

DON'T  
KNOW  
WHAT TO  
DO NEXT?  
WE DO.™

 FIRE RECOVERY GUIDE

*Service*MASTER  
Restore®



# WE SET THE STANDARD IN SETTING THINGS RIGHT.

Seeing your home and precious possessions consumed by fire is one of the most severe losses that a homeowner can experience. At ServiceMaster Restore®, we understand what you are going through and provide the care and integrity you deserve during this difficult time. With more than 60 years of experience in providing superior restoration services, we set the standard for setting things right. We provide expert guidance and support throughout the entire process to help ease any confusion and develop the right solution for your specific needs.

**COUNT ON SERVICEMASTER RESTORE FOR EXPERT GUIDANCE ON WHAT TO DO AND THE EXPERIENCE TO FIX THE PROBLEM, FAST.**



Communication is vital throughout the process, so we've provided a helpful contact list to save you time and stress. Be sure to keep this information handy.

ServiceMaster Restore business name

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ServiceMaster Restore contact & phone number

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ServiceMaster Restore e-mail address

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Insurance Agent name & phone number

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Insurance Claim Representative name & phone number

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Insurance Claim number

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Other phone numbers

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FOR MORE INFORMATION AND VIDEOS ON SERVICEMASTER RESTORE, VISIT OUR YOUTUBE PAGE.



# UNDERSTANDING FIRE DAMAGE

## Fire damage goes beyond burning items:

- Ash and smoke can continue to cause damage and corrosion to materials if they are left behind.
- Odors from smoke will stay in a room or a home long after the fire and continue to cause problems if they are not removed.
- In a few minutes, walls and other surfaces can be discolored.
- In a few hours, finishes on kitchen appliances may turn yellow or show signs of etching.
- Smoke causes etching in glass after just a short time, and smoke will tarnish metal quickly.



# UNDERSTANDING THE RESTORATION PROCESS



## Our fire restoration process is thorough and proven. It includes:

- Identifying the source to determine the type of fire that occurred
- Evaluating the areas that are wet as a result of firefighting that may need treatment
- Remediating water damage (if any)
- Evaluating sensitive materials that may be damaged as a result of smoke and soot particles
- Removing contents from the home, including:
  - Collecting immediate items you may need for the next seven days such as clothing, prescriptions, toys, school books, business needs, etc
  - Packing out the remaining contents for cleaning and storage
- Performing structural restoration, including:
  - Removing any charred contents that may seal in smoke such as insulation and burned wood
  - Evaluating carpets and floor coverings that may need to be removed
  - Treating affected surfaces for smoke odors and sealing
- Cleaning, eliminating odors and deodorizing surfaces to pre-loss condition
- Returning items and helping to restore your normal life



“ServiceMaster Restore quickly responded with a plan, and kept me informed every step of the way.  
**THAT MEANT A LOT TO ME.**”

# WHAT NEEDS TO BE DONE TO RESTORE AND PROTECT YOUR HOME.

To help you in your situation, we've created the checklist of services and items that may need to be addressed in order to restore and protect your property, along with a brief explanation. Your ServiceMaster Restore technician will take you through this so you fully understand the process.

## NO MATTER THE TYPE OF FIRE, WE'RE HERE TO HELP.

Whatever the cause of the damage, we're here for you. From protein fires caused by burning food in the oven to furnace malfunctions and natural fires where smoke has penetrated your home from the outside plus more, we provide guidance and support from beginning to end.

**PLEASE NOTE:** Only checked items need to be done to your property.



## EMERGENCY SERVICES

- Board-up or cover with tarp to secure the property or protect it from the elements.
- Inspect furnace or air conditioner unit; replace furnace filter, cover supply and return air vents to prevent cross contamination of smoke and odor into other areas; clean and deodorize duct work.
- Turn off electrical power to address safety issues
- Restore electrical power to use lighting and restoration equipment.
- Remove debris to clear a way for complete restoration and provide for worker and occupant safety.
- Perform emergency water damage mitigation.  
Extract excess water remaining from firefighting; check flooring and structural components for remaining moisture; set up drying and dehumidification equipment.
- Perform emergency corrosion mitigation  
Corrosive by-products from smoke residues can cause irreversible damage in a short period of time; removing smoke residues and treating at-risk surfaces with a corrosion inhibitor will protect these items. Examples of at-risk surfaces: marble, stone, grout, aluminum, glass, fixtures, appliances, etc.

- Empty refrigerators or freezers to prevent spoiling and associated odors; empty food cabinets; dispose of spoiled food items.
- Begin initial odor control measures such as ventilation to air out the property, application of deodorizers, placement of air filtration units, etc.
- Arrange for emergency laundry/dry cleaning for several changes of clothing for immediate use while the remainder of your clothing is restored.

Sometimes, multiple treatments are necessary during the restoration process. That's why we meet with you and explain all the details up front. In addition to providing step-by-step explanations throughout the process, we work closely with you to develop the best solution for you and your home.



## ODOR DAMAGE SERVICES

**We use a range of advanced deodorization tools to eliminate odor from your home:**

- Air scrubbers use high-efficiency particulate air (HEPA) filtration to remove odorous particles from the air, enhancing the efficiency of cleaning and clearing the air for safe breathing.
- Thermal fogging neutralizes odor, using a strong deodorizer that penetrates everywhere the smoke traveled.
- Ozone is an oxidizing agent produced by a portable ozone generator.
- OdorKlenz® technology contains a natural, effective deodorizing process that removes odors and air particulates using OdorKlenz-Air® cartridges in traditional air scrubbers.
- Hydroxyl Generators use hydroxyl radicals to eliminate odor from the surrounding areas.

OdorKlenz and OdorKlenz-Air are registered trademarks of NanoScale Corporation.





# RESTORATION SERVICES

- Restoration laundry/dry cleaning  
Performed by a restoration dry cleaner, this service includes inventory control and documentation of clothing and textiles, including bedding, window coverings, etc.
- Carpet and furniture cleaning  
Includes inspection, pretesting, professional cleaning and deodorization, speed drying and covering to protect during structural restoration. May include reapplication of stain protection.
- Structural restoration  
Includes cleaning of ceiling and walls, as well as cleaning, polishing and deodorizing woodwork.
- Hard-surface floor cleaning  
Includes inspection and cleaning of marble, stone, tile, wood, laminate and other flooring. Floors are covered for protection during structural restoration.
- Separate items  
We will work with you and your insurance claims representative in the decision-making process on items we cannot clean or restore.



# CONTENTS RESTORATION - HARD AND SOFT

Whether it is furniture and upholstery, knick-knacks or other belongings, we use advanced products and systems to thoroughly restore smoke-damaged contents.

- Hand washing and drying  
Items are carefully cleaned by hand with extra care taken to use dry methods with water-sensitive items.
- Ultrasonic cleaning  
Ultrasonic tanks are used to clean certain items such as blinds, collectibles and other smaller contents.
- Furniture and upholstery cleaning  
This requires specialty equipment, products and technicians trained in furniture restoration.

**Contents restoration will be performed:**

- On-site
- At our warehouse facility

**Packout services will be performed by:**

- ServiceMaster Restore
- A qualified moving subcontractor

**Moving services will be handled by:**

- ServiceMaster Restore
- A qualified moving subcontractor

Some items may require a specific, qualified restorer such as: appliances, electronics, HVAC systems, furniture, textiles, antiques, artwork, etc. If so, we will work with your insurance company to manage this process for you.

**NOTES:** \_\_\_\_\_

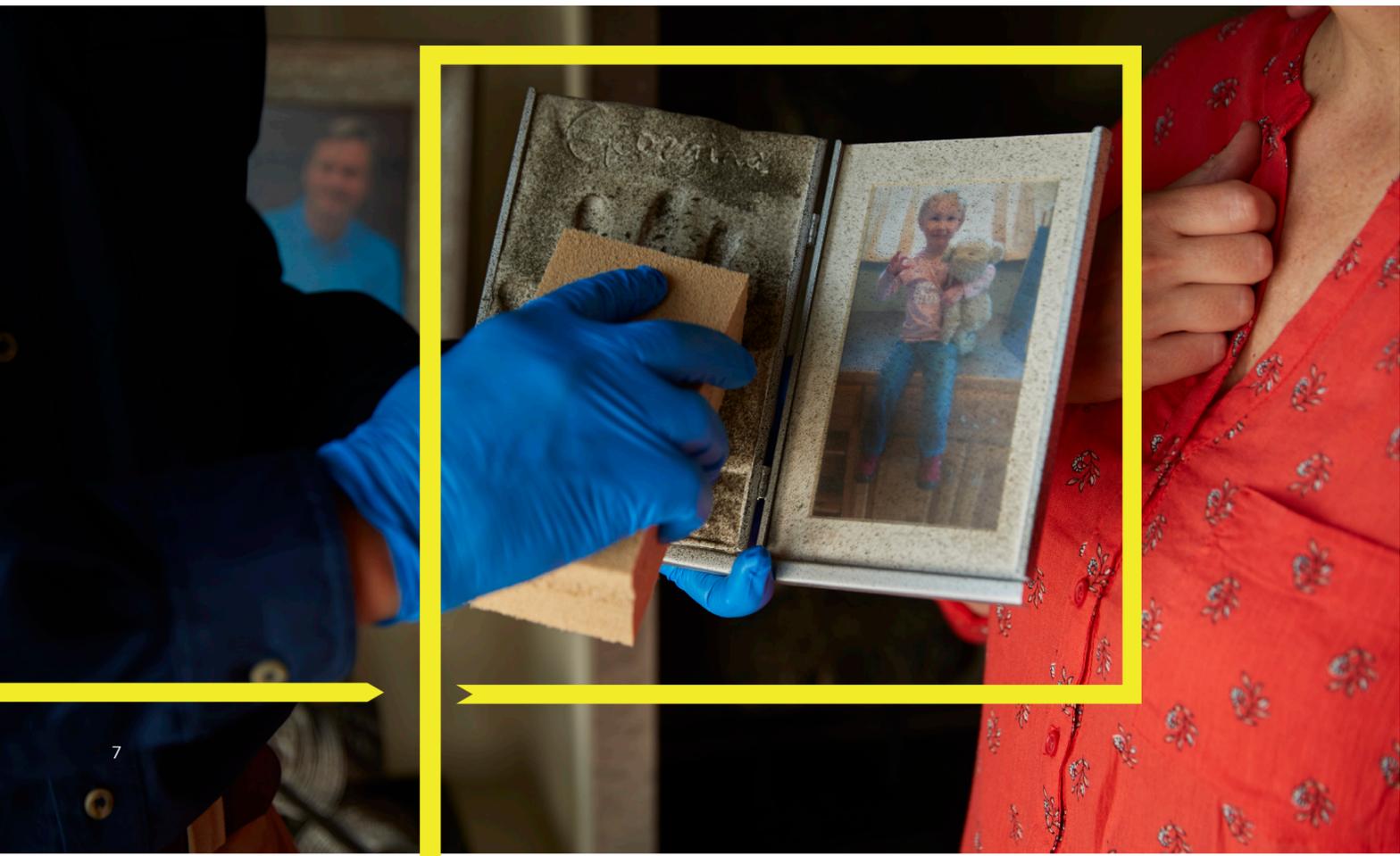
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# PACKOUT SERVICES

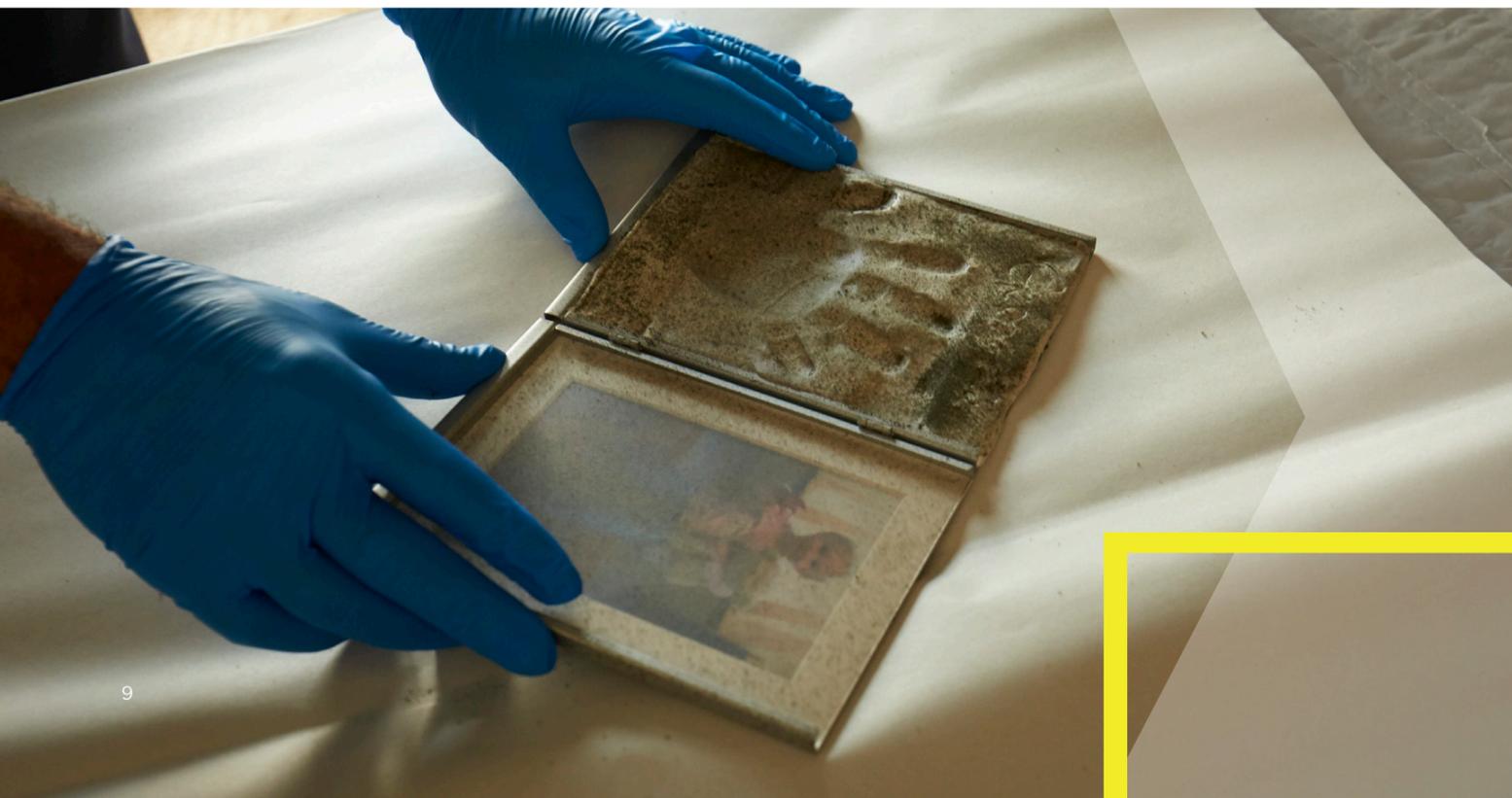
Some fires require that your contents and furnishings be inventoried, packed and safely transported to a secure, climate-controlled location for cleaning, deodorization, restoration and storage until the structural restoration is complete. As the experts at carefully handling, cleaning and storing content, we take every precaution possible to ensure your personal belongings are treated with the utmost care.

## During the packout and contents restoration process, ServiceMaster Restore will:

- Inventory, pack and transport your belongings to our climate-controlled warehouse
- Provide a printed copy of the inventory to you as items are moved to our warehouse
- Restore, clean, deodorize, re-pack and store items in our warehouse as necessary and agreed upon
- Track and document contents
- Arrange for re-delivery of items

## Your role in the packout process:

- Sign an authorization form
- Identify immediate need items (medication, emergency clothing, etc.)
- Identify items to keep in your possession (personal valuables, jewelry, etc.)
- Assist with restore versus replace decisions, especially regarding family heirlooms and sentimental items
- Be available on-site, if needed, during packout and redelivery



TO ASSURE ACCURACY, WE USE  
**ON-SITE MOBILE TECHNOLOGY**  
TO INVENTORY AND TRACK THE  
STATUS OF YOUR ITEMS.



# FREQUENTLY ASKED QUESTIONS

## FIRE

### **Q How long will the restoration process take?**

**A** Because there are many variables and many services involved in fire and smoke restoration, it is difficult to predict exactly how long the complete restoration will take. Consult with your ServiceMaster Restore Restoration Technician on the estimated dates and phases of your restoration project.

### **Q Can I clean it myself?**

**A** We suggest that you do not attempt any “do-it-yourself” cleaning methods without consulting your ServiceMaster Restore Restoration Technician. Pretesting, using the right cleaning agent for the particular item, mixing deodorizing agents with cleaning solutions and using correct dilution rates are just some of the ways a fire restoration technician expertly controls the results. Professional cleaning systems and products used by experienced, trained ServiceMaster Restore Restoration Technicians give you the best chance for complete restoration of your belongings.

### **Q What are some safety concerns?**

**A** At ServiceMaster Restore, occupant and worker safety is top priority. During the initial inspection, safety hazards are identified and addressed, including debris removal, air quality, electrical hazards, slip and trip hazards, etc. Burnt electrical cords and appliances are separated out for disposal, and questionable electrical appliances are unplugged and tagged for evaluation of safe operation. Electrical power may be turned off and kept off until evaluation by a licensed electrician.

### **Q Can I turn on my heating and air conditioning unit?**

**A** We recommend that you not turn on your furnace or air conditioning unit without clearance from the HVAC contractor.

### **Q What items do I keep in my possession?**

- A**
  - Cash
  - Medications
  - Valuable Jewelry
  - Checkbooks
  - Personal Documents
  - Valuable Paintings
- Flammables
  - Pets
  - Weapons/Ammunition
  - Gasoline Cans
  - Stamp/Coin Collections

### **Q How do I keep track of non-restorable items?**

**A** We recommend you make a list of items (including food items) deemed nonrestorable. Use a format like the sample below, or obtain a similar form from your insurance company. Make a copy for your insurance company and keep one for yourself.

QUANTITY	ITEM	YEAR PURCHASED	COST
1 package	4 pc. Chicken Breast	2016	\$8.69
3	Silk Flower Arrangements	2009	\$50.00

### **Q Do I need to move out of my property during this process?**

**A** This is ultimately your decision. Some things you may want to consider are safety concerns, odors, electricity, noise from equipment, etc. If vacating your premises for any length of time, consider the following: forward your mail to your temporary residence; stop newspaper and other deliveries; notify utility company, cable company, etc., of temporary suspension of services.

### **Q Do I need general contractors?**

**A** There are some items that may require general contractors such as drywall/painting; electrical; plumbing; roofing; framing/finish carpentry; flooring/carpet; installation of doors, windows, cabinets, post-construction cleanup, etc. We will work with you to determine if a general contractor is needed.

### **Q Do my belongings need to be moved away from the premises?**

**A** Depending on the source, nature and extent of the fire, it may be best to remove all belongings to a secure facility for cleaning, storage and to make room for restoration or construction. ServiceMaster Restore will work with you and your insurance claims representative to manage this process.

### **Q What about special items? Artwork, china, heirlooms, etc.**

**A** Some high-value items require restoration by a specialist. Working with your insurance claims representative, we can help you identify these and locate a qualified restorer.

### **Q Who is responsible for paying for the service?**

**A** Ultimately you, the property owner, are responsible for payment and will need to sign a form authorizing payment for the restoration services. If this is an insurance claim, ServiceMaster Restore generally collects only the deductible (co-payment) amount from you and bills the balance to your insurance provider as a service to you. If you have a large loss, your mortgage company may be included as a payee on the payment from your insurance company, and you may need to obtain a signature from them as well. If your claim is not covered by insurance or you decide not to file a claim, you will be expected to pay in full. Your ServiceMaster Restore representative can discuss these details.

## CONTENT MANAGEMENT

### **Q Will I have access to my belongings while they are in storage?**

**A** Yes, with advance notice we can schedule time for your ServiceMaster Restore Project Manager to meet with you and provide access to your requested items. A service charge may apply.

**IMPORTANT NOTE:** To avoid confusion, please direct any insurance-related questions to your Insurance Agent or Claims Representative.

# RECONSTRUCTION

## **Q** How long will the reconstruction project take?

**A** Because of the many variables involved, it is difficult to predict exactly how long the reconstruction project will take. Consult with your ServiceMaster Restore Project Manager on the phases of your reconstruction project and estimated completion date.

## **Q** What does pre-loss condition mean?

**A** ServiceMaster Restore is responsible for returning your home to how it was before damage occurred, or its pre-loss condition. We use materials of like kind and quality. There may be some damage that existed prior to your loss. Therefore, these damages have not been included in the scope of repairs.

At your request, ServiceMaster Restore will provide you with an estimate for any additional renovation projects, also called non-insured work.

## **Q** What is non-insured work?

**A** Any renovation project unrelated to your loss is considered non-insured work. At your request, ServiceMaster Restore will provide a separate estimate for a non-insured renovation project, and we will require separate authorization and payment terms. If non-insured work will delay the completion of an insured portion, then the situation must be discussed with your Insurance Adjuster and the ServiceMaster Restore Project Manager.

## **Q** Do I need a permit?

**A** When required, your ServiceMaster Restore Project Manager will take out the appropriate permit(s) on your behalf, identifying the ServiceMaster Restore Franchise Business as the general contractor. If applicable, permit fees are included in the estimate and may be covered by the insurance company.

## **Q** What is a code or by-law upgrade?

**A** It is an upgrade that is made when your home's pre-loss condition no longer meets legal building codes. Your insurance company may recognize code upgrades in the estimation process. Any questions regarding code upgrades should be directed to your Insurance Adjuster.

## **Q** Will I have to be home all the time?

**A** No, we will do our best to make sure you may go about your daily routine. For site access, you can provide a key to your Project Manager or opt for a lock box on the property.

## **Q** Do my belongings need to be moved away from the premises?

**A** Depending on the scope of work, contents may remain on location. We will take appropriate measures to securely cover and protect contents. Any construction-related dust that collects will be addressed in the post-construction cleaning.





FIRE



WATER



MOLD



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SMR-16-388