



**EXCLUSIVELY CONTENTS**  
W E P A C K Y O U R S T U F F

Vol.22, Issue 8

**LARGE LOSS?**  
CONTENTS PROS SAY "YES!"

**CONTENTS PROS  
MAKE THINGS EASIER**

Provided By Your Contents Restoration Partner



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W E P A C K Y O U R S T U F F

2840 E White Star Ave, Suite 101  
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**Toll Free: 1-800-589-2740**

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# LARGE LOSS?

## CONTENTS PROS SAY “YES”

The contents pros knew this was going to be a big job – smoke and soot damage throughout a 60,000 square-foot manufacturing facility. Plus, another 9000 square-feet of offices to be cleaned and deodorized.

The team arrived while firefighters were still putting out the flames, and the restoration manager sat down with the large loss adjuster to discuss scope and strategies.

When the firefighters gave them the “go-ahead” the contents pros already had their assignments and went to work. The challenge was that there wasn’t just one priority – the offices needed to be restored to working condition, the production area needed to be made safe and smoke-odor free. So did the shipping area or they would risk cross-contamination which would ruin the manufacturer’s reputation.

Worse! The products themselves were thoroughly saturated with smoke-odors, so just cleaning the packing and shipping areas would not be acceptable.

The pros worked through the night and somewhere during the process, a 53 ft. semi-trailer pulled up and

was placed at one of the loading docks.

You have probably seen the contents pros create little “rooms” out of lumber and plastic sheeting, then place smoke-contaminated items inside and flood them with hydroxyls or ozone. The pros knew that they could do the same thing with the gigantic trailer outside – just on a larger scale.

Several collections of the insured’s products were carried into the chamber on wheels, where they were processed, meticulously examined and shipped in pre-loss condition.

The offices were restored and made functional. The contents managers worked closely with the business owners and their management, as well as the adjuster to bring the entire manufacturing plant back to top-notch pre-loss condition.

Best of all, they had their clients up and running in just 48 hours after the fire was put out.

When you hire the contents pros, you hire the ninjas of the restoration industry.

Give us a call and we’ll tell you more about how we can improve your bottom line.



## CONTENTS PROS *MAKE THINGS EASIER*

In a recent edition of C&R Magazine, Paul Donald reported having seen a video taken on a water damage job. “I recently spoke with an adjuster who was reviewing a file where the lead tech included a 2-minute scope video of a water loss. His reaction was, ‘This mitigation scope video is a game changer for setting the loss reserve.’”

The contents pros have been using digital photo inventory techniques for decades, and now they are employing more sophisticated video methods on many jobs – but the real “insider’s secret” is the technicians who are using the devices.

They make things easier for everyone, on every assignment.





## PRICELESS TUNE-UP

If you are one of our constant readers, you may recall the story about the fellow who was so rich that he bought an Irish pub, and an ornate ceiling he had seen in a movie, then had them put in the entryway of his home. But after a fire (and flood from firefighter's hoses) the contents pros really had their work cut out for them – but they succeeded in restoring it all.

In another case, a civic chamber, that was over 100 years old, had a ceiling that was rapidly soaking up water from a leaking radiator above. The contents pros were on site

within 1 hour of receiving the call, but the ceiling was already severely damaged.

The structural team injected warm air to dry the ceiling without stressing the decorative molding, while the contents pros cleaned, sanitized and restored the antique chandeliers and all the soft furnishings for the main meeting salon.

Frankly, there are restoration professionals who could not have helped in either of these scenarios – but the contents pros and their associates surely did.

It is a question of training and experience – as it happens, they had both.

## HELPING HARVARD

In an earlier edition of Contents Solutions, we described a method that your clients could use to buy some time for wet photographs by freezing them until the contents pros could apply special techniques to restore them.

As it happens, Harvard University used that very method to save a massive collection of special books in which dried seeds had been placed, illustrated and annotated. In fact, they had 5,000,000 specimens and a massive number of them were now wet.

The staff put them in a large freezer, then called the contents pros to pack them in dry ice and transport them to be treated with a device that is very much like that used to freeze-dry coffee.

The moisture was “sublimated” (transformed directly from the solid to the gaseous state without becoming a liquid).

The pros saved an irreplaceable treasure when the books and seeds were returned in restored condition.



## A Clever Contents Solution

The fire started in the high school boy's restroom and burned plastic partitions that released thick, black smoke through the vents and hallways.

Just one of the many facets of the job required the contents pros to empty all the lockers, then label and move the contents to their warehouse where all items were cleaned, deodorized, sanitized and returned to their original lockers. The lockers themselves were deodorized by stretching plastic sheeting over them and running hydroxyl generators under the plastic and into the open lockers.

The invention worked like a charm -- to the enthusiastic approval of the school administrators.

Adjusters, homeowners, administrators and others are often happily surprised when the specialists use similar solutions for challenging situations in small businesses, hospitals, private homes, etc.



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WORTH A FORTUNE**



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