

What to do about: Water Damage

The TG's Report

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**CARPET CLEANING &
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In This Issue

**Emergency
Procedures
...When you have
water damage**

.....

**Preventing Water
Damage In The
Future?**

.....

**Thermal Image
Technology**

Emergency Procedures *... When You Have Water Damage*

OK, so it may not be Katrina Sized water damage, but any amount of damage caused by water in your home or office is of great concern to all. Many people who have experienced a pipe leak or washing machine overflow have so many questions about what to do next when they first find the water. The following is offered to help make a list of priorities of action when encountering water damage.

FIRST:

1. Unplug any appliances which may be in standing water. **BE CAREFUL!**
2. Move easily damaged items like papers, or cardboard boxes out of the water.
3. Move furniture out of standing water if possible.
4. Use aluminum foil squares to place under furniture legs to save the carpet from staining.
5. Try to evacuate as much water as you can with brooms or even “damming” up the water with rolled towels from traveling to other areas.
6. Contact a plumber if there is free flowing water that you can not shut off yourself.

SECOND:

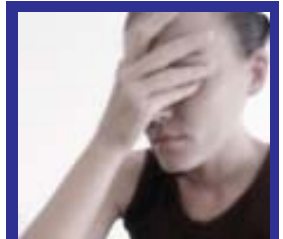
Call an Emergency Restoration Company such as TG's Carpet and Restoration to respond. Most insurance policies require the owner to contact an emergency responder as soon as the damage is detected. Remember, you are free to call anyone you wish. The “preferred” providers are not required when it comes to emergency response.

THIRD:

Call your insurance provider to report the event. Remember to have as much information as you can to enable prompt response from the insurance company. Tell them you have already contacted an emergency restoration company.

When the restoration company arrives, they will be able to guide you into the next steps. Mostly, a professional restoration company will be able to remove the excess water, begin the drying process and move all damaged goods to safety. In most fresh water damage cases, there is minimal loss of structural materials and personal belongings **IF THE DAMAGED IS ADDRESSED QUICKLY.** Never let the water set overnight thinking that someone will not respond until “business hours.”

TG's Carpet and Restoration has a one hour response time should up ever need us.



DON'T PANIC

Preventing Water Damage In The Future?

Make regular inspections of your home to check potential trouble spots.

Kitchen

- Check the hoses and pipes of the dishwasher, refrigerator, and sink to make sure there aren't any leaks. *We literally made a living on refrigerator leaks last year.*

Bathroom

- Check caulking around the sinks, tubs, and toilets.
- Make sure the toilets aren't clogged.

Laundry room

- Inspect washing machine hoses for cracking, fraying, or bulging. Replace the hose if you find any problems.
- Wet spots around the water heater may indicate a problem. Try placing a drain pan under the water heater.
- Change filters on the air conditioning regularly, and get a contractor to make regular inspections.

Roof

- Keep debris out of gutters, downspouts, roots, and valleys.
- Ventilate the roof to reduce moisture and heat build-up in the attic.
- Use a preservative to prevent weathering and damage to the roof.

Other spots

You'll want to fill in low spots so water drains away from your home's foundation.

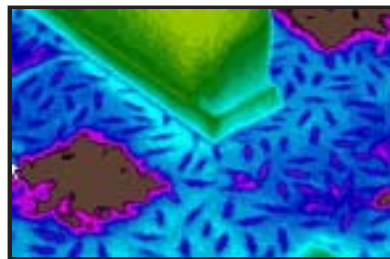
Technology Sees Through Water Damage... with Heat

The latest technology to hit restoration is the Thermal Camera. TG's Carpet and Restoration now has one of these little gizmos. Well, it is not so little - but it does the trick.

Thermal cameras work on the principle of heat variances using infrared imaging - that is, moisture holds less heat than dry material. Thermal cameras can literally see through walls and seek out water damage.

TG's Carpet and Restoration is the only restoration service in Northern Arizona who has a Level One Thermographer on staff. We have added Thermal Scanning Camera Inspections to our Mold Inspection services. The camera is mainly used to locate and pinpoint sources of leaks and water intrusion in buildings eliminating the need for destructive source finding. The method is most efficient shortly after a leak occurred and less effective when no moisture remain in the building material. It can collect Color thermal images that can be e-mailed to client or used for documentation in reports.

This photo was taken with a thermal camera. Notice the bluer edge of the wall. This shows that moisture that has wicked up the dry wall. While advanced moisture meters would be able to detect this, a thermal camera can see deeper into the structure to confirm suspicious areas.



In this particular case, the carpet was wet, but the client did not believe that the walls could have been damaged yet. Showing this view to them confirmed that their wall could have developed mold if not properly dried.



This grayscale version of thermal imaging shows moisture that has wicked up in a corner of a bedroom. Notice the edge shadowing where a dresser was removed. The dresser had absorbed some moisture and began to delaminate. This is significant because the carpet felt completely dry.

Even the insurance adjuster thought there was no further need for drying. When both the client and adjuster saw this photo, it was agreed that this job was not yet complete.

Using thermal imaging is non-invasive and causes no further damage. This technology is extremely accurate. Thus, there is a superior advantage to any company who employs such a technology.

TG's offers a full scan for your home for a nominal price. We can find areas of concern, advise on remedies and give you the peace of mind of knowing that your home is free of moisture in areas that should be dry. Call TG's when you suspect that you may need more than an ordinary restoration service to find that hidden problem.



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