



EXCLUSIVELY CONTENTS
WE PACK YOUR STUFF

Vol.22, Issue 11

**SMALL JOB
QUICK
TURNAROUND**

**SPECIALTY ITEMS?
CONTENTS PROS SAY**

YES!

Provided By Your Contents Restoration Partner



EXCLUSIVELY CONTENTS
WE PACK YOUR STUFF

2840 E White Star Ave, Suite 101
Anaheim, CA 92806

Toll Free: 1-800-589-2740

Local: 562-735-4966

**WHEN YOU ASK
THE RIGHT QUESTION**



In some of the past few issues of Contents Solutions we have mentioned our “Million Dollar Database.” It has become the one of the contents pros’ best tools for getting the job done.

Often an adjuster is amazed when we say “Yes,” to an unusual query for specialty contents restoration.

“Can you restore a mounted moose head with one antler broken off?”

“Yes, we can.”

“How about a painting that got so hot in a fire that the paint started to bubble?”

“Yes, we can -- and here is how we would go about it...”

“How about this vintage tube-style radio that got drenched by water from the fire-fighter’s hose?”

“Let me make a call, I think I know just the specialist for that one.”

Some people think of those in our database as “subcontractors,” but we think of them as valued associates. We don’t just close our eyes and point at a telephone book’s page of ads, we vet them as thoroughly as you investigate us. We see their work, and often we meet people who have previously used

them to restore their valuables.

Taxidermists, sculptors, master wood-workers, art conservators, clockmakers, electronics experts, antique restorers – sometimes we find such talent already working for us, but long ago we discovered that the only way we could say “Yes” to you for everything from fine wine preservation, to parchment and legal office classified documents, to vintage electronics, Tiffany lamps, old leather, dolls (with no faces), precious broken China, and much more, was to add those with such talents and skills to our register of specialists.

The contents pros have restored everything from contaminated money, to big screen TVs, and from great-grandma’s handmade quilt, to designer boots, sports memorabilia and furniture that smells like an incinerator, to mold on vintage dresses and beyond – but over the months and years we have gathered a team of extraordinary men and women to extend our abilities and permit us to say “Yes,” even after you have called a dozen others who had to say, “No.”

When you give us a call, we can often save you time, money and effort.

ART QUICK FIX



In the contents world there are a handful of “super consultants” who will evaluate expensive contents items. In one instance a painting had been extensively damaged by steam which created a “fog” over the entire canvas. The owner wanted \$30,000 for the total loss. An adjuster asked a super consultant to have a look.

The consultant determined that the fog was just moisture trapped under the varnish that was applied over the painting (like white rings on wood furniture from a coffee cup). Thus only \$850 was remitted to remove the old varnish and restore the art work.



SMALL JOB QUICK TURNAROUND

From time to time, we have written about the spectacular cases in which the contents pros have restored thousands of square feet of contents with extraordinary innovations. But for some clients, just getting the doors open on a small restaurant or a local bank only takes a day or two of determined effort.

Take for example, the bistro with a small kitchen fire. Half the team set about restoring the kitchen, while the other half focused on the floors, the chairs and tables, the smoke odors, the soot-covered front counter and windows – all so

the eatery could be open for dinner the following night.

The contents pros helped a flooded bank get open in record breaking time as well. They put the furniture up on foam blocks, packed out the electronics and thoroughly dried and tested them before returning them to the exact right spots.

The structural team dried the bank by running their rapid drying machines all day and night for 48 hours and the bank opened on the third day.

No other establishment on that street was ready to open that same week.

WHEN YOU ASK THE RIGHT QUESTION

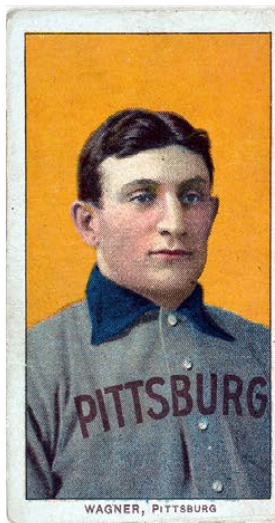
In an earlier edition of Contents Solutions, we told of an article that originally appeared in Property Casualty 360 (an insurance professionals' magazine).

Restoration author and consultant Tom Kirkpatrick told the story of a time he was visiting a client's home. There had been a fire and a thoroughly untrained "clean-out" group was busily throwing things away.

"They were throwing everything that was damaged in the house in the dumpster—not recording it, not doing anything with it," said Kirkpatrick. Then he noticed a slightly damaged designer handbag in the dumpster. He reached down, pulled it out and opened it. "Inside the side pocket was a diamond and sapphire necklace worth \$400,000."

For your next assignment just ask, "If you were cleaning out a home in which there had been a fire, and you ran across a slightly burned purse, what would you do with it?"

Real contents pros will give you an answer you'll appreciate.



Frozen Baseball Card

Let's pretend that you have a rare baseball card (one just sold for at auction for \$2,800,000 – another for over \$7,000,000). There was a fire and it is now wet from firefighter's hoses. Is it a total loss? Or can it be dried out and restored?

Well, if you tried drying it with a blow dryer or baking it with a low setting in an oven, it is most likely a "gonner." But the contents pros know a way to extract the water with a special freeze-drying chamber.

Some of us have them in-house. Others have them in the "Million Dollar Database." And it costs way less than \$7,000,000 to engage them!

Not every wet document challenge can be solved with freeze-drying, but it sure beats a microwave!



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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



**SMOKE DAMAGE?
WE ARE ON OUR WAY**



**WET DOCUMENTS?
WE CAN HELP!**



INSURANCE

**INSURANCE POLICY
PROMISES KEPT**