

Service Questions	
Source:	
Source Repaired:	Date Noticed:
Areas Affected:	PMG:
Build Date:	Gate Code:

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WATER DAMAGE 101

24 HOUR RESTORATION AND CONSTRUCTION

- Mitigating any further damage and/or secondary damage is one of our primary goals.

DRY OUTS

- The **dry out** and cleaning process is dependent upon the type of water affecting the building materials:
 - **Category 1** - This is liquid from a clean and sanitary source, such as faucets, toilet tanks, drinking fountains, etc. But, category one can quickly degrade into category two.
 - **Category 2** - This category of liquid used to be called grey water, and is described as having a level of contaminants that may cause illness or discomfort if ingested. Sources include dishwasher or washing machine overflows, flush from sink drains, and toilet overflow with some urine but not feces.
 - **Category 3** - This is the worst classification and is grossly unsanitary. It could cause severe illness or death if ingested. It used to be called black water, and sources include sewer backup, flooding from rivers or streams, toilet overflow with feces, and stagnant liquid that has begun to support bacterial growth.

REMEDICATION/ABATEMENT

- Mold Remediation is a process used when mold spores are most likely to be disturbed into the air. If there is a large amount of mold then a containment may be necessary.
- Asbestos Abatement
- Lead Abatement
- **Containments** are used when completing mold remediation and abatement. Homeowners are not permitted to open or enter the containment at any time.

EQUIPMENT

- **Air movers** are used to increase circulation. Increased circulation will promote evaporation of water that is currently invading the structure. Proper air circulation will help to provide the fastest drying time for your building materials.
- **Dehumidifiers** take the humidity (water vapor) in the air and condense it back into water. That water is then channeled into an appropriate location, like a bathtub or sink. This removes the unwanted water from the structure and begins the process of returning it to its prior, dry, condition.
- **Hepa Vacs** - HEPA (High-Efficiency Particulate Air) vacuums differ from conventional vacuums in that they contain filters that are capable of trapping extremely small, micron-sized particles. A true HEPA filter can trap 99.97 percent of all airborne particles larger than 0.3 microns. To illustrate how small this is, a human red blood cell is usually between 6 and 8 microns wide.
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