

Mint Restoration is a member of the National Institute of Disaster Restoration and the Association of Specialists in Cleaning and Restoration which is composed of professional damage repair contractors and service firms specializing in the restoration of homes, schools and businesses damaged by fire, smoke, water, vandalism, mold and other perils.

Thank you for reviewing this pamphlet, if you have any questions or comments please let us know. You can reach us several ways.



FIRE & WATER DAMAGE SPECIALISTS
Your 24 Hour Emergency Service Company

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24 Hour Emergency Services

Structural Cleaning and
Media Blasting

Specialized Construction
and Demolition

Contents Inventory, Packing,
Storage, and Cleaning

Environmental Remediation



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**EMERGENCY
TIPS**

**Do's and Don'ts
When Disaster
Strikes**

The following Emergency Tips were compiled by members and staff of the National Institute of Disaster Restoration, based on their wide experience with various types of damage. It is not likely that your situation will require all of these procedures, so apply those which common sense indicates are appropriate.

Fire & Smoke Damage

After fire damage it is natural to want to jump right in and clean the building and contents. Timely action can be a great help, but incorrect action can jeopardize or impede satisfactory restoration.

DO...

- Clean and protect chrome trim on faucets and other bright work by washing with detergent and applying a coating of Vaseline or oil.
- Blow off or brush-vacuum loose smoke particles from upholstery, draperies and carpeting.
- Open windows for ventilation if weather permits.
- Empty refrigerators and freezers if electricity is off, and prop open doors with rolled towel or news paper to allow air circulation.
- Remove pets to a clean environment if heavy fire residues are present.

DO NOT...

- Wipe or attempt to wash fire residues from walls, ceilings or other absorbent surfaces.
- Use carpeting or upholstered furniture impacted by heavy smoke residues or debris.
- Use food items or canned foods exposed to heat.
- Turn on computers, TV, stereos or electrical appliances until they have been cleaned and checked.

A qualified Restoration Contractor trained in fire and smoke damage can process both contents and structure to a pre loss condition.



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Water Damage

Water damage arises from fire damage, broken pipes, blocked drains, malfunctioning appliances, storms and other causes. The appropriate treatment depends on the nature of the damage. Some water carries contaminants and should be considered hazardous (see Sewer & Flood Damage). Whatever the origin, the prospects for restoration depend largely on the speed with which your building and personal property can be dried. Even clean water can generate mildew and other bacterial growth if neglected.

DO...

- A restoration contractor should be called to process a water damage situation properly with the appropriate drying equipment.

Note: Prompt dry out action in this regard is recommended to prevent further damage and personal loss. Prompt dry out of a water damage is the best action to prevent the growth of mold and other microbials. The longer you wait, the worse it gets.

- Ventilate wet areas. Turn on air conditioning for accelerated drying in summer.
- Remove standing water for flat surfaces by sponging and blotting.
- Take up saturated rugs and carpets when hard wood floors are at risk.
- Stay out of rooms where ceilings are sagging from retained water.
- Transport computers to a dry environment, remove cases and blow dry with low pressure air.
- Remove lamps, telephones and decorative items from wet furniture tops.
- Open drawers and cabinet doors for interior drying, but do not force open stuck drawers or doors.
- Freeze valuable books and documents to retard mildew growth until drying can be performed.
- Place aluminum foil squares or china saucers under furniture legs to avoid carpet staining.
- **Mold and Fungal Damage: "Do" call a qualified remediation contractor for this type of damage.**

DO NOT...

- Operate TVs, vacuums or appliances in wet areas.
- Use heat to dry closed building interiors; mildew & expanded moisture damage can result.
- Leave wet fabrics in place; space them apart and dry as soon as possible.

Sewer & Flood Damage

Raw sewage and flood waste contain bacteria and other micro organisms which are extremely hazardous to human health. These can be transmitted by touching contaminated items or by tracking them into uncontaminated areas on shoes. Children and pets are especially vulnerable. Frequent hand washing is an important preventative measure. Absorbent materials such as carpeting and drywall may not be restorable after direct contact with sewage or flood contaminated water.

DO...

- Treat all water-impacted surfaces and furnishings as toxic, until property is decontaminated.
- Keep children and pets out of contaminated areas.
- Do: Call a qualified remediation contractor for this type of damage.

DO NOT...

- Track contaminated material into undamaged areas.
- Attempt to decontaminate surfaces with sprays and other over-the-counter germicidal products, which do not fully eradicate bacteria and other microorganisms which are extremely hazardous to human health.

Vandalism Damage

Vandalism often involves spray paint on walls, defacement of furnishings, or spreading noxious substances. Prompt action can often minimize the effect and make restoration more successful.

DO...

- Hose down or wash egg damage on building exteriors as soon as possible.
- Vacuum glass particles from carpet and upholstery.
- Save containers and cans of spray paint which can reveal the composition of inks and pigments.

DO NOT...

- Attempt to remove ink, paint or cosmetic stains; they can be permanently set if not handled properly.