



**PuroClean™**



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The Paramedics of Property Damage®

## When A Disaster Hits Home . . .

Whether it's damage from fire, smoke, water or bad weather, it's natural for you to want to take immediate action when any casualty occurs on your property. This guide lists specific steps you can take to mitigate the damage and minimize the loss before PuroClean's professional restoration service begins.

**1. Safety** - Beware of unsafe, damaged structures: falling debris, weak floors, exposed or wet electric wiring or fixtures can all pose threats.

**2. Quick Action** - One simple rule: the quicker action is taken, the less damage will occur to your property.

**3. Water to Mold** - If not dried completely and quickly, wet structures and contents will begin to show signs of mold growth. This can occur within 48 hours.

**4. Document the Loss** - Take photos or videos of all damaged areas and contents to record the loss before you begin the restoration process.



### NEW JERSEY

#### **PuroClean Certified Restoration**

6 Linda Lane  
Southampton, NJ 08088  
800-749-9984  
609-859-5605 fax

#### **PuroClean Certified Restoration**

99 Kingwood-Stockton Road  
Rosemont, NJ 08556  
800-749-9984  
609-859-5605 fax

#### **PuroClean of Cape May Atlantic**

1870 Route 50  
Tuckahoe, NJ 08250  
609-628-4100  
609-628-4160 fax

### PENNSYLVANIA

#### **PuroClean Certified Restoration, PA**

New location in 2008  
800-749-9984  
609-859-5605 fax

### DELAWARE

#### **PuroClean Certified Restoration, DE**

100 Naamans Road - Unit 5 K  
Claymont, DE 19703  
302-798-1990  
302-798-2493 fax

**FIRE • WATER • MOLD  
DAMAGE SPECIALISTS**

# EMERGENCY STEPS TO TAKE

**After the Disaster Occurs  
Before the Professional  
Restoration Begins**

**800-749-9984**

**www.puronetwork.com**

**Emergency Response Service  
24-Hours a Day  
7-Days a Week**

Independently Owned & Operated



**Putting the Pieces  
Back Together Again**

## FIRE & SMOKE DAMAGE

### ACTION WHAT TO DO

- **Throughout the house:** Keep movement to a minimum and keep your hands clean as you work. Both these measures will help prevent soot particles from penetrating upholstery, carpets, walls and woodwork, thereby causing more damage.
- **Upholstery:** Brush off or brush-vacuum loose soot particles. Then cover upholstered furniture with sheets
- **Drapes & carpets:** Brush off or brush-vacuum loose soot particles. Place clean, dry towels or linens over carpets in heavy traffic areas to prevent further soiling.
- **House plants:** Wash off both sides of leaves with a mild solution of soap and water.
- **Ventilation systems:** Change air filters in furnace. Tape double layers of cheesecloth over supply and return grilles.
- **Food & drinks:** Take inventory, then discard any canned or packaged food that may have been stored close to the fire, heat, or water. They could be contaminated.
- **Kitchen & bathrooms:** If the heat is off and it's freezing weather, pour anti-freeze down sinks, toilet bowls and tubs. Clean and protect chrome on faucets and appliances with a light coating of WD-40.

### CAUTION WHAT NOT TO DO

- **Walls:** To prevent soot from setting permanently, don't try to wash or paint without first contacting your PuroClean representative.
- **Carpets & upholstery:** To prevent stains and odor from setting permanently, don't attempt cleaning without first contacting your PuroClean representative.
- **Electrical appliances:** Don't try to clean or repair TVs, radios, computers or any electrical appliances that may have been close to fire, heat or water. Consult an authorized repair service.
- **Clothing:** Do not attempt to dry clean or launder smoke damaged items. Contact your PuroClean Representative for special instructions.
- **Ceiling fixtures:** Do not switch on any ceiling fixture or fan if the ceiling is wet. The wiring may be wet or damaged.

## MOLD DAMAGE

### ACTION WHAT TO DO

- **Stop the leak:** Investigate, isolate and repair the source of the water intrusion. Call a plumber if the leak appears to be coming from inside the wall.
- **Contain the area:** Contain the mold spores by sealing off the air vents in the room and shutting the door.
- **Dry the structure:** Call PuroClean and allow us to professionally dry down the structure as a first step toward remediating your mold problem.

### CAUTION WHAT NOT TO DO

- **Clothing and contents:** do not place clothing, furniture or stored items from the contaminated area into non-contaminated areas. Doing this will only spread mold spores to clean areas.
- **Damaged wall, & ceiling & floors:** do not remove damaged drywall or other building materials. The contamination inside may be worse than the exposed surface.
- **Biocides:** Resist temptation to spray visible mold with bleach or other antimicrobial solutions. "Killing" the mold without removing the organism will not solve the problem.



## WATER DAMAGE

### ACTION WHAT TO DO

- **Throughout the house:** Remove as much excess water as possible by mopping and blotting. Open windows in cool weather to speed the drying process. In hot weather, switch on air conditioning if it is safe to do so. Call your PuroClean Representative for special instructions on how to prevent further damage.
- **Upholstery:** Remove all loose cushions and prop up on a clean sheet so that they'll dry more evenly, (check for possible "bleeding.")
- **Carpets:** Remove area rugs from wet wall-to-wall carpets. Pick up any books, magazines or other items that may be sitting on a wet rug or floor.
- **Storage receptacles:** Open up suitcases and other storage boxes, and dry them in sunlight if possible.
- **Furniture:** Place aluminum foil, wood blocks or saucers between furniture legs and wet carpeting. Open, but do not force, drawers and cabinet doors to dry out interiors.
- **Ceilings:** Punch small holes in sagging ceilings to relieve trapped water. Be sure to place drip pans underneath and move any nearby furniture or household items.
- **Artwork:** Remove paintings and other artwork to a safe, dry place.
- **Clothing:** Dry all garments as soon as possible. Hang fur and leather goods to dry at room temperature.

### CAUTION WHAT NOT TO DO

- **Vacuums:** Do not use your regular household vacuum cleaner to remove water.
- **Electrical appliances:** Do not use TVs, radios, computers, or any electrical appliances while standing on wet carpets or floors, particularly concrete or tile floors.
- **Ceiling fixtures:** Do not switch on any ceiling fixture or fan if the ceiling is wet. Avoid rooms where ceiling sags due to a buildup of water.