

EXCLUSIVELY CONTENTS

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

Vol.22, Issue 4

**ADJUSTER CASHED OUT
CONTENTS PROS HELPED OUT
IT ALL WORKED OUT**

**ONE FERRY
ONE FROZEN LAKE
ONE REMOTE PACK OUT**



Provided By Your Contents Restoration Partner



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

Phone: 1-800-589-2740

Office: 562-735-4966

**WET CONTENTS
11 STORIES DOWN**

FIRE AND ICE

CONTENTS PROS' CASE HISTORIES

Many of our readers may recall an article about the colorful “ice-ball” that was restored by the carpet cleaning division of a contents restoration firm. It turned out to be what experts said was \$250,000 worth of antique rugs that had been rolled up and dragged out of a mansion by fire department workers, who left them in the sub-freezing temperatures of the front yard... restored for a fraction of replacement cost.

Some may recall the story about the \$4000 Coco Channel® purse that had been soaked by water from fire hoses, frozen solid by a seasonal drop in temperature and left exposed to inclement weather for two weeks. The insurance carrier deemed it a “total loss” and it was cashed out.

The handbag's owner was decidedly disappointed in the prognosis (the purse was a limited edition and highly prized) so the contents pros used their best efforts to restore it anyway. The purse was returned to the ecstatic insured in pre-loss condition, and a bill for just \$79.99 was presented to the adjuster on the case (he was most pleased that the purse was taken off the “total loss” list). The insurance carrier saved a significant

sum on just that one item.

This time we would like to share with you some case histories that varied from fire to ice (and sometimes included both). And it wouldn't surprise us that once you discover what the contents pros can do for you, you'll invite them to work with you again and again. They are remarkable specialists that improve your bottom line on virtually every assignment.

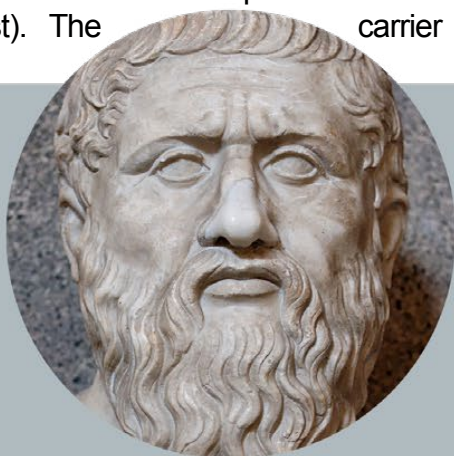
Sometimes we restore valued items (which makes the insurance carrier delighted).

Sometimes we restore homes and lives. But within reason we always measure each assignment by our motto, “Contents pros don't cost – they save.”

There isn't a spot on modern estimating software for how much we save on each job – only how much we charge for our services, but in the final analysis we think you will discover that when we are working for you, your bottom line is far superior to anything you have experienced without us.

If you aren't sure, just ask the contents project manager, “How much do you think you saved for us this time?”

Then prepare to be amazed.



“Excellence is an art won by training and habitation. We are what we repeatedly do. Excellence then, is not an act, but a habit.”

~ Aristotle

ONE ICY TRIP SAVES TIME AND MONEY



Sometimes the savings the contents teams bring to the table are in terms of time.

Ask any adjuster and he/she will tell you that time is one of the most costly factors in any scope.

For example, there was a high end home, on an island, in the middle of a vast lake. The home could only be accessed by a ferry, but the lake was frozen and the ferry couldn't move for a solid month.

The contents team was all set though, and when the ice broke, they were on the next ferry out. The project manager worked closely with

the adjuster, and pointed out that he had professionals who could restore textiles, documents and all manner of soft and hard contents.

Fire and smoke remediation in a large, remote facility might take weeks or months to complete, but the team had the right set of skills and training to make short work of this assignment.

They packed out everything on a single ferry, then cleaned, and restored the valuables in one trip – a monumentally significant savings for the insured and the insurance carrier.

SENIOR COMMUNITY NEEDED HELP

There was a fire. It was in a senior's facility and all the residents were at high risk for COVID-19.

The fire department's efforts had created water damage from the 11th floor down to the basement.

80 residents had smoke or water damage and they needed to get back home.

The team brought in an onsite trailer – one of them ran the elevator and used a radio so he could continuously go to the floors where the elevator was needed most.

It was a long, arduous process, but one by one the owners were moved back into their apartments. They knew this team was not ordinary, so by way of thanks, they hired them to remodel the lobby, community room, lockers, etc.

Everywhere the oldsters looked, there was something special going on. The team burned through as many as 400 N-95 masks each month.

And the seniors agreed that the contents pros earned their respect.



A FROZEN DIY TIP

Let's say there has been a flood and now your prized photographs are saturated with dirty water. When faced with wet photographs, time is not on your side. If a contents pro isn't available, you can buy some time by freezing the images. First, don't touch the front of the images (you might accidentally separate the emulsion from the paper). Second, rinse off any mud or sand. The pros have special materials ("lintless" nylon gloves, glassine envelopes, etc.) and techniques, but for the DIY owner, we recommend layering the pictures with sheets of wax paper, then sealing them in a plastic bag – and finally putting them in the freezer. A lot of DIYers know about the freezing part, but the wax paper helps keep the photos from freezing together.





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With restorative cleaning for
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COMING UP IN THE NEXT ISSUES OF CONTENTS SOLUTIONS



**GETTING THE FILES
OFF YOUR DESK**



**BUSINESS INTERRUPTION?
CONTENTS PROS CAN HELP**



**RESTORING DREAMS
ONE HOME AT A TIME**