



**DON'T KNOW  
WHAT TO DO  
NEXT? WE DO.™**

*ServiceMASTER*  
*Restore*

# WE REMOVE THE WATER AND THE WORRY.

Count on ServiceMaster Restore® for expert guidance and the experience to fix the problem, fast.



Communication is vital throughout the process, so we've provided a helpful contact list to save you time and stress. Be sure to keep this information handy.

ServiceMaster Restore business name

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ServiceMaster Restore contact & phone number

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ServiceMaster Restore 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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**60+**

With more than 60 years of experience in providing superior restoration services, we set the standard for setting things right.

# YOUR RESTORATION CHECKLIST.

We've created a checklist of services and items that may need to be addressed in order to restore and protect your property, along with a brief explanation.

**Review this list with your ServiceMaster Restore technician to ensure you fully understand the process.**

> 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.

**PLEASE NOTE:** Only checked items need to be done to your property.

•• **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.**

Protecting your contents from further damage 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.



**NO MATTER THE  
TYPE OF WATER  
DAMAGE, WE'RE  
HERE TO HELP.**



## **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 and prevent microbial damage.
- **Remove nonsalvageable carpet.**  
Your carpet will be evaluated to determine if it is salvageable. The source of the loss and pre-existing conditions may influence the results.



## **EVALUATE OTHER FLOORING**

### **Tile**

- Dry in place
- Remove

### **Laminate**

- Dry in place
- Remove

### **Subfloor**

- Dry in place
- Remove

### **Vinyl**

- Dry in place
- Remove

### **Hardwood**

- Dry in place
- Remove



# EVALUATE WALLS, CEILING AND CABINETS

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- **Remove baseboards**

Depending on the type of baseboard, removal may be necessary to help dry the structure.
  - **Drill holes in walls/drywall/ceilings for drying/ventilation**

This helps avoid further damage to drywall and framing, and prevents potential microbial growth.
  - **Remove drywall**

Due to the water damage, the drywall may be unsalvageable.
  - **Evaluate insulation**
    - Dry in place
    - Remove
  - **Inspect cabinets**

Unsealed cabinetry may allow moisture to seep in. Inspection is necessary and may include drilling holes or removal of toe kicks.
  - **Remove doors**

This may be necessary to allow your flooring to be removed without damaging the door and to allow for better air flow.
  - **Apply antimicrobial products**

Application of the proper antimicrobial product keeps dormant microbes from activating.
  - **Apply odor control**

Applying proper odor control products helps to minimize odors.
  - **Place/set up/install high-velocity air movers**

Strategically placed air movers accelerate the rate of evaporation of water from wet material into the air.
  - **Place/set up/install dehumidifiers**

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.
  - **Other**
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## UNDERSTANDING THE DRYING PROCESS.

Water removal services on their own are usually not enough to remove all the moisture from your home after a water damage event. Water can hide behind walls, under flooring or in your HVAC system and vents. At ServiceMaster Restore, we provide expert drying and dehumidification services using a combination of dehumidifiers and high velocity air movers to remove moisture from the air. With so much at stake, we will make sure your life gets back to normal fast.

### **DRYING:**

The process of removing moisture from materials

### **DEHUMIDIFICATION:**

The process of removing moisture from the air

# DRYING AND RESTORATION MAY REQUIRE UP TO FIVE PHASES BEFORE COMPLETION



- 1**  **INSPECT AND ASSESS**  
Using state-of-the-art instruments, our certified technicians will inspect your home for damage, identify the source, and outline the work required.
- 2**  **REMOVE WATER**  
We use various methods to extract the water including absorbing, draining, pumping and vacuuming.
- 3**  **DEHUMIDIFICATION**  
We use dehumidifiers to extract the moisture from the air and expedite the drying process.
- 4**  **EVAPORATION**  
Using equipment such as air movers, we help the water to evaporate more quickly.
- 5**  **MONITORING**  
Our technicians take atmospheric and moisture content readings that indicate if the area is drying, at what rate and what adjustments, if any, need to be made to expedite the drying process and avoid excessive uncontrolled humidity levels.





# PACKOUT SERVICES

Some water losses require that your contents and furnishings be inventoried, packed and safely transported to a secure, climate-controlled location for cleaning, deodorization, restoration and storage until the structural restoration is complete. As the experts at carefully handling, cleaning and storing content, we take every precaution possible to ensure your personal belongings are treated with the utmost care.

## During the packout and contents restoration process, ServiceMaster Restore will:

- Inventory, pack and transport your belongings to our climate-controlled warehouse
- Provide a printed copy of the inventory to you as items are moved to our warehouse
- Restore, clean, deodorize, re-pack and store items in our warehouse as necessary and agreed upon
- Track and document contents
- Arrange for re-delivery of items

## Your role in the packout process:

- Sign an authorization form
- Identify immediate need items (medication, emergency clothing, etc.)
- Identify items to keep in your possession (personal valuables, jewelry, etc.)
- Assist with restore versus replace decisions, especially regarding family heirlooms and sentimental items
- Be available on-site, if needed, during packout and redelivery



TO ASSURE ACCURACY, WE USE  
**ON-SITE TECHNOLOGY**  
TO INVENTORY AND TRACK THE  
STATUS OF YOUR ITEMS.



# FREQUENTLY ASKED QUESTIONS

## WATER

**Q How long will it take my property to dry?**

**A** 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.

**Q How do I know when my property is completely dry?**

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

**Q Will turning up the heat help dry things out?**

**A** 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.

**Q My wood floors are wet and buckling. Will they have to be replaced?**

**A** 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. 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.

**Q What about my wet furniture?**

**A** 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.

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

**A** 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.

**Q Does everything need to be moved out during restoration?**

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

**Q What's that smell?**

**A** 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. Proper cleaning and deodorizers are often used to minimize these effects as well.

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

**A** 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.

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

**A** 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.

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

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

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

**A** 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

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

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

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

**A** 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.

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

**A** A sample of your pad is brought to our office for a match. When available, an identical 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.

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

**A** 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.

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

**A** When water damage has occurred, water can be absorbed into the drywall, 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 Restore.

**Q Who is responsible for monitoring the drying equipment?**

**A** 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.

**Q What will it cost to run the equipment?**

**A** 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.

**Q What about sewage contamination?**

**A** 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, carpet and pad, etc., that have been directly affected will be removed during the emergency service visit.

**Q Who is responsible for paying for the service?**

**A** Ultimately you, the property owner, are responsible for payment and will need to sign a form authorizing payment for the restoration services. If this is an insurance claim, ServiceMaster Restore generally collects only the deductible (co-payment) amount from you 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 by insurance or you decide not to file a claim, you will be expected to pay in full. Your ServiceMaster Restore representative can discuss these details.

## RECONSTRUCTION

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**Q How long will the reconstruction project take?**

**A** Because of the many variables involved, it is difficult to predict exactly how long the reconstruction project will take. Consult with your ServiceMaster Restore Project Manager on the phases of your reconstruction project and estimated completion date.

**Q What does pre-loss condition mean?**

**A** ServiceMaster Restore is responsible for returning your home to the condition it was in before the damage occurred, or its pre-loss condition. We use materials of like kind and quality. There may be some damage that existed prior to your loss. Therefore, these damages have not been included in the scope of repairs.

At your request, ServiceMaster Restore will provide you with an estimate for any additional renovation projects, also called non-insured work.

**Q What is non-insured work?**

**A** Any renovation project unrelated to your loss is considered non-insured work. At your request, ServiceMaster Restore will provide a separate estimate for a non-insured renovation project, and we will require separate authorization and payment terms. If non-insured work will delay the completion of an insured portion, then the situation must be discussed with your Insurance Adjuster and the ServiceMaster Restore Project Manager.

**Q Do I need a permit?**

**A** When required, your ServiceMaster Restore Project Manager will take out the appropriate permit(s) on your behalf, identifying the ServiceMaster Restore Franchise Business as the general contractor. If applicable, permit fees are included in the estimate and may be covered..

**Q What is a code or by-law upgrade?**

**A** It is an upgrade that is made when your home's pre-loss condition no longer meets legal building codes. Your insurance company may recognize code upgrades in the estimation process. Any questions regarding code upgrades should be directed to your Insurance Adjuster.

**Q Will I have to be home all the time?**

**A** No, we will do our best to make sure you may go about your daily routine. For site access, you can provide a key to your Project Manager or opt for a lock box on the property.

**Q Do my belongings need to be moved away from the premises?**

**A** Depending on the scope of work, contents may remain on location. We will take appropriate measures to securely cover and protect contents. Any construction-related dust that collects will be addressed in the post-construction cleaning.





# EMERGENCY TIPS GUIDE

## What to do if you're in the middle of a loss:

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.

- ✓ Damage from water and bacteria growth can begin within hours. Call for professional help and guidance
- ✓ Remove as much water as possible by mopping and blotting
- ✓ Remove wet area rugs or other floor coverings not permanently attached. Do not attempt to start removing wall-to-wall carpet
- ✓ Lift draperies off the floor, loop through a coat hanger and place the hanger on the drapery rod
- ✓ Wipe furniture, prop up wet furniture cushions for even drying and place aluminum foil under furniture legs
- ✓ Move photos, paintings and art objects to a safe, dry location
- ✓ Keep books on shelves. Pack them tightly to prevent warping of pages until a restoration professional can begin this specialized drying
- ✓ Open drawers, closets and cabinet doors to enhance drying

## What not to do:

- ✗ Do not enter a room with standing water until electricity has been turned off
- ✗ Do not use a regular household vacuum to remove water
- ✗ Do not lift tacked-down carpet without professional help
- ✗ Do not use electrical appliances while on wet carpet or flooring
- ✗ Do not disturb visible mold
- ✗ Do not remove books from shelves

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

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WATER



FIRE



MOLD



RECONSTRUCTION



[ServiceMasterRestore.ca](http://ServiceMasterRestore.ca)

Services provided by independently owned and operated franchises or corporate-owned branches. Prices and services may vary by location.

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