



EMERGENCY TIPS

- Water Damage
- Fire Damage
- Vandalism

YOUR HOME DESERVES THE BEST

We can deliver it, starting with expert advice on how to immediately prevent more damage.

When fire, smoke or water unexpectedly damage your home, the first steps you take could mean the difference between a small cleanup and a more costly and time consuming restoration.

Water Damage



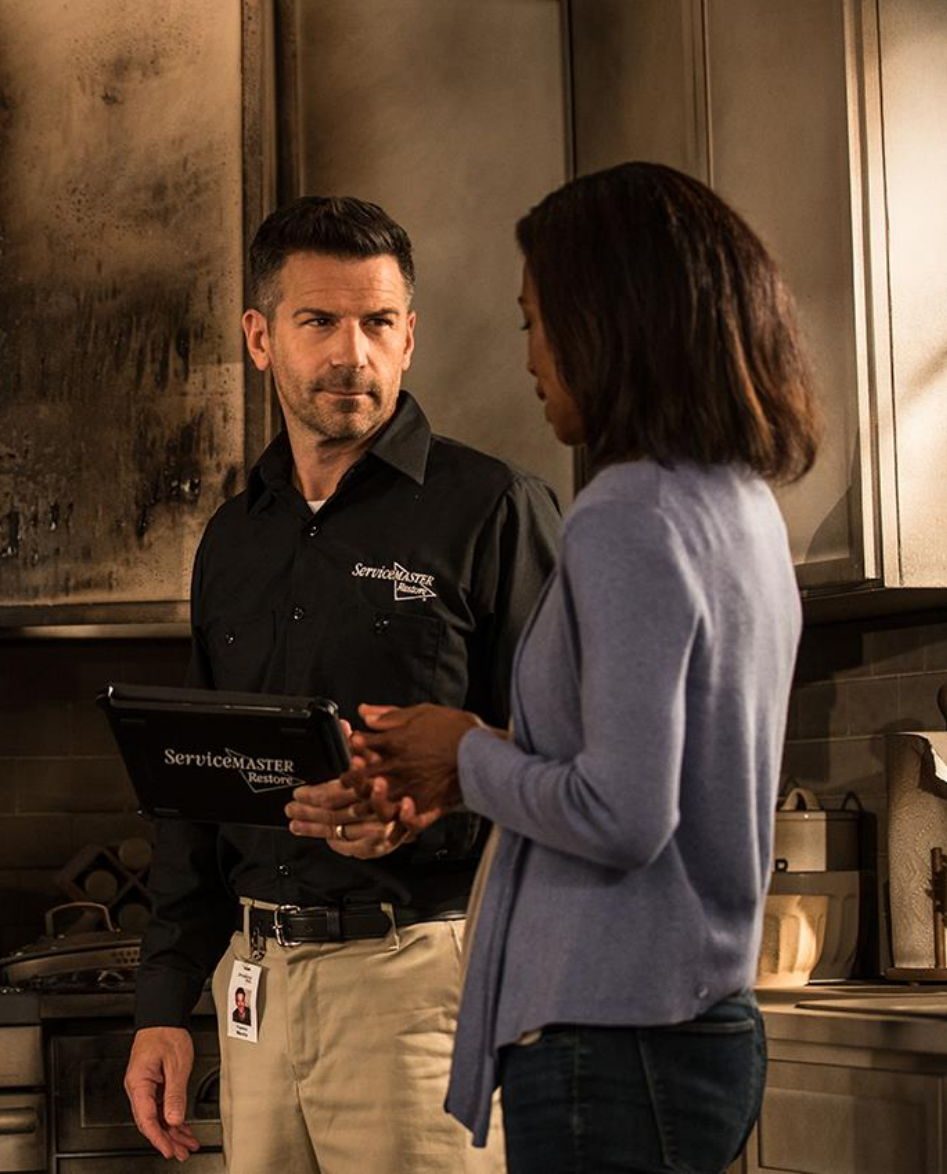
WHAT TO DO:

- Damage from water and bacteria growth can begin within hours. Call for professional help.
- 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 your wall-to-wall carpet.

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.

Fire Damage



WHAT TO DO:

- Corrosive by-products can cause irreversible etching in as few as 72 hours. Call for professional help.
- If the temperature is above 60°F, air out the house to reduce smoke odour.
- Clean Formica, chrome, porcelain and aluminum fixtures to prevent permanent tarnishing or etching.

WHAT NOT TO DO

- Do not touch anything with your bare hands. Oil from your hands can permeate upholstery, walls and woodwork, causing additional damage.
- Do not wash walls. Incorrect cleaning could compound the soot residue.
- Do not attempt to clean carpets or upholstered furniture.

Vandalism



WHAT TO DO:

- Fast action is required to prevent further damage. Call a restoration professional to remove damage caused by vandals.
- Make a list of all damage.
- Use a shop vacuum to remove glass particles from carpet and upholstery.

WHAT NOT TO DO

- Do not use household cleaning products on fabrics, upholstery or carpets.
- Do not attempt to remove chemical stains, including ink or paint.
- Do not operate damaged electrical appliances.