



WATER DAMAGE EMERGENCY TIPS

Custom techniques are used by professional restoration companies to dry and remove trapped water and water vapor from surfaces, flooring, interior building cavities and building contents. Untreated water damage may cause floors to buckle, wall damage, content damage, and allow mold and bacteria to grow. RESTORx DKI personnel have been extensively trained to provide customers with State of the Art techniques in identifying and remediating the effects of water damage. The harmful effect of water is sharply reduced by an immediate response upon discovery. A delay of even 48 hours can result in significantly more damage.

The following list will assist you in taking proper action until professionals from **RESTORx DKI** arrive.

EMERGENCY TIPS

DO'S

- ◆ **IDENTIFY** the source of the incoming water and, if possible, stop it or call a professional to handle it.
- ◆ **TURN OFF** all electrical appliances in and around the area affected by water to reduce electrical hazards.
- ◆ **REMOVE** or elevate small furniture off wet area to prevent permanent stains or rust marks.
- ◆ **REMOVE** books, shoes, paper goods, fabrics, potted plants or other items which may stain carpet. (check especially under beds and in closets)
- ◆ **REMOVE** and prop up wet upholstery cushions for even drying (check for bleeding of color)
- ◆ **TURN OFF** circuit breakers supplying electricity to wet areas. Unplug and remove any small electrical devices currently located on wet carpet or surfaces.
- ◆ **HANG** draperies & pin up furniture skirts to prevent contact with wet carpet (water marks/dye transfer)
- ◆ **REMOVE** as much excess water as possible by mopping and blotting with clean white towels.
- ◆ **REMOVE** valuable oil paintings and art objects to a safe place.
- ◆ **WIPE** as much excess water from wood furniture after removal of lamps and table-top items.
- ◆ **PLACE** aluminum foil, china saucers or wood blocks between furniture legs and wet carpeting.
- ◆ **REMOVE** Orientals or other colored rugs from wet wall-to-wall carpeting.

DON'TS

- ◆ **DO NOT** turn on ceiling fixtures if the ceiling is wet and stay away from sagging ceilings.
- ◆ **DO NOT** rip up the carpet and pad. This could cause permanent damage to the materials.
- ◆ **DO NOT** attempt to dry carpeting with an electrical heater. It will only dry the surface and not dry the pad.
- ◆ **DO NOT** turn up the heat above 68 degrees, as this will help cause mold to become active.
- ◆ **DO NOT** walk on wet carpet more than necessary in order to keep from spreading damage.
- ◆ **DO NOT** activate the HVAC system if it has been directly contacted by water, or might serve as a means of spreading contamination.
- ◆ **DO NOT** turn off power if the circuit box is wet. Call the Power company to turn it off instead!
- ◆ **DO NOT** use TV's or other appliances while standing on wet carpets or floors, especially not on wet concrete floors.
- ◆ **DO NOT** leave wet fabrics in place; dry as soon as possible; Hang furs and leather goods to dry separately at room temperature.
- ◆ **DO NOT** leave books, magazines or other colored items on wet carpets or floors.
- ◆ **DO NOT** use your household vacuum to remove water.
- ◆ **DO NOT** place newspaper in the traffic areas, because newspaper ink transfers easily.
- ◆ **DO NOT** increase indoor temperature unless instructed to do so by a qualified restoration technician.