

Water Damage Do's:

- Remove as much excess water as possible by mopping and blotting.
- Use dehumidifiers if available. Use fans to circulate air and assist drying if the damage just happened.
- Wipe water from wood furniture after removal of lamps and tabletop items.
- Lift draperies off carpet, loop through a plastic (not wire) coat hanger and place the hanger on the drapery rod.
- Remove wet area rugs or other floor coverings.
- Move photos paintings, and art objects to a safe, dry location. Open suitcases and luggage to dry, in sunlight if possible.
- Remove wet fabrics and dry them as soon as possible. Hang furs and leather goods to dry separately at room temperature.
- Remove damp books from shelves; spread out to dry or freeze them. If damage occurs during a cool season leave heat on 70°F; if damage occurs in summer, use an air conditioner if available.
- Remove and prop up wet upholstery cushions (check for possible bleeding).
- Place aluminum foil, china saucers or wood blocks between furniture legs and wet carpeting.
- Remove all contents possible from the affected area(s) to speed up drying time. Dry wet contents in a timely fashion.

Water Damage Don'ts:

- **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** use TVs or other appliances while standing on wet carpet or floors, especially not on wet concrete floors.
- **Do not** turn on ceiling fixtures if ceiling is wet, and keep out of rooms where ceilings are sagging from retained water.
- **Do not** go into rooms with standing water if the electricity is still on.
- **Do not** lift tacked down carpet without professional help. Lifting the carpets incorrectly could promote shrinkage or backing deterioration.
- **Do not** wait to call for professional help. Damage from the water and bacteria growth can begin within hours.

Important Numbers

Insurance Name _____

Insurance Claim # _____

Agents Name _____

Agents Number _____

Adjusters Name _____

Adjusters Number _____

Date of Loss _____ Time _____

Water Damage - What To Do When It Happens To You

Courtesy of:

J & J Floor Care, Inc.
Restoration & Cleaning



J&J Floor Care, Inc. Restoration & Cleaning
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**LIKE 9-1-1,
WE RESPOND 24 / 7**

Nine Steps If You Have Water In Your Home

1: Stop the Source.

Turn off main valve to the whole house if need be. Don't know where or how? *Now* is the time to learn. Ask a spouse, plumber, the handyman neighbor, whoever. It will save you a lot of grief later. A few minutes saved may make gallons of water difference and subsequently the time it takes to clean it up.

2: Check the SAFETY.

Turn off any breakers to the affected rooms and unplug any electrical appliances, until you know for certain they are safe. Watch your step as mud and water can be slippery. Rescue the most valuable items, sentimental things first. In this situation, time is of the essence.

3: Protect Your Home From Further Damage.

Cover holes in roof or move damageable items to higher ground, if not possible to move large furniture, set up on wood blocks or Styrofoam, as rust and furniture marks are the hardest to remove from carpet.

4: Evaluate the Situation.

How much water got in the house? If it is a small to medium amount *and* it is clean water (rain or tap), then you can probably handle it, *and if* it only effects hard surfaces and floors.

5: Call Your Insurance.

Call your insurance agent if it is beyond

your scope. The faster you get going the more you save, and less headaches for everybody.

6: Remove the Water.

If you can, sweep out, mop and/or wet-vacuum as much water as possible, and wash and dry any fabrics that you can. Get as many fans as you can to start air movement. Air movement is as important as temperature for drying purposes. Dehumidifiers can lower the room humidity and thus cause the surfaces to dry faster, you can rent those from rental stores. If the carpets have gotten wet, it is prudent to call a professional restoration company immediately, since water can run underneath the surface and cause problems later, such as mildew, molds and *bad odors*. A good restoration company has the tools to test to see where the water is EVEN BELOW the obvious surface. J&J Floor Care, Inc. Restoration and Cleaning is certified, trained, and has the equipment and experience to do the job right for you.

7: Check the Source.

If the water that has come in is from unsanitary sources, such as tubs, sinks, washing machines and dishwashers, it is called "gray water" and precautions must be taken. Use gloves, rubber boots and use disinfectants on surfaces during and after the drying process. Call 800-818-8187 for recommendations. (A free service to the readers of this booklet.)

8: Size & Time Frame.

If there is an unusual amount of water, or it has set long enough on the floor it probably means the water has started to permeate the walls. A

professional is needed to handle this kind of disaster for you. A professional restoration company like **J&J Floor Care, Inc.** and others can apply anti-microbial (chemicals to prevent mold from starting and also deodorizes at the same time) to all surfaces and even into wall cavities sometimes without removing the wall surface, (certainly an advantage, it can save time and money, and for your convenience it gets your life put back together sooner.)

Do the basics, call your insurance agent and request that a professional restoration company come and do the job "Right". Most people only think of getting the water out of the carpet but "Right" includes not only the water extraction but working to prevent long term damage to the inner structure, including walls & ceilings. Quick drying of all surfaces including under carpets and the carpet pad is necessary.

9: Sewage and Flood Water - USE EXTREME CAUTION!

Keep pets and children away. You are dealing with a health hazard. You must have professional help as this situation is beyond the scope of home-owners. The pollutants in this "black water" have been known to kill. What drastic measures needs to be taken? All carpet and pad must be thrown away, sheet rock removed and disposed of, and remaining materials must be disinfected and sanitized. A professional restoration company is a life-saver in a situation like this.