

# **Question and Answer Guide**

## **for**

# **FIRE DAMAGE MITIGATION**



**Some Commonly Asked Questions include:**

- **“Can you get the smoke smell out of my house and belongings?”**
- **“Will your company be doing all of the cleaning and repairs?”**
- **“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  
& RESTORATION *Care .com***

**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. Thank you for allowing us to assist in your fire 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](http://www.iicrc.org)

**See the back page for some of our client comments.**

**For a full list of comments, visit us at [www.classiccarpetcare.com](http://www.classiccarpetcare.com)**

**As the owners of Classic Carpet Care and Restoration, we would be happy to hear any suggestions or comments that may increase the quality and services we offer.**



**Q1: Will I still smell smoke when you are done?**

**A1:** We use very specialized equipment and products to remove and/or neutralize smoke. We use the latest techniques available to put your house back to pre-loss condition. Our job is not complete until you are satisfied.

**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: My house is wet after the fire department was here, can you dry it out?**

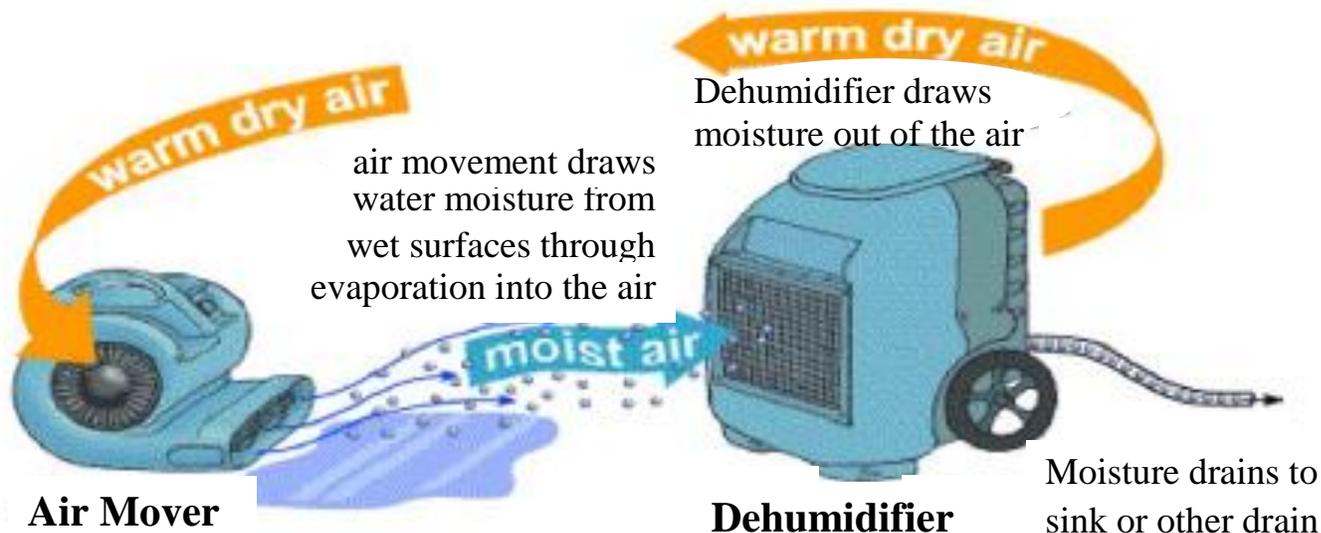
**A3:** Yes, we use specialized equipment to dry out your house. We are highly trained and certified in water damage and restoration.

**Q4: Will mold develop from the water?**

**A4:** 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.

**Q5: How does the dry-out process work?**

**A5:**



**Q6: How do you know if everything is dry?**

**A6:** 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.

**Q7: Is it okay to keep this equipment running?**

**A7:** 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 1-855-774-4514**. Our technician will be checking all equipment and dry-out progress on a regular basis.

**Q8: If you use Ozone, will it hurt me, my family, our pets, or our belongings?**

**A8:** We are very careful when using Ozone and will only use it on items that won't be harmed. After we have used Ozone, we will only allow you in the area when it is safe. We also now use Hydroxil Generators for odor control and they are totally safe to use around people and pets.

**Q9: What is an air scrubber?**

**A9:** We use air scrubbers to help clean the air. They use two pre-filters and a large HEPA filter. Air scrubbers remove 99.97% of all foreign particles in the air.



**Q10: What if we want to do the repairs?**

**A10:** The most critical part of fire damage is the drying process and odor control. If you want the odor to be guaranteed to be gone, we would recommend the repairs be performed by our trained and certified technicians. If you want us to only do the emergency repairs, we will bill your insurance company for the emergency repairs separately.

**Q11: Will my insurance company cancel me now that I have made a claim?**

**A11:** Because each insurance company is different, we would advise you to ask your agent or adjuster.

**Q12: Will my insurance premium go up now?**

**A12:** Each insurance company has different guidelines. We suggest you ask your agent or adjuster.

**Q13: What is going to happen with my damaged furniture and/or contents?**



**A13:** 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!*

**Q14: Do I need to do anything?**

**A14:** 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.

**Q15: The equipment running at my home is making the air feel hot; can I open a window or door to let in fresh air?**

**A15:** 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.

**Q16: What is the difference between Carpet Classic Care and Restoration and a general contractor?**

**A16:** We have spent thousands of dollars on specialized training and equipment, dealing specifically with fire damage. 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: We are able to remove smoke odor without replacing everything. By saving verses replacing we are able to get you back into your house sooner. If a general contractor comes in and removes everything, the insurance adjuster may not approve the bill.



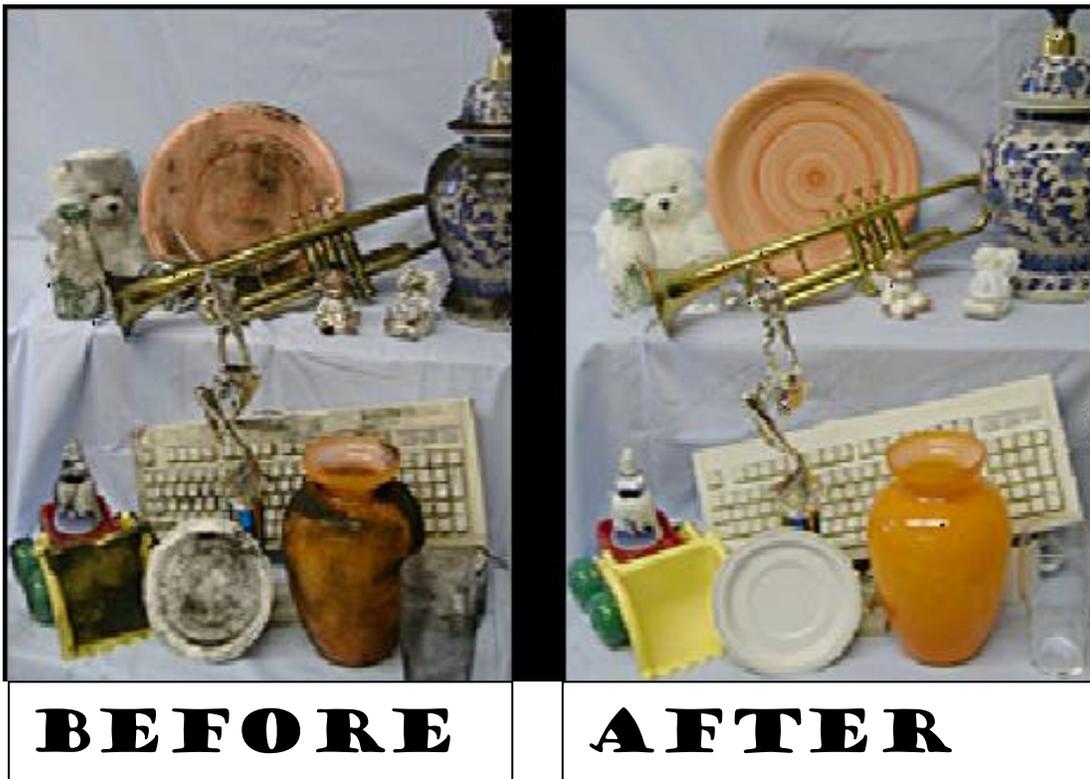
**Q17: Why do I give Classic Carpet Care and Restoration my deductible?**

**A17:** 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
<b>Total amount paid</b>	<b>\$3000.00</b>

**Q18: If it can't be saved, what will be replaced?**

**A18:** Our job is to bring your home back to pre-loss condition. We will use the appropriate methods to save each and every item. The heavily damaged items will need to be cleaned before we are able to determine what is considered permanent damage. If we are unable to save an item, we will set the item aside to be itemized and turned in to your insurance adjuster.



**Q19: Why must we go through all this paperwork prior to doing emergency repairs?**

**A19:** We try to stay as organized as possible to ensure 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.



**Q20: Should I make arrangements for Classic Carpet Care and Restoration to get in my house?**

**A20:** 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.

**Q21: Why do you have to monitor the job so often?**

**A21:** For us to achieve the best results, we need to closely monitor the odor removal and dry-out process. This may include moving, adding, or removing equipment and checking humidity and temperature readings.

**Q22: Must I stay in my home during the clean-up and repairs?**

**A22:** That will depend on the areas that are affected. You may lose the use of some areas of the house or may not want to stay because of the odor from the smoke. 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: How much is my electric bill going to be with all of this equipment?**

**A24:** 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

**Q25: Why does my house smell so bad?**

**A25:** If the fire department used water to put out the fire, 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 fire and your house has just sat there without being dried out you may start to smell a sour odor, because bacteria may be forming. After we have dried out everything and have done a thermal fog the smell should be better. That is why it is very important to take immediate action to prevent further damage.

**Q26: What is Thermal Fogging?**

**A26:** A thermal fogger is appropriately named since it is a device that uses heat to produce a fog without degrading the active ingredient. A thermal fogger produces a range of droplet sizes including a large number of very small droplets. This makes a thermal fogger the preferred type of equipment to reach air spaces in areas highly obstructed by vegetation, or other physical obstructions in buildings. The large number of very small droplets produced in a thermally generated fog also makes the fog highly visible. This can help the operator to monitor the fog and ensure thoroughness of application.



**Q27: Will I need to contact a contractor or does Classic Carpet Care do that for me?**

**A27:** We take care of any repairs that need to be performed. If you choose to have someone else do the repairs, you are responsible to hire the contractor yourself.

**Q28: Is the final choice on the finished product my decision or the adjusters?**

**A28:** 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.

**Q29: Are any of the chemicals used harmful to my pets?**

**A29:** You should always avoid contact with chemicals. We advise you to keep any pets away from the affected area.

**Q30: What is ultrasonic cleaning and how does it work?**

**A30:** Ultrasound is energy in the form of a wave motion which is above the maximum level of audible sound. This energy is transmitted to the cleaning solution via a bank of transducers underneath the machine. The result of this process is termed cavitations, tiny bubbles of vaporized liquid which explode when they reach a high pressure. Cleaning takes place as shock waves dislodge soil from the surface of the contaminated articles placed in the water bath.



**Q31: Can I turn off the equipment at night?**

**A31:** No, the equipment needs to continue running. By turning off the equipment this may increase the chance of mold growth.

**Q32: Do I have to replace with the same materials, or can I upgrade?**

**A32:** 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.



**Q33: I clean my house, so why does it look like I have so many cobwebs?**

**A33:** They aren't cobwebs. The webs are formed from smoke particles linking together forming a chain. When you see webs throughout your home it is not from your lack of housekeeping.

**Q34: Why does it look like water is running down from my ceiling?**

**A34:** Smoke is made up of small water droplets. Smoke rises and concentrates at the ceiling and causes large amounts of moisture to collect.



**Q35: Do you guarantee your work?**

**A35:** 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**

Everyone was professional, helpful, considerate and compassionate. The work was outstanding. People were creative in coming up with temporary shelter for my family (including pets). You were here when you said you would be. You kept us informed every step of the way. You coordinated well with our adjuster and carpenter. I would recommend you to everyone and I would definitely choose you again! We were referred to Classic Carpet Care and it was the best thing that could have happened to us.”

**Bill and Mary Kelley, Crystal Falls, MI**

Five stars all the way\*\*\*\*\* Your quick response and level of services provided were outstanding. The complete process was an eye opener for me and I never knew such places of business existed. Thanks again.

**Scott A. Eden, Dunbar, WI**

Great people to work with. Reliable, informative, hardworking and looking out for our best interests.

**Edelweiss Coffee, Jenny Wender, Iron Mountain, MI**

We were very pleased with the quality of work provided by Classic Carpet Care and Restoration. Their response was immediate. They clearly explained each step of the procedure and communicated with our insurance company and contractor to insure a seamless, efficient, process. The service was top notch and handled with the highest level of professionalism. All employees were personable and took time to explain things. It was excellent work with a personal touch. Keep up the good work and outstanding level of service. Great job! They have a great reputation for providing prompt, high quality service.

**Bob Usitalo, Kingsford, MI**