

fire & Smoke Damage

The TG's Report

If You Have A Fire In Your Home Or Business, What Now?



CARPET CLEANING & RESTORATION SERVICES

24 Hour Emergency Service

www.tgscarpet.com

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In This Issue

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Smoke, The Real Problem

Fire is one of the most devastating events anyone can experience. Not only does the actual flame destroy structure and contents, but the resulting smoke can cause enormous and unexpected damage. So, if you experience a fire in your home or business, here are a few tips on handling this disaster.

First, make two initial phone calls: your insurance company and TG's Carpet and Restoration.

Your insurance company will inform you as to the next steps you need to take for living arrangements or other personal needs. TG's Restoration will help guide you through this entire process. We work with all insurance companies and advocate for the customer. Our relationship with the insurance industry is built on trust and confidence in our capabilities to get you back to pre-damaged condition fast.

Our professionally trained experts understand the nature of fire and smoke damage. We will determine the type of smoke the fire created and the best strategy for remediation and mitigation of further damage. In many cases, smoke does more damage than the actual fire.



The following is a list of Do's and Don'ts for fire and smoke damage:

DON'T:

- Wipe any surface attempting to remove soot. This may further damage the surface.
- Walk on damaged carpet or use damaged furniture
- Turn on electrical appliances such as computers or TV's until they have been cleaned and checked.
- Consume food in cans or any other that may have been affected by heat or smoke.

DO:

- Protect chrome on fixtures by washing with detergent and applying a coat of petroleum jelly.
- Open windows to allow for ventilation.
- Call a plumber to have all pipes blown out if it is winter.
- Remove pets to a safe place.

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TG's will pack out all contents and safely store and clean them in our warehouse. All contents are insured and available to you when you wish.

Every item is photographed and catalogued. All smoke damaged personal items will be deodorized and cleaned back to pre-damaged condition.

Clothing and other fabric goods will be taken to a professional dry-cleaning facility for treatment. Computers, TV's and other electrical appliances are cleaned and restored in our ultrasonic room.

Anything that can not be reasonably restored will be discussed with both the insurance company and you, the owner. We will help move you back in when all construction is completed.

It is natural to want to jump right back in after the disaster is over. However, improper procedures can further damage items. Always ask questions and we will be happy to answer and assist in a professional and efficient manner.

Together with your insurance provider, you can rest assured that you will be back to pre-damaged condition as fast as possible.

TG's is available 24 hours a day for all disaster emergencies.



TG's
water
fire
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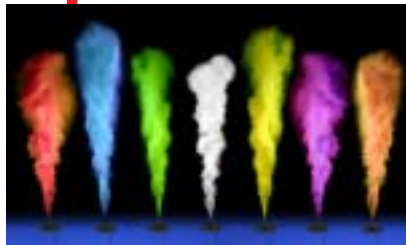


A fire loss is very complex because of the unique behavior of smoke. In most fires, smoke damage is by far the most extensive and difficult to restore. One reason smoke is such a problem is the unpredictability of its migration, or travel. Different smoke types from different fires will travel in, uh, well, different manners. There are some things we do know about smoke behavior:

- Hot smoke migrates to cooler areas and upper levels of a structure.
- Smoke flows through plumbing systems, using holes around pipes to go from floor to floor.
- The type of smoke will greatly affect the restoration process.

Below is a list of some of the types of smoke that are found in various fire events:

- **Wet Smoke** - Caused by a low heat fire that smolders. It is characterized by a pungent odor and is very sticky and smear easily. Smoke webs are more difficult to clean.
- **Dry Smoke** - A fast burning and high heat fire.
- **Protein** - Food fires such as burning the chicken on the stove. Virtually invisible, discolors paints and varnishes. Extreme pungent odor.
- **Fuel Oil Soot** - Furnace puff backs cause fuel oil soot.
- **Other Types** - Tear gas, fingerprint powder, and fire extinguisher residue are other types.



TG's will test the smoke before we proceed with cleaning. Each type of smoke will respond to a different method of cleaning. After the residue is removed, there is still smoke odor present in the structure. That is because smoke migrates into crevices and finds tiny pockets to hide in. Odor is treated with various strategies such as Ozone and fogging. Sometimes a paring agent will be used to "pair" with the smoke odor to remove the offensive smell.

We strongly caution against trying to remove smoke soot unless you know which kind it is. Smearing soot on surfaces may make them impossible to clean and cause further demolition to be necessary.

Smoke damage to upholstery is treated in our Ozone chamber at our warehouse. We first clean and deodorize the upholstery and after drying it, place the furniture in the Ozone chamber for up to 72 hours. This treatment goes deep into the framing and rids the piece of any remaining odors.

As with any absorbent material, structural material such as studs and wall material is treated as well. It may be necessary to fully encapsulate the structural material and treat with deodorizing chemicals.

Whatever the cause, whatever the smoke, TG's Restoration is fully capable, trained, and experienced on the best approach needed to bring you back to pre-damaged condition fast.