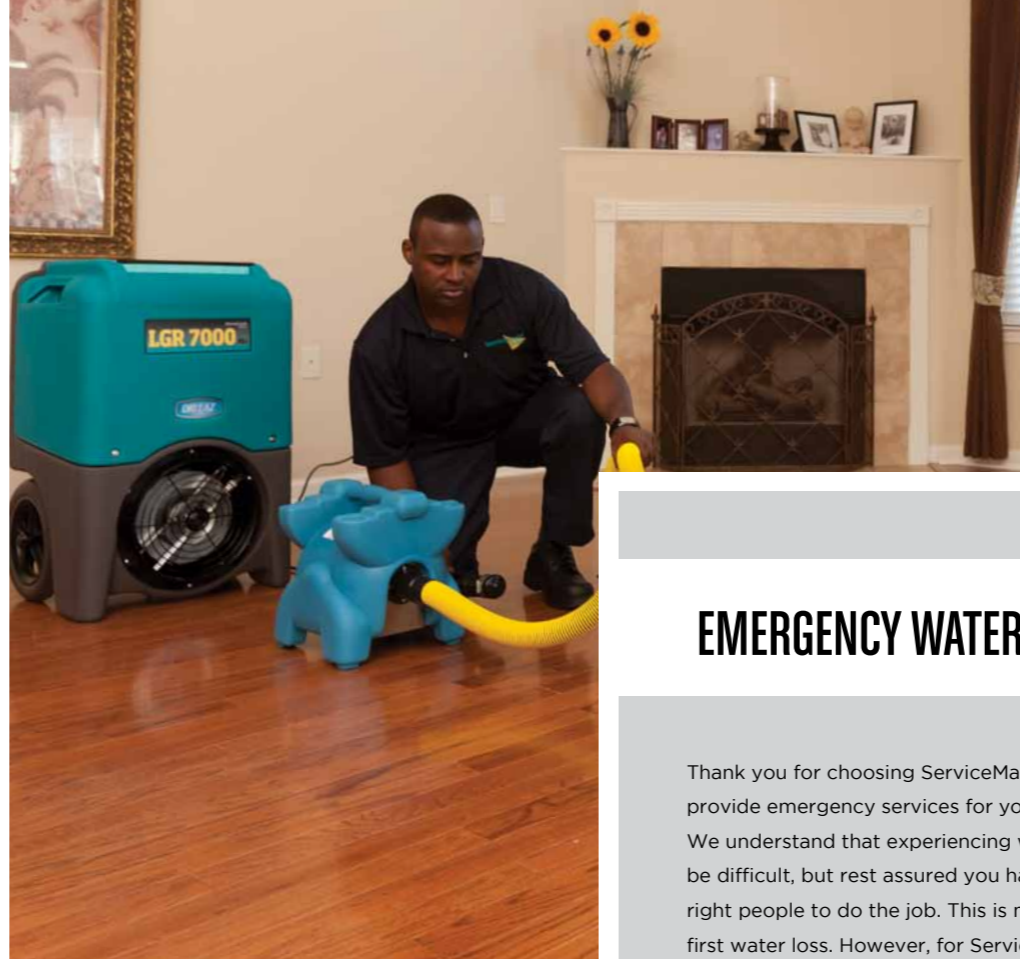
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Other phone numbers

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Click here or scan the QR code to see our video on water damage recovery.

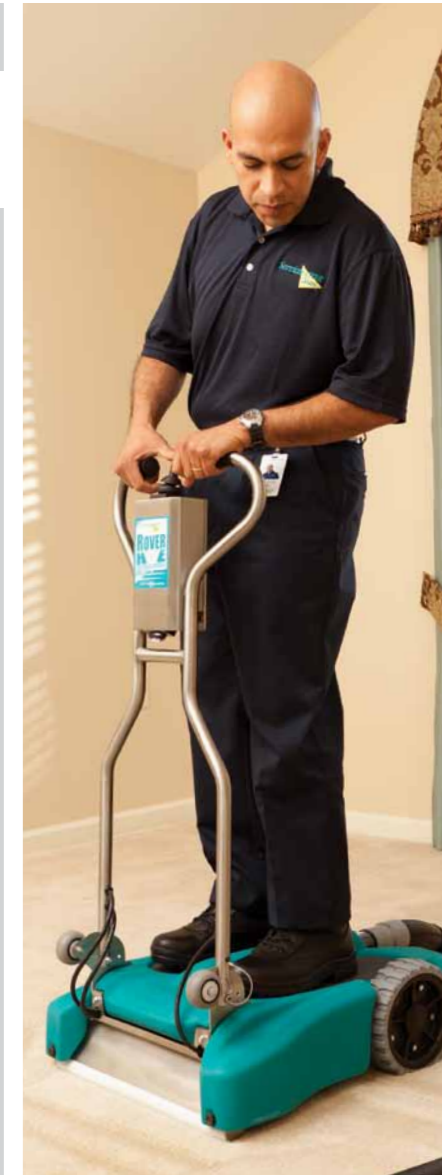
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## EMERGENCY WATER SERVICE

Thank you for choosing ServiceMaster Clean® to provide emergency services for your water damage. We understand that experiencing water damage can be difficult, but rest assured you have selected the right people to do the job. This is most likely your first water loss. However, for ServiceMaster Clean, this is a process we have done millions of times. Years of experience in returning homes and offices back to normal, and helping families and individuals just like you make us the best choice for emergency services. The following information is a checklist of things that may need to be done to restore and protect your property, and a brief description of why they need to be done.

While not all of the items will apply, this information will help you understand the procedures in restoring your home or business. Our water damage mitigation specialist will walk you through this list. Feel free to ask any questions or consult the Frequently Asked Questions in the last section of this brochure.



### IDENTIFY THE SOURCE OF THE PROBLEM AND THE SCOPE OF THE DAMAGE.

A thorough examination using specialized moisture-detection meters, probes and sensors to determine the extent of the damage enables us to form the most effective plan for returning your property to normal as quickly as possible. Our inspection may include identifying possible hoses or other parts that may have been the cause, tagging these for the insurance company and providing photo documentation.

- Inspect attic.**  
Wet insulation, framing and stored contents may need to be treated or protected.
- Inspect basement.**  
Basements need to be inspected to plan proper drying procedures for possible water seepage.
- Inspect ductwork.**  
Ductwork will be inspected for water intrusion throughout affected areas, including floor vents.
- Inspect crawlspace.**  
Water may seep into crawlspaces and, if left unattended, may cause further damage. Wet insulation and framing may need to be treated.
- Protect your contents.**  
We not only protect items from further damage, but we create a more efficient environment for faster, more complete drying. Protecting your contents may include moving items into another room, setting items up on blocks or moving them off-site.
- Perform water extraction.**  
Removing excess water minimizes damage and accelerates the drying time. Proper equipment is needed to address all flooring layers, and extraction of each layer may occur at different times.

### EVALUATE CARPETING.

- Leave carpet and pad in place to dry.**  
Under certain conditions, we can leave the pad in place to dry.
- Disengage carpet from the tack strip, remove threshold coverings (when applicable) and open seams as needed.**  
This is done to prevent further damage to your carpet and surroundings.
- Remove pad.**  
Pad removal may be required to avoid additional damage, prevent microbial growth and create a better environment for dehumidification.
- Remove nonsalvageable carpet.**  
Because of its current condition, your carpet may not survive the restoration process.

### EVALUATE OTHER FLOORING.

#### Tile:

- Dry in place or
- Remove (Your tile flooring is not restorable, or it is more cost-effective to remove it than to dry it in place.)

#### Vinyl:

- Dry in place or
- Remove (Trapped moisture may not dry and could damage the subfloor.)

#### Laminate:

- Dry in place or
- Remove (Nonporous flooring such as Pergo can trap water. It may be necessary to remove the laminate in order to dry the subfloor.)

#### Hardwood:

- Dry in place or
- Remove (Your hardwood flooring is not restorable, or it is more cost-effective to remove it than to dry it in place.)

#### Subfloor:

- Dry in place or
- Remove (Your subfloor is not restorable, or it is more cost-effective to remove it than to dry it in place.)

### EVALUATE WALLS, CEILINGS AND CABINETS.

- Remove baseboards.**  
Depending on the type of baseboard, removal may be necessary to help dry the structure, addressing moisture trapped between the baseboard and the wall.
- Drill holes in walls/sheetrock/ceilings for drying/ventilation.**  
Holes allow trapped moist air to escape quickly, avoiding further damage to sheetrock and framing, and preventing potential microbial growth.
- Remove drywall/sheetrock.**  
Due to the source of water, the duration of the water exposure or visible damage, the sheetrock may be unsalvageable. Removal may simply be more cost-effective than drying it in place.

NOTES: \_\_\_\_\_

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## ONLY CHECKED ITEMS NEED TO BE DONE TO YOUR PROPERTY.

- Evaluate insulation.**
  - Dry in place or
  - Remove (Your insulation is not restorable, or it is more cost-effective to remove it than to dry it in place.)
- Inspect cabinets.**

Because cabinetry is unsealed and may allow moisture to seep in, inspection is necessary and may include drilling holes or removal of toe kicks.
- Remove doors.**

Taking a door off of its hinges may be necessary to allow your flooring to be removed without damaging the door and to allow for better air flow.
- Apply antimicrobials.**

Application of the proper antimicrobial product keeps dormant microbes from activating while your carpet is drying.
- Apply odor control.**

Odors are a natural part of the drying process. Applying proper odor control products helps to minimize odors.
- Place/set up/install high-velocity air movers.**

Strategically placed air movers are set up for maximum air flow across surfaces, accelerating the rate of evaporation of water from wet material into the air.
- Place/set up/install dehumidifiers.**

A dehumidifier removes the moisture from the air so that evaporation can continue more effectively. Proper dehumidification helps reduce further damage to the building and contents.
- Explain future visits and expectations.**

Schedule next contact and discuss follow-up steps, including moisture readings, monitoring equipment, repositioning equipment, etc. While every instance is unique and drying times will vary, these additional visits will ensure rapid drying and progress toward returning your home or business to normal.
- Other**

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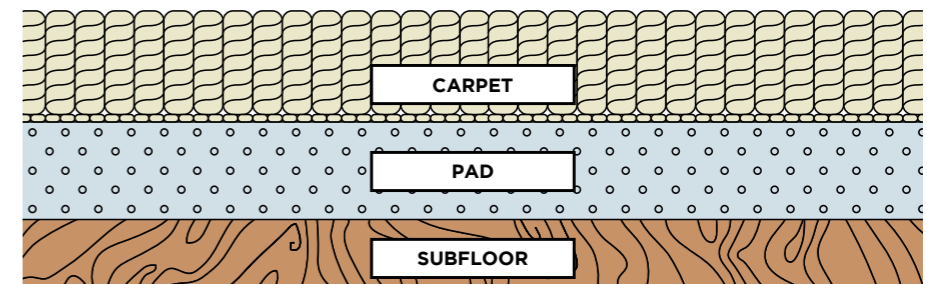
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## UNDERSTANDING THE DRYING PROCESS

In flooding, water typically spreads out and flows through the path of least resistance, especially toward substructures and lower floors. Porous materials, whether wood, sheetrock or other building materials, will soak up the water, which can even travel upward. The resulting effects can include discoloration, swelling, broken adhesive bonds, delamination (flooring separation), warping and overall breakdown of building materials that make up your property. The more time that elapses before treatment, the greater the damage. Even if the water evaporates unassisted, it can cause damage to ceilings, walls and contents.

ServiceMaster Clean® is a highly reputable, licensed, insured and endorsed water damage service provider. In addition to our years of experience, our qualified technicians have completed advanced training in water mitigation, dehumidification systems, mold remediation and corrosion control. They also seek continuing education to learn about new techniques and equipment to better serve you in your time of need.

The information in this brochure is general in nature and may not apply to your specific needs. However, we hope it will help answer your questions, and aid you in understanding the processes and procedures in restoring your property.



# UNDERSTANDING THE DRYING PROCESS

It is our goal to restore your property as quickly and efficiently as possible. The drying and restoration may require up to three phases before completion.

## PHASE 1. EMERGENCY SERVICE

Upon our arrival, a Statement of Authorization will need to be signed before work can begin. A ServiceMaster Clean® trained technician will begin by determining if your carpet is salvageable and if the carpet can be dried in place. If so, we will extract as much water as possible. High-velocity air movers and dehumidifiers will be set up to dry the carpet and subfloor quickly. Equipment must be left on for the designated amount of time to ensure proper drying. The carpet may need to be treated to inhibit microbial growth. If the pad cannot be dried in place, we will detach the carpet from the tack strip and remove the wet padding to expedite the drying process. A pad sample will be taken back to our office to be matched and ordered for the reinstallation. If your carpet is deemed unsalvageable, the technician may advise removing both the pad and the carpet.



## JOB SITE INSPECTIONS

It will be necessary for us to have access to your property during business hours throughout the drying process in order to properly monitor the temperature, humidity and our equipment. Please work with our office on your preferred method for reentry to your property so we can properly monitor the drying process.



## PHASE 2. REINSTALLATION/CLEANING

When carpet can be successfully restored, we may need to install new pad and reinstall the carpet. Reinstallation includes restretching, reattaching the tack strip, seam repair and threshold repair and/or replacement. After the reinstallation, carpet is cleaned and deodorized. When the carpet and pad can be successfully restored through in-place drying, the carpet will still need to be cleaned and deodorized. During this phase, any upholstery or other damaged furnishings will be cleaned. If equipment is still present, the technician will remove it at this time.

## PHASE 3. STRUCTURAL REPAIRS

If applicable, after the drying process is complete, structural damage is assessed and the repair phase can begin. At this time, drywall, ceilings and floors will be repaired. If carpet cannot be salvaged, new carpet and pad will be installed. It may be appropriate to complete structural repairs before reinstallation and cleaning.

# FREQUENTLY ASKED QUESTIONS

## STRUCTURAL DRYING

### How long will it take my property to dry?

Drying time is determined by a combination of factors, including the location, duration and source of water, the types of building materials, the weather conditions and how quickly emergency services begin. Through consistent monitoring and evaluation of the drying process, we can determine when the drying is complete. Your carpet may feel dry to the touch, but padding and subfloors may still be wet underneath. While there are no rules to determine how long your property will take to dry, we can tell you it may take between three and five days or more, depending on the conditions.

### How do I know when my property is completely dry?

Proper testing with our specialized equipment is the correct way to determine if things are completely dry. Touch alone may be a false indicator.

### Will turning up the heat help dry things out?

Not necessarily. We will adjust the temperature to its optimum setting for the proper drying conditions. Please do not change the setting or shut off the HVAC system; doing so may prolong the drying process.

### My wood floors are wet and buckling.

#### Will they have to be replaced?

Wood flooring must be evaluated during the drying process. We employ specialized drying systems and dehumidifiers that enable us to create an environment where wood floors can dry more efficiently and resume their original shape. Due to the density of hardwood flooring and urethane finishes, drying may take up to three weeks or longer. If you filed a claim, your insurance adjuster will work with you to make the final decision as to whether floors will need to be refinished or replaced.



### What about my wet furniture?

The extent of damage and the construction of the furniture will determine if your furniture can be restored. Your furniture must be dried before damage can be adequately assessed. Nonsalvageable furniture will be documented for you, and if any items need to be discarded, a customer release form will need to be signed.

### Do I need to move out of my property during this process?

If you file an insurance claim, you may receive guidance from your insurance representative. However, this is a decision you must reach on your own. Here are several things to consider. Safety is paramount. Our equipment is as childproof as possible, but we require your supervision to make sure no children play with it. Air movers and dehumidifiers will create noise and make your property drafty for a few days. It is important that the equipment remains on, so if the noise is disruptive to you, you might want to consider an alternate place to stay.

### What's that smell?

It is not unusual to smell odors during the drying process. Increased heat and humidity can also lead to increased odors that may be coming from the drying building materials, or dormant spill and accident areas. Do not confuse these normal odors with the odor of mold. As the drying process continues and humidity levels drop, you'll notice these odors disappearing on their own. Deodorizers are often used to minimize these effects as well.

### Does everything need to be moved out during restoration?

Not usually. If items need to be moved out, we will let you know in advance.

# FREQUENTLY ASKED QUESTIONS

## **My ceilings are wet. What needs to be done?**

Our technicians will evaluate moisture content, determine the severity of the damage and may have to remove some of your ceiling for ventilation. Wet insulation can also be a hazard and may need to be removed.

## **Should I open the windows to help the drying process?**

Opening your windows to assist the drying process is not always recommended. Outside weather conditions may vary, so the technician will determine when and if the outside air is appropriate.

## **Can I walk on the area during the drying process?**

It is strongly suggested that you keep the traffic to a minimum. Wearing shoes is recommended for your safety.

## **CARPET AND FLOOR COVERINGS**

### **Can my carpet be restored or will it have to be replaced?**

A few reasons your carpet may not be salvageable:

- Delamination (occurs when the backing separates from the carpet fiber)
- Loss of adhesion (may be caused by prolonged exposure to water or age of the carpet)
- Permanent stains
- Carpet covers wood flooring (to salvage the wood flooring)
- Sewage contamination

### **Why does my specialty floor need to be removed?**

Nonporous flooring can trap water and prevent it from drying properly.

## **Why did the technician leave wet carpet on my stairs?**

Carpet on the stairs is generally not removed for safety reasons. Exposed tack strips or staples, especially on steps, is dangerous. However, there are situations where removing carpet from stairs is necessary to prevent damage to hardwood steps or in the case of sewage contamination. Removing tack strips is not advised, as this may damage the hardwood or the subfloor. Extreme caution must be used whenever the tack strip is exposed or when the carpeted stairs are damp. If carpet left on the stairs is unsalvageable, it will be removed when new carpet is installed.

## **How will you match my carpet pad?**

A sample of your pad is brought to our office for a match. When available, an identical pad will be used. When your original pad is not available, we will provide a pad of the same quality, thickness and density. A similar pad may differ in color based upon the time it was manufactured.

## **What will you do with my area rugs?**

Rugs are taken to our warehouse for special care. They need to be dried carefully to minimize bleeding of colors and discoloration. Your rugs will be dried, cleaned and returned.

## **EQUIPMENT**

### **Why are air movers and dehumidifiers used?**

When water damage has occurred, water can be absorbed into the drywall (sheetrock), baseboards, subflooring, etc. Drying these surfaces requires high-velocity air movers to accelerate the release of absorbed water into the air. Dehumidifiers are necessary for removing this excess moisture to help protect property and create conditions for efficient drying. Please do not turn off or move drying equipment without first calling ServiceMaster Clean.



# FREQUENTLY ASKED QUESTIONS

## Who is responsible for monitoring the drying equipment?

Our water damage mitigation specialists will place and monitor equipment to achieve optimal results in the shortest amount of time. Please make sure no one turns the equipment off or moves it. Please notify our office immediately if the power goes off or if the equipment turns off.

## What will it cost to run the equipment?

Based on average electrical rates, it may cost about \$1 per day per piece of drying equipment to operate. Actual costs can vary depending on current rates from your local electricity provider.



## SEWAGE

### What about sewage contamination?

Hard surfaces can be cleaned and sanitized. Affected items that cannot be sanitized require disposal. Porous materials such as drywall, ceiling tiles, insulation, particleboard, paneling, etc., that have been directly affected should be removed during the emergency service visit.

## PAYMENT

### Who is responsible for paying for the service?

Ultimately you, the property owner, are responsible for payment. As the property owner, you will need to sign a form authorizing the work and payment. If this is an insurance claim, ServiceMaster Clean generally collects only the deductible amount and bills the balance to your insurance provider as a service to you. If you have a large loss, your mortgage company may be included as a payee on the payment from your insurance company, and you may need to obtain a signature

from them as well. If your claim is not covered or you decide not to file a claim, you will be expected to pay in full at the time of service.

## TIPS FOR KEEPING YOUR HOME OR BUSINESS SAFE IN THE FUTURE:

### WATER DAMAGE

- Periodically check the following to ensure they are secure, in good condition and leak-free: hot water tanks, washing machine hoses, dishwashers, refrigerators and ice makers.
- Clean your gutters every autumn to prevent backup and leaks.
- Prevent frozen pipes and their disastrous results by keeping your home or business heated while you're away on vacation. Close interior valves for exterior faucets during the winter months. Leave cabinet doors open during extremely cold weather to allow warm air in to help prevent pipes from freezing.

### FIRE AND SMOKE DAMAGE

- Place a smoke alarm on each floor of your home or business (and one in each bedroom at home). Store fire extinguishers within reach in the kitchen and utility areas.
- Schedule service and cleaning annually for furnaces, heating systems, chimneys and fireplaces.
- Avoid overloading electrical circuits. Check extension cords and fuse boxes or circuit breakers, making sure there is never a combination of appliances that exceeds 1500 watts on the same circuit.

