

Question and Answer Guide

for

WATER DAMAGE REMEDIATION



Some Commonly Asked Questions include:

- **“What is Restorative Drying?”**
- **“The equipment is noisy – can I turn it off at night?”**
- **“What do I need to do to help?”**

In this guide, you will learn the answers to these questions and many more....

Thank you for choosing...

***Classic* Carpet Care .com**
& RESTORATION

RESTORING HAPPINESS

(906)774-4514

(855)774-4514

(906)786-4514

EMERGENCY WATER EXTRACTION

Dear Valued Client,



We are Tom and Beth Bray, owners of Classic Carpet Care and Restoration, Inc. Thank you for allowing us to assist in your water damage cleanup. Our commitment is to offer the best possible service. We have built a team of highly trained and qualified technicians, and we hope with the following questions and answers you will feel more comfortable with our services. If you still have questions, please feel free to talk to any of our technicians.

We have been in business for more than 27 years, and have worked very hard to create a business offering a full range of services, as outlined below:

IICRC certifications:

- ✚ Carpet cleaning
- ✚ Upholstery & Fabric cleaning
- ✚ Textile cleaner
- ✚ Water damage restoration
- ✚ Applied structural drying
- ✚ Applied Microbial Remediation
- ✚ Odor control
- ✚ Fire & Smoke restoration
- ✚ Stone, Masonry & Ceramic Tile cleaning
- ✚ Commercial Drying Specialist
- ✚ Lead-Safe Renovator
- ✚ Successful Subrogation 1

The residential and commercial services we provide:

- ✚ Water dry-out
- ✚ Fire clean up
- ✚ Smoke damage
- ✚ Wind damage
- ✚ Content cleaning
- ✚ Odor control
- ✚ Mold remediation
- ✚ Storm damage
- ✚ Carpet cleaning
- ✚ Upholstery cleaning

Classic Carpet Care & Restoration is a Clean Trust Certified Firm (IICRC)

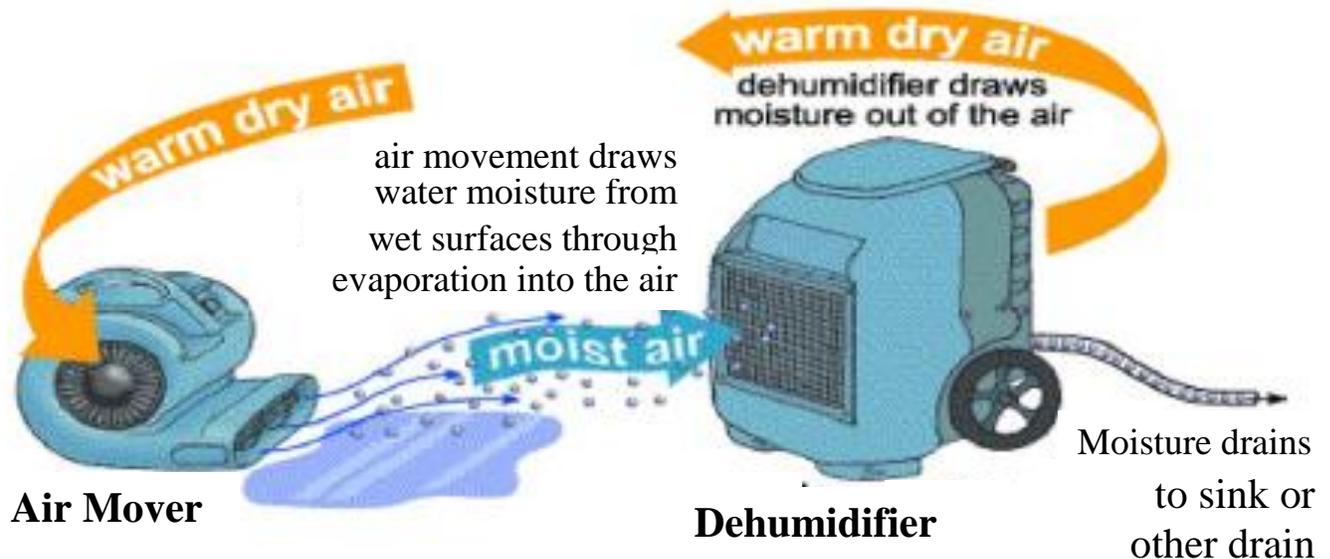
www.iicrc.org

**See the back page for some of our client comments.
For a full list of comments, visit us at classiccarpetcare.com**

We would be happy to hear any suggestions or comments that may increase the quality and value of the services we offer.

Q1: How does the dry-out process work?

A1:



Q2: Do I need an estimate before you start the dry-out?

A2: Often the amount of the cost to clean contents is unknown; however, our pricing is based on standardized pricing for the industry. We use a computer-estimating program that downloads the new price list every month. Your insurance company also uses the same program and price list. When an adjuster is assigned to your claim, we will explain to them what we have done up to that point for any emergency repairs, then get any authorization before further steps are taken. Before any repairs are made, we will have an agreed estimate with your insurance company.

Q3: Will mold develop from the current water damage?

A3: This can be a very big concern, and at Classic Carpet Care and Restoration, we have spent a lot of time and money on education and equipment to become qualified in water damage restoration. In most cases if the drying process can be started fairly quickly, you do not need to be concerned with mold.

Q4: Is it okay to keep this equipment running, or do I need to do something with it?

A4: The equipment we use is capable of running for months without being shut off. The equipment will not overheat with proper use. However, if you hear or smell anything which seems abnormal, please unplug the equipment in question and **call us immediately at (906)774-4514 or 1-800-774-4514**. Our technician will be checking all equipment and dry-out progress on a regular basis.

Q5: How do you know if everything is dry?

A5: Our technicians use very high-tech moisture meters designed to specifically check for proper moisture content. We will not repair or cover up any areas which may be still wet. This is why you have made a good choice to call Classic Carpet Care and Restoration. We are trained and certified in water damage. We can assure you of the best quality service, and give you the peace of mind that your property will be dried out properly.

Q6: The equipment running at my home is making the air feel hot; can I open a window or door to let in fresh air?

A6: Our equipment increases the rate of evaporation, causing the air to feel wet. Part of our monitoring process includes checking both the conditions indoors and out. If our technicians instruct you to open some windows, that may mean that the conditions outside will help in the drying process. With the use of our high tech dehumidifiers you will notice much dryer conditions in 24 to 48 hours.

Q7: What if we want to do the repairs?

A7: The most critical part of water damage is the drying process. After the dry-out has been completed by our trained and certified technicians, we work with a team of very qualified repair specialists to return your home to its pre-loss standard. However, you may want to do the repairs yourself, or hire your own general contractor to do the repairs; whatever you choose is acceptable. We can bill your insurance company for the emergency repairs separately.

Q8: Will my insurance company cancel me now that I have made a claim?

A8: Because each insurance company is different, we would advise you to ask your agent or adjuster.

Q9: Will my insurance premium go up now?

A9: Each insurance company has different guidelines. We suggest you ask your agent or adjuster.

Q10: What is going to happen with my damaged furniture and/or contents?

A10: We will do our best to restore your contents to a pre-loss condition. If we are not able to restore your items, we will set them aside to be itemized and turned in to your insurance adjuster. Your adjuster will determine coverage according to your policy. *Don't throw anything away!*

Q11: What is restorative drying?

A11: A few years ago the standard procedure was to remove any wet materials, replacing with new. Today, with much better equipment and training, our goal is to dry-out your structure, saving as much of the structure as possible.

Q12: How long will the dry-out take?

A12: Typically, the average water loss takes between 2 to 5 days. If materials have been exposed to water over a long period of time it may take 4 to 7 days.

Q13: If it can't be dried, what will be replaced?

A13: Our job is to bring your home back to pre-loss condition. After the dry-out process has been completed, we will be able to determine what has permanent damage. At that time we will submit an estimate of repairs to your insurance adjuster for approval.



Q14: What is the difference between Carpet Classic Care and Restoration and a general contractor?

A14: We have spent thousands of dollars on specialized training and equipment, in order to deal specifically with water damage restoration. Our main objective is to minimize the impact on your day-to-day living. If you hire a general contractor, often they do not understand the concept of saving verses replacing. Just an example: 90% of the time we are able to save drywall with 3 to 5 days of drying, without putting any holes in it. If someone comes in and removes all of the drywall, a 3 to 5 day job will now be about a 3 week process and the adjuster may not approve.

Q15: Do I need to do anything?

A15: We have worked very hard at building a business where your responsibilities are very minimal. There may be a few items we will need you to pick out such items as floor covering, but for the most part you should be able to just go about your daily activities without much worry or concern.

Q16: Why do I give Classic Carpet Care and Restoration my deductible?

A16: It is your responsibility to pay your deductible. Your insurance company will subtract your deductible from our bill and pay us the balance. As an example, if you have a deductible of \$500.00 and our bill is \$3000.00.

Insurance check	\$2500.00
Deductible	\$ 500.00
Total amount paid	\$3000.00

Q17: Why do you have to monitor the job so often?

A17: For us to achieve the best results, we need to closely monitor the dry-out process. This may include moving, adding, or removing equipment and checking humidity and temperature readings.

Q18: What is an antimicrobial, and why do you apply this product?

A18: An antimicrobial is designed to inhibit, destroy, or prevent the development of microorganisms. Many times we will use this type of product as a precautionary step. **Your health is our main concern.**

Q19: How much is my electric bill going to be with all of this equipment?

A19: Classic Carpet Care and Restoration has made every effort to use equipment that maximizes the fastest drying time but consumes the least amount of power necessary to achieve the best drying time and results. The following are approximations as to the additional utility costs for each piece of equipment:



\$ 1.41 per day



\$ 1.47 per day



\$4.76 per day



\$4.76 - \$19.02 per day



\$3.59 per day



\$3.78 per day



Q20: Why must we go through all this paperwork prior to extraction?

A20: We try to stay as organized as possible to insure the quality and customer service you deserve. Paperwork is a very important part of the foundation to help us to achieve the highest standard of customer satisfaction.

Q21: Should I make arrangements for Classic Carpet Care and Restoration to get in my house?

A21: Yes, it is very important that our technicians have access to monitor the job. If you are not going to be available, then we need to work out a plan to gain access.

Q22: Must I stay in my home during the dry-out process?

A22: Often you can stay in your home depending on the areas that are affected. You may lose the use of a bathroom or your kitchen. If you need to stay outside of your house, you may want to ask your insurance adjuster about additional living expense or A L E coverage.

Q23: Why does the insurance adjuster wait so long to inspect my loss?

A23: Often the adjuster will wait until the dry-out process is complete in order to be able to assess damages. Other times because of our relationship with the adjuster, they may rely on our photos and scope of repairs without doing an inspection of their own.

Q24: Why does my house smell so bad?

A24: Often times the humidity in your house has doubled or tripled from what is normal and materials are wet that normally are not designed to get wet. If it has been 3 to 4 days since the initial water loss and you start smelling a sour odor, bacteria may be forming. After we have dried out everything the smell should be gone.

Q25: Are any of the chemicals used harmful to my pets?

A25: You should always avoid contact with chemicals. We advise you to keep any pets away from the affected area.

Q26: Is the final choice on the finished product my decision or the adjusters?

A26: The choice of repairs is always yours. Depending on your policy your insurance company only owes like, kind, and quality. If you choose to do something else, you may have to pay more out of your pocket.

Q27: Why is it so dry in my house?

A27: It is our goal to get the air in your house as dry as possible in turn speeding up the drying process; however, it may feel dryer than you may be used to. You may also need to water your plants more often.

Q28: Can I turn off the equipment at night?

A28: No, the equipment needs to continue running. By turning off the equipment this may increase the chance of mold growth.

Q29: Do I have to replace with the same materials, or can I upgrade?

A29: You can upgrade, however we will need you to sign a change order which shows the difference in price and gives us the authorization for repairs. You agree to pay the difference in cost. You may also want to contact your insurance adjuster to discuss this matter.

Q30: Do you guarantee your work?

A30: Yes, we guarantee our work. Before we consider any job complete you will need to sign a form of work completion and satisfaction.

Here's what some of our clients are saying.....

“Classic Carpet Care & Restoration did an excellent job on the removal of water and damage caused to our wood floor. Tom and his staff were very knowledgeable and explained the process and expected results.”

John & Dianna Jamar, Iron Mountain, Michigan

“We were totally devastated when our “finished” basement became flooded this past spring. When we called Tom, after normal business hours, he calmed us down and came out to take a look at the damage. He began to extract the water from the carpeting immediately, thereby eliminating any further damage. After he set up his equipment to begin the drying process, he followed up consistently, keeping us informed on how things were progressing. If it were not for Tom's treating our home like his own, we could certainly have sustained a much bigger catastrophe. THANK YOU to Tom and Classic Carpet Care & Restoration for being such an upstanding company. Our hats are off to you!”

“We chose Classic Carpet Care & Restoration, because we are very satisfied with the experience we have had in the past with your “sister” company, Lakeshore Exterminating. We knew that our concerns would be dealt with in a professional and timely manner.”

Candy Zambon, Iron Mountain, MI

“Tom and his crew did an outstanding job helping us through terrible flooding this Spring. He was personally at our residence within minutes of calling and he and his crew took care of everything. Service and professionalism was next to none, and all at an extremely fair price. I couldn't recommend Classic Carpet and Restoration more highly”

Adam Ryan, Breitung Township, MI

“We were very pleased with Classic Carpet Care & Restoration. I contacted Tom and he was there that very same morning. He took charge – got the go-ahead from our insurance company to remove water-damaged flooring & cupboards, and had a crew there to complete the task that afternoon. He had a carpenter and a plumber come out, and by evening, all the drying apparatuses were in place and running. Tom and crew were polite, considerate, prompt, and knowledgeable.”

Ray and Mary Henderson, Iron Mountain, Michigan