



Enviro-Care's Services

- Inspect and assess your loss.
- Arrange for emergency power.
- Remove debris.
- Extract excess water.
- Apply anti-microbial treatment if necessary.
- Dry the room(s) with air movement equipment and/or dehumidifying equipment
- Monitor walls and floors until they are dried to normal moisture levels.
- Arrange for cleaning of fabric items by a qualified professional dry cleaner who specializes in smoke damage
- Clean up the room(s).
- Meet with your adjuster to get his/her agreement on the value of the loss and the scope of the restoration work that the insurance company will pay for. Enviro-Care uses the same industry sources as your insurance adjuster uses to determine the value of carpeting, non-restorable contents, and structural damage.
- Restore or replace your carpeting and flooring. If the carpeting is old, it is better to replace it than to attempt restoration. Prompt and thorough drying is critical for wood floors exposed to water.
- Remove contents for cleaning and drying, and store the contents until ready for move-back.
- Repair damage to the structure: framing, drywall, painting, wallpaper, carpentry, and cabinetry.

14 ROBERTS AVENUE

BUFFALO NY

826-6970

800-875-6970

ENVIRO-CARE
DISASTER RESTORATION SERVICES

ENVIRO-CARE
DISASTER RESTORATION SERVICES

Fire & smoke

What the homeowner should know right away



- **Compliments of your insurance agent**

For smoke/fire damage:



Step 1: Call for help

Call your insurance agent. Start the process of getting a claim number.

Most insurance policies make you responsible for “mitigation,” which means you must try to contain the damage.

Call Enviro-Care or another disaster restoration contractor for professional restoration.

When your insurance adjuster contacts you, tell him or her that Enviro-Care is working for you.

While you are waiting: safety precautions

- Do not attempt to wash any papered or flat painted walls. Incorrect cleaning procedures could compound the smoke residue problem.
- Do not use TV, stereos, and other electrical appliances that have been close to fire or water before having them checked. They could malfunction.
- Do not touch anything. Smoke soot on your hands can cause further damage to upholstery, walls, and woodwork.
- Do not eat food that has been exposed to fire or smoke.

Step 2: While you are waiting: Protect the contents

Blow off or brush-vacuum loose soot particles from upholstery, drapes, and carpets. Do not attempt to clean carpets or upholstered furniture. Incorrect procedures could increase damage.

Discard open food packages; the food could be contaminated. Discard canned goods which were exposed to heat.

If electrical service is off, clean out your freezer and refrigerator. Leave the doors propped open or place charcoal in the unit. Keep children away!

Sort clothing with smoke damage into “clean quickly”, “clean eventu-



ally”, and “I don’t wear it anymore” piles.

Clean Formica and chrome fixtures in the kitchen and bathroom to prevent permanent tarnishing. Apply a light coating of Vaseline or oil to chrome trim in kitchen and bathroom.

Wipe residue from porcelain bath fixtures to prevent etching.

Wipe the leaves of houseplants to remove smoke residue.

Step 3: Keep soot from spreading

Cover carpeted traffic areas with towels or old linens to prevent additional soiling.

Change the air filter on your furnace if it uses forced hot air.

Tape cheesecloth over intake and outlet air registers to capture any loose soot in the air. This is even more effective if the cheesecloth is damp.

If the outside temperature is above 60 degrees, air out the house to reduce smoke odor.

If you have lots of water from fire suppression: Important safety warnings

- Do not use an ordinary household vacuum to remove water.
- Do not use electrical appliances while standing on wet carpet or wet floors.
- Do not go into rooms with standing water if the electricity is still on.
- Do not use ceiling fixtures if the floor above the ceiling is wet. A short circuit could result.
- Do not lift tacked-down carpet without professional help. Lifting the carpet incorrectly could promote shrinkage.
- Do not wait to call for professional help. Damage from the water and bacteria growth can begin within hours.

