



DISASTER RECOVERY GUIDE TO WATER/FIRE-SMOKE DAMAGE

Restore Customers' Peace of Mind

Explains Process & Procedures we will use:

- *What Services we perform*
- *What equipment we use*

DISASTER RECOVERY GUIDE TO WATER/FIRE-SMOKE DAMAGE

Internal Checklist for our First Responders

Complex Losses:


- *Assures all affected areas are covered*
- *List of topics to discuss with customer*

DISASTER RECOVERY GUIDE TO WATER/FIRE-SMOKE DAMAGE

Marketing tool for Commercial Clients and Insurance Companies

This tool explains our services.


Disaster Recovery Guide to Water Damage




Contacts at a glance.

COIT Project Manager Name _____
 Phone Number/Email _____
 Insurance Agent Name _____
 Phone Number/Email _____
 Insurance Claim Representative Name _____
 Phone Number/Email _____
 Insurance Claim Number _____
 Other Important Information _____


Experts, with the name you can trust.



Since 1910, COIT Services has been providing quality cleaning services to our clients. We know how devastating a loss in your home or business can be, and we are here to help you get things back to normal. Please use this packet to keep all of your documents related to your loss and to help answer any questions you may have.



The original COIT vans.



The COIT Tower, named in honor of COIT's first Chief Executive.

Quick Reference.

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1-800-FOR-COIT • www.coit.com

24-hour Service

The Process:

COIT Restoration technicians are trained to evaluate the situation and use the best possible methods to dry, sanitize, deodorize and restore your property. COIT's staff will guide you through the process and answer any questions you may have along the way.

- 1** Prior to any work commencing, we will need to have a work authorization form signed. In most cases the source of the water has been identified and, in some cases, repairs may need to be made. At that point an inspection of the property will take place. There may be some wet areas that are not visible to the naked eye and specialized equipment will be used to identify them. Moisture readings will be taken and noted as these areas can be monitored and dried effectively. Any standing water will be removed and the appropriate drying equipment for the job will be installed. This equipment will need to remain in place until our technicians remove it.
- 2** The drying process will vary in length depending on the job. While we are drying, we will occasionally need to monitor the equipment and the moisture levels. A COIT specialist will discuss the times they will need to do this with you and set up a schedule that will work for both parties.
- 3** Your property may be in need of additional repairs after it is dry. In most cases, this will be done before your carpet is reinstalled and cleaned. At this time your property will be inspected to ensure no additional structural damage took place.
- 4** If your carpet or flooring was salvagable, it may need to be reinstalled when dry. If it has already been reinstalled or it was dried in place, it will need to be cleaned at this time. All restoration jobs are unique. If any additional steps need to be taken, a COIT specialist will discuss this with you prior to cleaning.

24 hour Service

What to Expect:

The following checked items will be performed:

- Source Identification and Damage Assessment** It is important to make sure the source of the water has been stopped before continuing. An inspection of the property will be conducted to determine the source of the water.
- AtRisk Assessment** Further damage might occur or spread to the walls. It must be inspected for rot, mold and staining. If there are any concerns noted in the walls, they will need to be checked for damage as well.
- Ceiling Space Assessment** Under the ceiling, water may have saturated the roof area. This area will need to be checked to ensure the insulation will breathe and dry.
- Basement Assessment** Basement walls and floor will be checked. If there are any concerns about the basement, these will need to be checked for damage as well.
- Contents Assessment** Contents can include furniture, decorative accessories, wall décor, electronics, etc. It is important to check these items for the items of great value and dry up items that may have gotten wet as quickly as possible.
- Remove Standing Water** As much water as possible will be removed by extraction. This will help expedite the drying process.
- Carpet Assessment** Carpet can be dried in place or it may need to be removed to dry. It may be salvagable. Your restoration specialist will determine the extent of damage and take the appropriate steps.
- Dry in Place** Carpet and padding may be left in place to dry.
- Roll up Carpet** Carpet padding may be detached from each side in order to facilitate air flow. In some cases, moisture can be trapped in the back of the carpet and may need to be removed.
- Remove Carpet Pad** The carpet pad may need to be removed in order to facilitate air flow for expedited drying.
- Non-Salvagable Carpet** This specialist determines the carpet is not salvagable, a rapid substitution will start removal and drying.

Services to be Performed:

The following checked items will be performed:

- Flooding Assessment** If there are any items that are in the flooded area, it will need to be inspected and removed as well.
- Dry Tile** If there are any tiles that are in the flooded area, they will need to be dried in place.
- Remove Tile** If there are any tiles that are in the flooded area, they will need to be removed in place.
- Dry Vinyl** If there are any vinyl floors that are in the flooded area, they will need to be dried in place.
- Remove Wall** The dry wall must be removed to dry area.
- Dry Lathings** Lathings will be dried in place.
- Remove Lathings** The lathings must be removed to dry area.
- Dry Hardwood** Hardwood floors will be dried in place.
- Remove Hardwood** Hardwood floors must be removed to dry area.
- Dry Subfloor** Subfloor must be dried in place.
- Remove Subfloor** Subfloor must be removed to dry area.
- Wall, Ceiling and Cabinet Assessment** Wall, ceiling and cabinet will be inspected for water damage. These areas must be assessed for the drying process.
- Detach Baseboards** Baseboards must be detached for several reasons. Often, moisture is trapped between the wall and baseboards, or in the baseboard joint, and must be removed.
- Ventilation Holes** Holes may need to be drilled into the drywall or sheetrock to allow adequate ventilation and thorough drying throughout the property. This includes ceiling and walls.
- Non-Salvagable Dry Wall or Sheetrock** In some cases it is necessary to remove the dried or wetted wall to dry it.
- Dry Insulation** Insulation will be dried in place.
- Remove Insulation** Insulation must be removed and dried or replaced.

24 hour Service

Services to be Performed: (cont.)

The following checked items will be performed:

- Cabinet Assessment** Cabinets are often made of porous materials and water may have seeped in. In some cases ventilation holes will need to be drilled and the face will need to be detached.
- Door Detachment** Doors may need to be detached to allow flooring to dry.
- Antimicrobial Application** This treatment will inhibit the growth of microorganisms while your property is drying. Before application a chemical release form will need to be signed.
- Odor Control Products** Odor control products will be used. Before application a chemical release form will need to be signed.
- Odor Control Equipment** Odor control equipment such as ozone or hydroxyl generators may be used.
- Install Air Filters** Air filters will be placed in the areas where they will protect the equipment from the drying process.
- Install Dehumidifiers** Dehumidifiers will be placed in the areas where they will protect the most effective results for drying your property.
- Follow up Visits** Follow up visits will be required, so that we will check the moisture levels and dry progress. It is important that the equipment is continuously running until the drying of the property is terminated.

Frequently Asked Questions:

What do I do while my property is drying?
While your property is drying, please be mindful of the equipment and do not have children or pets unattended in the areas that are being dried. The equipment will emit some noise, as well as heat that may make some occupants uncomfortable. Please note that the equipment must be running continuously in order to dry your property expeditiously.

Do my contents need to be dried too?
When your furniture gets wet, water can be absorbed deep into the cushions and/or the wood framing. If it is not properly dried, it could result in additional damage. Your contents will be dried with care, then assessed by a restoration specialist. If we find that any of your contents are not salvagable, we will make sure it is documented and may assist with disposal, with your signed consent.

There is a weird smell, is that mold?
If you detect your water loss immediately, mold shouldn't be a problem. Any odor is completely normal. It is a natural part of the drying process. As the drying process comes to an end, the smell should naturally fade. In some situations we will use equipment to aid in eliminating any odors from your home.

My water damage involved sewage or ground water, does that make a difference?
Any water damage that involves sewage or groundwater is considered contaminated, which means that it could have harmful organisms in it. Any porous materials will be considered unsalvagable for your health and safety. That means that flooring, drywall and any furniture affected may have to be replaced. Any articles that are made of a non-porous material will be able to be cleaned and retained.

What portion of the bill will be responsible to pay?
You are responsible for the full payment of services and will need to sign a work authorization that states this in detail. The company provides all the documentation you will need to file an insurance claim. However, you will be responsible for any deductible you may have on your policy and any remaining balance that your insurance provider does not cover. It is a good idea to talk to your insurance agent and make sure that you understand your policy and what is covered. COIT uses industry standard pricing and will work with all insurance carriers.

24 hour Service

COIT's 100% Satisfaction Guarantee.

If you are not 100% satisfied with our restoration service, COIT will...

RE-SERVICE the scope areas to your satisfaction.

RETURN TO PRE-LOSS CONDITION If we say we can restore it, we will. If we fail to meet the scope as estimated, we will credit you with the item's present actual cash value toward a like replacement from a COIT source upon complete payment of services rendered including the deductible.

REPAIR any damage caused by COIT that is outside the requirements of executing the scope.



Place to hold other paperwork related to their loss.



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Disaster Recovery Guide to Fire and Smoke Damage

Disaster Recovery Guide - Fire and Smoke Damage



Contacts at a glance.

Experts, with the name you can trust.

COIT Project Manager Name _____
 Phone Number/Email _____
 Insurance Agent Name _____
 Phone Number/Email _____
 Insurance Claim Representative Name _____
 Phone Number/Email _____
 Insurance Claim Number _____
 Other Important Information _____



Since 1950, COIT Services has been providing quality cleaning services to our clients. We know how devastating a loss in your home or business can be, and we are here to help you get things back to normal. Please use this packet to keep all of your documents related to your loss and to help answer any questions you may have.

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The original COIT truck



We will walk you through what to expect as we return you to pre-loss condition. Thank you for choosing COIT to help you through this difficult time.

Don't forget to ask questions of the members of COIT Team. We're here to help.

1-800-FOR-COIT • www.coit.com

The Process:	Equipment:
<p>COIT is here to help you get your property back to pre-loss condition. Having fire or smoke damage can leave mild to strong odors and visible residue that can cause mild to severe damage to your property and goods. COIT's staff will guide you through the process and answer any questions you may have along the way.</p> <p>1 Our project manager will work with you to cover all the paperwork involved. We will outline the scope of work to be performed, list the items that need to be restored, allow inspection by a crew foreman and talk about what we need from you in order to start work.</p> <p>2 Structure Cleaning Once we are ready to begin, we will remove all debris items as well as any other loose contents. These items will be carefully documented, packed and taken to our facility to be cleaned by our specialists. In some instances, when damage is minimal, items can be cleaned on-site during the restoration process. Soft goods, such as draperies, will also be taken down to be cleaned and our items will be protected with dry-cleaning. A pre-cleaning will then be done by vacuuming or dry brushing and, if possible, wet cleaning will begin. If wall/ceiling is required, it will be set up at this time. A testing process will determine the method of cleaning to be used.</p> <p>3 Contents Restoration If contents restoration needs to be done, the process begins with a visual inspection followed by a dry cleaning method (vacuuming or brushing). A deodorization process is used to remove any smell and the items are tested to determine the best cleaning method to be used on those items. Once the cleaning is done, the item will be enhanced by either padding, buffing or applying protective coating.</p> <p>Salvageable or Non-Salvageable:</p> <p>Many of your affected materials may be salvageable by cleaning if the item was not severely damaged. Your flooring may be salvageable depending on the material, severity of the loss and the time elapsed from the loss. If your contents or flooring are not salvageable, we will remove and discard them with your signed permission.</p>	<p>Gas or Electric Thermal Fogger Fogging process neutralizes smoke odor. This equipment requires evacuation of the premises for use. We will advise you when or if this equipment needs to be used.</p>  <p>Air Scrubber An air scrubber is a device that is used to remove particles, grease and gases from the surrounding air.</p>  <p>Ozone Generator The Ozone Generator produces an ozone gas that will neutralize any odors lingering in your home or office. This equipment requires evacuation of the premises for use. We will advise you when or if this equipment needs to be used.</p>  <p>Hydroxyl Generator The Hydroxyl Generator uses a two part process to stimulate a long list of biological and chemical pollutants. By mimicking the natural production of hydroxyl in the atmosphere, this technology creates a safe, healthy indoor environment. Features include:</p> <ul style="list-style-type: none"> • Not hazardous to people, pets or plants • Safe to use in occupied spaces • Will not damage rubber or plastics • Uses no harsh chemicals • Generates no airborne moisture • Requires very little power 

Fire and Smoke Damage Types:	Services to be Performed:
<p>The type and amount of cleaning you need depends on the type and severity of damage that has occurred. There are four common types of fire and smoke damage outlined below. It is important to know what caused the damage before the recovery process can begin.</p> <p>Types of Fire</p> <p>Protein Fire - Protein fires are typically found in the kitchen and are from burning food. You will be able to smell a strong odor in the air and you may see surface damage.</p> <p>Complex Fire - Natural and man-made items have burned creating black smoke residue. The smoke odor is synthetic and emergency containment is required.</p> <p>Natural Fire - Smoke from the outside has entered the structure. Smoke is from natural elements such as a forest fire.</p> <p>Furniture Fire or Smoke - The furniture or another heating apparatus has malfunctioned and caused damage with smoke or soot.</p> <p>Your Damage:</p> <p>It has been determined that the damage was caused by one or more of the following (See description above):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Protein Fire <input type="checkbox"/> Complex Fire <input type="checkbox"/> Natural Fire <input type="checkbox"/> Furniture Fire or Smoke 	<p>The following checked items will be performed:</p> <p>Emergency Services</p> <ul style="list-style-type: none"> <input type="checkbox"/> Secure Property - Close open windows with boards or strips, as well as any other required areas to protect the structure from outdoor conditions. <input type="checkbox"/> MHC Inspection - Inspect mechanical systems, turn off for duration of work and close. <input type="checkbox"/> Electrical Safety - Turn power off to inspect for electrical safety, restore power to begin work. <input type="checkbox"/> Debris Removal - If there are any structures, they must be cleared in order to begin the restoration process as well as protect safety into the structure. <input type="checkbox"/> Emergency Dry Cleaning - Items that will be needed immediately will need to be sent for emergency dry cleaning. <input type="checkbox"/> Potentially Disposed/Removed - Check any food items spoiled due to the damage, empty refrigerators and freezers, keep a list of quantities. <input type="checkbox"/> Preliminary Odor Control - Implementing emergency services for hot air to come through. Apply deodorizers, place air filtration units. <p>Mitigation Services</p> <ul style="list-style-type: none"> <input type="checkbox"/> Emergency Water Damage Services - Remove any standing water caused by appliances or fire department. Check structure for excess moisture. <input type="checkbox"/> Emergency Contents Preservation Services - Inventory, container or susceptible surfaces such as aluminum, many flooring types, glass, fabrics and appliances. <p>Restorative Services</p> <ul style="list-style-type: none"> <input type="checkbox"/> Restorative Dry Cleaning and Laundry - Fire and smoke damage requires specialty dry cleaning services that can be performed at our plant. Your staff should be informed and taken to fire testing services. <input type="checkbox"/> Carpet and Furniture Cleaning - Once items have been cleaned thoroughly using appropriate cleaning methods. Once items have been cleaned they will be covered to protect them during the structural restoration process. <input type="checkbox"/> Hard Surface Floor Cleaning - Flooring other than carpet include stone tile, wood, laminate, etc. will need to be inspected, cleaned and protected during the structural restoration process. <input type="checkbox"/> Structural Restoration - Cleaning of the structure and preliminary surfaces, such as doors and trim. All applicable surfaces will be tested and documented. <input type="checkbox"/> Enclosed Spaces Cleaning - If you have enclosed areas such as attic or crawl space, these will need to be inspected and cleaned if necessary as they can trap smoke odor. This also applies to other enclosed spaces such as cabinets, closets and drawers.

Services to be Performed: (COIT)	Frequently Asked Questions:
<p>The following checked items will be performed:</p> <p>Odor Control</p> <ul style="list-style-type: none"> <input type="checkbox"/> Air Scrubbers - An air scrubber is a device that is used to remove particles, grease and gases from the surrounding air. <input type="checkbox"/> Thermal Fogging - Fogging process neutralizes smoke odor. This equipment requires evacuation of the premises for use. <input type="checkbox"/> Ozone - The Ozone Generator produces an ozone gas that will neutralize any odors lingering in your home or office. This equipment requires evacuation of the premises for use. <input type="checkbox"/> Hydroxyl - The Hydroxyl Generator produces hydroxyl that is a natural and harmless way to eliminate lingering odors from air. <p>Contents Restoration</p> <ul style="list-style-type: none"> <input type="checkbox"/> Cleaned by Hand - Debris items that COIT will be hand cleaned using the appropriate method. <input type="checkbox"/> Ultrasonic Cleaning - Some items such as metal and collectibles will require ultrasonic cleaning. Ultrasonic cleaning uses high frequency sound waves to clean items thoroughly. <input type="checkbox"/> Furniture and Upholstery Cleaning - Furniture and upholstery cleaning will be done by certified specialists. Many upholstery items require specialized cleaning techniques for particular fabric types. <input type="checkbox"/> Specialty Cleaning - Items that are fragile or specialty will be cleaned by COIT staff with a licensed and approved partner for those items. <input type="checkbox"/> Packed Services - If some or all of your items require cleaning that can be done on site, COIT will carefully pack your items as well as a licensed and approved partner. <input type="checkbox"/> Moving Services - If your items need to be moved to another location or stored at our secured facility, COIT will have your items or work with a licensed and approved partner. 	<p>What should I do while my property is being restored?</p> <p>While your property is being restored, please be mindful of the equipment and do not leave children or pets unattended in the areas that are being restored. The equipment will emit some noise as well as heat that may make some occupants uncomfortable. Please note that the equipment must be running continuously in order to do your property effectively.</p> <p>Is there anything I should take with me if I choose to find an alternative place to stay?</p> <p>Please take any valuables with you that do not need restoration or cleaning services. If you are unsure whether you should take an item with you or not, please consult with your COIT representative. Some items that you should take are cash, textbooks, pets, medications, jewelry and other small valuables, as well as harmful items such as weapons or chemicals.</p> <p>Can I clean some items myself?</p> <p>Cleaning your own items after the fire or smoke damage is not recommended. Most items are porous and cannot be cleaned by everyday cleaning supplies. The items may appear clean while withholding harmful chemicals and odors.</p> <p>How do I track my non-salvageable items?</p> <p>Keeping a list of non-salvageable items is recommended. Sometimes your insurance company has a pre-made form for you to do this. If not, it is important to note the item, the quantity, the year it was purchased, and how much the item cost.</p> <p>If my belongings are being packed out, can I access them?</p> <p>The, although advance notice will be required. If your items were packed out, they are being stored at our facility in a secured vault. We will need time to pull out the vault and find the requested items for you. We recommend that anything you need be pulled out before it is moved, but we recognize that this isn't always possible.</p> <p>What portion of the bill will be responsible to pay?</p> <p>You are responsible for the full payment of services and will need to sign a work authorization that states this in detail. We can provide all the documentation you will need to file an insurance claim. However, you will be responsible for any deductible you may have on your policy and any remaining balance that your insurance provider does not cover. It is a good idea to talk to your insurance agent and make sure that you understand your policy and what is covered. COIT uses industry standard pricing and will work with all insurance carriers.</p>

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OPEN DISCUSSION
