

EXCLUSIVELY CONTENTS

R E S T O R E W H A T M A T T E R S

Vol.20, Issue1

**THOUSANDS OF FIGURINES
RESTORED AFTER FIRE**

**1000 BOXES OF MEMORIES
RESTORED BY THE CONTENTS PROS**

Provided By Your Contents Restoration Partner



**5640 Knott Ave.
Buena Park, CA 90621-1808**

Phone: 1-800-589-2740

Office: 562-735-4966

**150,000 SQUARE FEET
CLEANED & RESTORED IN
LESS THAN 48 HRS**



THOUSANDS OF FIGURINES SAVED FROM A FIRE

Some time ago we wrote about a contents team that was able to restore hundreds of "...extremely intricate figurines and Hummels that were to be total losses."

If he had used cotton swabs, pipe cleaners and cleaning cloths, the contractor estimated that it would have taken a month and a half to clean them all – but with modern contents restoration techniques it took less than a week. And it was estimated that the new process saved the adjuster \$35,000 by restoring instead of cashing out the collection.

But this time a new contents team was looking at thousands of fragile figurines.

The homeowner's microwave had caught on fire, igniting the kitchen and sending out blisteringly hot smoke and soot throughout the 4000 square-foot home. Everything was covered – the walls, the ceilings, and of course all the figurines.

The insured had been collecting these tiny artworks for many years and was visibly distressed over their condition (some had visible cracks from the heat) and the fact that people were handling them and moving them out of rooms that were being gutted and where ceilings were being pulled down.

Although the contents team did ultimately use ultrasonics as part of the process, it was decided to clean and restore as many of the figurines as was possible, on site.

Of course the team saved money on packing materials with this strategy, but their main goal was to preserve the delicate

collectibles that were already stressed by the fire.

Further fracturing was a very real possibility.

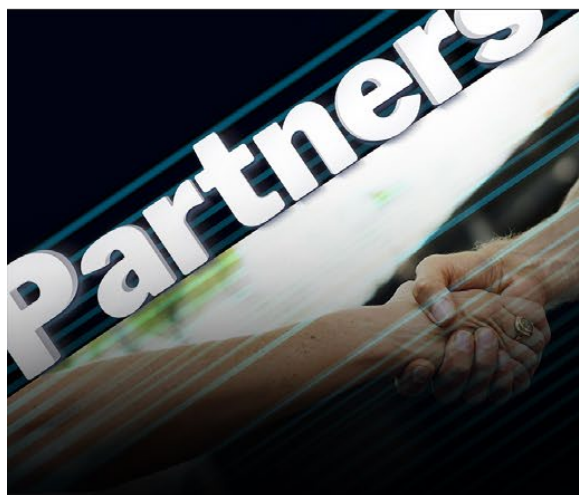
So, they opted for a whole different approach. They brought in a high-pressure, low-moisture "dry steam" cleaner. This type of device relies on heat and low pressure rather than high pressure steam blasts.

The temperatures hover around 200 degrees and the mist is very gentle. The high heat acts as a sanitizer and deodorizer as well. And it was all done without the need for chemicals. There was no breakage, no discoloration.

The dry steam process uses very little water (we are told it is about 1.5 quarts an hour). The water is heated to the boiling point and is forced out through a nozzle or brush, and is so hot that no drying by hand is required (it just takes a few minutes for the "dry steam" to evaporate). With this process, the contents pros will have as little contact with the figurines as is possible, except for the occasional "wipe down," if it is deemed necessary.

The contents pros also used ultrasonics to help with some of the mementos. This process uses cavitation to clean instead of more aggressive techniques that might have further damaged the insured's treasures.

Except for the part of the collection that was cracked due to the heat of the fire, the contents pros were able to save 95% of the keepsakes. And that saved a small fortune for the adjuster on the case.



**CONTENTS PROS
ARE ADJUSTERS'
VALUED ALLIES**

One contents restoration company did an analysis of 634 insurance claims and discovered that their process saved the carriers over \$5,000,000.

Now that may seem like a small amount, but it becomes more significant when one realizes that the company did so by restoring, "...laundry, shoes, purses, clothing, and other textiles rather than replacing them. Many of these restored items would have otherwise been considered non-restorable, cashed out, and sent to a landfill."

What isn't so easily calculated is the impact of positive customer service ratings that are generated when a company restores an insured's valuables.

When a contents manager is the single point of contact with the homeowners it's proven to raise the satisfaction ratings. When the contents specialists are kind, supportive and caring, that puts the insureds at ease and frees up the adjuster from unnecessary strife.

And when the family receives their most beloved items back in pre-loss condition that is beyond price.

Consider the contents professionals for your next challenging assignment. Many adjusters think of us to be their most valued restoration allies.



1000 BOXES OF MEMORIES – RESTORED!

An electrical fire started in the garage and thick, black smoke moved swiftly through the small house, coating everything liberally with soot and ash. The contents team arrived the morning after the fire department left and were amazed at how many valuables were stacked and boxed throughout the 1100 ft. home.

In the basement, they found hundreds of plastic “totes” filled with items the insured’s valued highly.

Shelves were stacked high with books, crystal, vintage plates, fine china, framed photographs and literally thousands of items – some of which were a total loss, others could be restored to pre-loss condition.

At first, the family was very reluctant to let any of their treasures be removed from the premises, but it was necessary to do so in order to provide them with the very best procedures that the contents specialists had to offer.

The contractor spent a great

deal of time sharing progress reports, establishing daily communication with the husband and wife, and kept them informed of the daily process. Dozens of pictures were taken and shared with the owners and daily reports were made to them as well.

Each plastic container was opened, every item was removed, packed and processed individually and over 1000 boxes were packed out, restored and packed back.

While the contents were removed, the structure was fully cleaned and deodorized, then everything was put back in its place.

In the end, communication with the homeowners wasn’t just a good idea – it was essential. And the adjuster was able to focus on things other than reluctant clients. Being freed up during an assignment is often as valuable to an adjuster as getting the job off his (her) desk. We are the adjuster’s valued allies.

150,000 SQ. FT

RESTORED IN LESS THAN 48 HOUR

A wedding venue is one of those places where weddings and receptions are held. But the contents pros were called in to restore one where there had been a small fire – without them, there would be no wedding or reception.

They were called in on a Wednesday at 2 p.m. and on Friday of the same week, at 6 p.m., the wedding was scheduled to begin, followed by a reception in a separate room.

There was a great deal of water damage as well, so the structural team used air movers and dehumidifiers – plus 41 hydroxyl generators and plenty of H.E.P.A. air scrubbers.

The contents pros cleaned hundreds of chairs, tables, and lots of other wedding decoration items. Plus they pointed out that the huge window treatments could be deodorized in place – which made the insureds very happy!

The insurance carriers were very supportive when they found how fast the team could move and the venue owners were ecstatic when they literally were able to book parties and give tours the next day!

Over a dozen front line workers rotated shifts and did not stop until the wedding Friday. Restoration cleaning of 150,000 square feet of walls, carpets, and contents was finished up early enough so the wedding party had no idea they had even been there.

Contents specialists are amazing anytime – but under pressure they sometimes seem almost superhuman!



WHEN THE SMALLEST OF THINGS MATTER MOST

and heavy smoke odors. Actually, it was a sympathetic adjuster who reached out to the contents pros this time.

The homeowners had found a few family heirlooms that they felt could be restored, and the contents specialists took the smoke-damaged items back to headquarters and began a meticulous process to clean and sanitize each of the cherished possessions.

A few days later, the family came to the restoration facility to see their meager belongings and were astounded at the new state of their valuables.

No soot, no smoke odors – everything restored to pre-loss condition. A new beginning for the family, a point of pride for the contents professionals.

And the adjuster knew she had chosen the right team.



When one family lost pretty much everything in a house fire, there were still some soft contents items that survived – clothing, blankets, and some stuffed animals that were treasured by their children.

But even those were permeated with soot



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RESTORE WHAT MATTERS

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**Specializing in
Contents Restoration!
Professional pack out
and inventory service.
With restorative cleaning for
all types of contents:
Antiques, Electronics,
Art work, Fine Fabrics, Rugs,
Wood Furniture, Documents,
Books, Photos and more!**

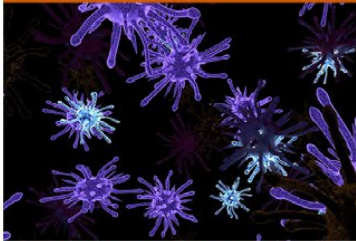


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COMING UP IN THE NEXT ISSUES OF CONTENTS SOLUTIONS



**DECONTAMINATION CALLS FOR
CONTENTS SPECIALISTS**



**OFFICE FIRE? CONTENTS PROS
GET THE DOORS OPEN**



**YES! WE CAN CLEAN
AND RESTORE ON SITE**