

EXCLUSIVELY CONTENTS

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

Vol.21, Issue 11

WET DOCUMENTS Can They Be Restored?

**CONTENTS PROS
ON TIME &
ON BUDGET**

**Keeping The
Adjuster
Informed**

Provided By Your Contents Restoration Partner



5640 Knott Ave.

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Phone: 1-800-589-2740

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RESTORING WATER-DAMAGED DOCUMENTS

Water-damaged medical records, deeds, birth certificates, maps, legal files, company registers, drawings, archival documents, newspaper articles, photographs, tax forms, wedding albums, yearbooks, scrapbooks, and much more (even money) can be restored.

Some wet or damp articles may be dried to “usable” condition, while other, more valuable papers and books may be returned to pre-loss condition by more advanced means.

We have seen the contents pros use simple, common sense methods and plans (including many recommended by the National Archives and Records Administration) for restoring valued documents and books. But the one that seems to surprise many observers is their decision to freeze most wet papers and books as their initial protocol.

The reason for this is that mold can begin to grow in as little as 24 to 48 hours after paper becomes water-damaged, but freezing it stops any further degradation.

Of course, contents workers have other ways of “making whole” the loss of paper items. Some of our readers may recall the article that told of a contents pro who avoided a threatened law suit against an adjuster

by the “grumpy grandpa” who demanded that his sodden collection of old mystery novels be restored to pre-loss condition (the adjuster felt that they were barely worth garage sale prices – grandpa was sure they were collectibles). A contents specialist went online and found a vintage collection by the same author for just pennies on the dollar and the case moved forward.

The fact is that many paper objects can be restored to pre-loss condition, sometimes by labor-intensive methods, sometimes with remarkable, almost futuristic machines. Freeze-drying chambers turn all the water into ice, then before it can melt and turn to water again, it is vaporized under pressure and removed without damaging the valued articles.

From a single document to a warehouse full of corporate and legal records, the contents specialists have returned boxes of paper archives, fragile artifacts and more to their amazed owners.

The contents pros have several levels of service for wet documents and a track record of success, but as with many cases, time is never on their side. The sooner you call them, the more they can restore.

— ON TIME AND ON BUDGET —

The best way we know to create cheerleaders both among the insurers and the insured is to do a stellar job every time. To come in on time and on budget. And the way we do that is to first establish the parameters for the job. If we offer a pre-estimate (up front) and the adjuster rejects it, we have another right behind it that has a modified scope of work and is a better fit for a reduced budget. When it is accepted, we move forward, no excuses, no hesitation.

A job well done is our calling card. Consistent results are the way we earn your trust. Some companies prefer to finish a job, then work things out with the insurance representative. We have always felt that to establish what is to be done – then do it – is a much better arrangement.

If a “change order” pops up because of unforeseen circumstances, we bring it to the attention of the adjuster right away. Some companies wait until the end of the job to present supplements. We have often found that immediate transparency is the most expedient way to complete an assignment.





You probably already know about structural workers using drones to examine roofs and other exterior home damage. And you may have heard that they were being used to locate injured and lost animals after the devastating fires in Australia.

But now, companies all over the world are finding new uses for them. The Mercedes-Benz Stadium in the U.S., announced that it would be using them to sanitize their arena (seats, handrails, glass partitions).

The Daily Mail (UK) explained, "How the streets, shopping malls and playgrounds of Australia could soon be sprayed with disinfectant by DRONES in a radical new plan to defeat coronavirus."

The Chinese converted some agricultural pesticide drones into

disinfecting drones and used 12,000 of them to disinfect public places.

The contents pros point out that all these ideas sound terrific, but a thorough cleaning is recommended prior to antimicrobial spraying, because as we mentioned in an earlier issue of Contents Solutions, coronaviruses can "hide" under dirt, oils and grime, allowing them to survive some spraying or misting protocols.

In fact, the Australians have developed some new cleaning drones that use high pressure hoses or special chemicals to deep clean brick, glass, solar panels and more. We suspect that it is only a question of time before the contents pros start using them on the job.

CONTENTS SUCCESS BOOK

In Barb Jackson, CR's, "The Contents Success Book," she recounts the story of a newly trained team that invited her to come see their final efforts on their latest job – she was suitably impressed.

But something was wrong, the adjuster on the case was making complaints without ever seeing the team's efforts. We suspect he must have had a bad experience with an untrained company and had developed a strong skepticism about contents specialists in general.

Finally, he demanded to see the warehouse and the containers from the assignment.

But when he cut random boxes open, he was astounded at the superb quality of the work they had completed.

Trained contents pros do the same thing in the same way every time, until there is a roadblock of some kind – that is when they prove their true worth (and gain the respect of their critics).



KEEPING THE LINES OPEN

Contents managers know that it is imperative to keep lines of communication open with the adjuster assigned to the case.

Many adjusters prefer that we give them just enough information to proceed with an assignment, but often they are happily surprised to find that we have massive amounts of "across-the-board" facts and figures available that are easily found in our files and can be used to close a complex project. When they reach out for more documentation, we can assist with records, measurements, lists, before and after pictures, inventories and much more.



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COMING UP IN THE NEXT ISSUES OF CONTENTS SOLUTIONS



**HOW WE CREATE
PRE-ESTIMATES**



**STRANGE COLLECTION
IMMENSE WORTH**



**WHEN ONE DAMAGED PIECE
REDUCES VALUE**