



FIRE • SMOKE • WATER • MOLD • SEWAGE • BLOOD  
DISASTER RESTORATION SPECIALISTS

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**X-TREME  
SERVICE**

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# Frequently Asked Questions

**Q. I have a problem NOW. How fast can you help?**

A. We are a mobile response unit, much like the emergency services you rely upon for fire and police protection. We get to your site **FAST**.

**Q. What are your coverage areas?**

A. **RESTORx** covers Western Washington from Centralia to the Canadian border, the Olympic Peninsula to Wenatchee.

**Q. What Certifications do you have?**

A. All employees we send to you are certified professionals. Our employees are all **IICRC Certified** and **Hazmat Certified**, as well as certifications for each of our additional services.

**Q. I only have a small amount of mold. Why can't I just clean it up myself?**

A. When mold is disturbed, it releases millions of spores. Proper cleanup is critical, or you may be spreading the problem. You also must be certain you not only kill the mold but also remove the cause of its growth.

Visit the EPA site at:

<http://www.epa.gov/iaq/pubs/moldresources.html>.

You'll want to use **RESTORx** to make certain the job is done right.

**Q. I had water everywhere, but I think I have it all dried up. Do I still need RESTORx?**

A. Yes. Water gets into walls and floor cavities, sub-flooring and carpet backing. The water you don't see now will cause rot, mold, fungus and bacteria later. Unless you have moisture testing devices and sophisticated drying equipment, it will cost you more money to wait.

**Q. We had a minor fire. Several walls are covered with smoke. Can't I just wipe them down?**

A. Depending on what burned, you may be doing the walls more harm by cleaning them. Fires leave residues of acids, synthetics, PVC pipe, wood treatments. It's cheaper to call **RESTORx** than repaint. The smoke residue can also pit the metals in your house. You want an expert to inspect and let you know what your options are.

**Q. We had a major fire. There is water and ash everywhere. Is our furniture ruined?**

A. In many cases, **RESTORx** can restore your furniture as long as the smoke and ash were not driven by heat.