



## EMERGENCY TIPS GUIDE

Helpful guidance from the experts at  
PRRS - Premier Restoration Services



Whatever *THE MESS* Call **PRRS**

### Premier Restoration Services

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Visit our website & Facebook for more tips & specials

## WATER DAMAGE

### WHAT TO DO:

- ✓ Your first step is to contact your insurance company.
- ✓ Damage from water and bacteria growth can begin within hours. Call PRRS for professional help and guidance.
- ✓ Remove as much water as possible by mopping and blotting.
- ✓ Remove wet area rugs or other floor coverings not permanently attached. DO NOT attempt to start removing your wall-to-wall carpet.
- ✓ Lift draperies off the floor, loop through a coat hanger and place the hanger on the drapery rod.
- ✓ Wipe furniture and prop up wet furniture cushions for even drying and place aluminum foil under furniture legs.
- ✓ Move photos, painting and art objects to a safe, dry location.
- ✓ Keep books on shelves. Pack them tightly to prevent warping of pages until a restoration professional can begin this specialized drying.
- ✓ Open drawers, closets and cabinet doors to enhance drying.

- ✗ Do not enter a room with standing water until electricity has been turned off.
- ✗ Do not use a regular household vacuum to remove water.
- ✗ Do not lift tacked-down carpet without professional help.
- ✗ Do not use electrical appliances while on wet carpet of flooring.
- ✗ Do not disturb visible MOLD.

## FIRE & SMOKE DAMAGE

### WHAT TO DO:

- ✓ Call for professional help. Corrosive by-products can cause irreversible etching in as few as 72 hours.
  - ✓ If the temperature is above 60 degrees, air out the house to reduce smoke odor.
  - ✓ Clean laminate surfaces as well as chrome, porcelain and aluminum fixtures to prevent permanent tarnishing or etching.
  - ✓ Change to air filter on your furnace if it uses forced hot air.
  - ✓ Tape damp cheesecloth over returns and supply registers to capture loose soot in the air.
  - ✓ Discard any open food packages.
  - ✓ If the electricity is off, clean out the refrigerator and leave doors propped open.
  - ✓ Send clothing with heavy smoke damage to a qualified restoration dry cleaner.
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- ✗ Do not touch anything with your bare hands.
  - ✗ Oil from your hands can permeate upholstery, walls and woodwork, causing additional damage.
  - ✗ Do not wash wall. Incorrect cleaning could compound the soot residue.
  - ✗ Do not attempt to clean carpets or upholstered furniture.
  - ✗ Do not use electrical appliances until having them checked.
  - ✗ Do not use ceiling fixtures if the ceiling is wet.

**24/7/365 the experts at PRRS are ready to help. We work to get the job done right and stay by your side until you are satisfied with the results**