

## EMERGENCY TIPS

These Emergency Tips will assist you in taking the proper action until your SERVPRO® Franchise Professional arrives.

Please follow these DOs and DON'Ts to help reduce damage and increase the chances of a successful restoration.



As seen nationally on Fox News, CNN, CNN Headline News, HGTV and The Weather Channel.

### SERVPRO® SYSTEM SERVICES

#### Restoration:

- Fire, Smoke and Soot
- Water Removal and Dehumidification
- Mold Mitigation and Remediation
- Catastrophic Storm Response
- Move Outs and Contents Restoration
- Electronics and Equipment
- Document Drying
- Contents Claim Inventory Service

#### Cleaning:

- Air Ducts and HVAC
- Biohazard, Crime Scene and Vandalism
- Carpet, Upholstery, Drapes and Blinds
- Ceilings, Walls and Hard Floors
- Deodorization

\* Services vary by location

SAMPLE

Independently Owned and Operated



Commercial National Programs  
Managed Exclusively by:



47000

01/12

servpro.com

## WHAT TO DO UNTIL HELP ARRIVES



## EMERGENCY TIPS FOR YOUR HOME



Fire & Water - Cleanup & Restoration™

**1-800-SERVPRO**

Like it never even happened.®

## WHO IS SERVPRO®?

SERVPRO® is a Franchise company with over 40 years of leadership in cleanup and restoration. Our track record of results has earned us the trust of the insurance industry, countless homeowners, and in one unforgettable instance, even the Pentagon.

You may be aware that your local SERVPRO® Franchise Professional is part of a Franchise System that has been helping make fire and water damage "Like it never even happened" since 1969. But did you know that system has grown to include more than 1,500 franchises nationwide in 48 states? Your local SERVPRO® Franchise is just the tip of the bright green iceberg.

Wherever there is a house full of water or an office full of smoke, you can count on SERVPRO® Franchise Professionals to respond quickly.



When fire and water damage take control of your life, we help you take it back.

## FIRE & SMOKE DAMAGE

### DO:

- Limit movement in the home to prevent soot particles from being embedded into upholstery and carpet.
- Keep hands clean. Soot on hands can further soil upholstery, walls and woodwork.
- Place dry, colorfast towels or old linens on rugs, upholstery and carpet traffic areas.
- If electricity is off, empty freezer and refrigerator completely and prop doors open to help prevent odor.
- Wipe soot from chrome on kitchen and bathroom faucets, trim and appliances, then protect these surfaces with a light coating of lubricant.
- If heat is off during winter, pour RV antifreeze in sinks, toilet bowls, holding tanks and tubs to avoid freezing pipes and fixtures.
- Wash both sides of leaves on house plants.
- Change HVAC filter, but leave system off until a trained professional can check the system.
- Tape double layers of cheesecloth over air registers to stop particles of soot from getting in or out of the HVAC system.

### DON'T:

- Attempt to wash any walls or painted surfaces without first contacting your SERVPRO® Franchise Professional.
- Attempt to shampoo carpet or upholstered furniture without first consulting your SERVPRO® Franchise Professional.
- Attempt to clean any electrical appliances (TV sets, radios, etc.) that may have been close to fire, heat or water without first consulting an authorized repair service.
- Consume any food or beverages that may have been stored close to fire, heat or water. (They may be contaminated.)
- Turn on ceiling fixtures if ceiling is wet. Wiring may be wet or damaged and cause electrical shock, and air movement may create secondary damage.
- Send garments to the dry cleaner. Improper cleaning may set in smoke odor.

## WATER DAMAGE FROM CLEAN WATER

### DO:

- Shut off the source of water if possible or contact a qualified party to stop the water source.
- Turn off circuit breakers for wet areas of the building, when access to the power distribution panel is safe from electrical shock.
- Remove as much excess water as possible by mopping and blotting.
- Wipe excess water from wood furniture after removing lamps and tabletop items.
- Remove and prop up wet upholstery cushions for even drying.
- Place aluminum foil or wood blocks between furniture legs and wet carpeting.
- Remove to a safe, dry place any paintings, art objects, computers, documents and other materials that are valuable or sensitive to moisture.
- Use wooden clothespins to keep furniture skirting off damp floors.
- Hang draperies with coated hangers to avoid contact with wet carpeting or floors.
- Hang furs and leather goods to dry separately at room temperature.

### DON'T:

- Enter rooms with standing water where electrical shock hazards may exist.
- Enter affected areas if electrical outlets, switches, circuit breakers or electrical equipment are exposed to water. Always avoid electrical shock hazards.
- Leave books, newspapers, magazines or other colored items on wet carpets or floors to cause staining.
- Leave Oriental rugs or other colored rugs on wet wall-to-wall carpets to cause staining.
- Use your household vacuum cleaner to remove water, possibly causing electrical shock or damage to the vacuum cleaner.
- Use TVs or other appliances while standing on wet carpets or floors, especially not on wet concrete floors.
- Turn on ceiling fixtures if ceiling is wet or enter rooms where ceilings are sagging from retained water.



## WATER DAMAGE FROM CONTAMINATED WATER

### DO:

- Avoid all contact with sewage and items contaminated by sewage.
- Wash your hands thoroughly after contact with contaminated items.

### DON'T:

- Spread contaminated water by walking unnecessarily on damaged or wet areas.
- Turn on the HVAC system if there is a possibility of spreading contaminated air.
- Use household fans to dry the structure and spread contaminants.
- Use products for personal hygiene and cleanliness if exposed to the contaminated areas.

*Note: If exposed to harmful waste, OSHA recommends a post-exposure medical evaluation. Consult your local health department or physician.*

## VANDALISM DAMAGE

### DO:

- Hose or wash egg damage from building exterior as soon as possible.
- Vacuum glass particles from carpets and upholstery.
- Save containers which reveal the ingredients of spilled inks, cosmetics and paints.

### DON'T:

- Attempt to remove ink, paint or cosmetic stains.
- Operate damaged lamps or appliances.
- Discard furniture wood chips, broken pieces from porcelain, furniture or art objects.



## HARMFUL WASTE

**(Sewage, Bloodborne Pathogens, etc.)**

### DO:

- Stay out of affected areas.
- Call emergency service personnel if the situation is life-threatening.
- Treat all bodily fluids as if they are contaminated.

### DON'T:

- Attempt cleanup of any kind.
- Touch or handle items that might be contaminated with bodily fluids.