



Like it never even happened.®

RESTORATION NEWSLINE

Published for Members of the Insurance and Commercial Property Industries

The SERVPRO® Difference

The People, Experience, Training and Education to help make it "Like it never even happened."

The People

With over 10,000 Franchise employees nationwide, SERVPRO® Franchise Professionals are available 24 hours a day, 365 days a year.

The Experience

SERVPRO® is a Franchise System with over 40 years of leadership in fire and water cleanup and restoration. Our track record of results has earned us the trust of the insurance industry, countless homeowners and commercial property managers.

The Training

SERVPRO® Franchise Professionals undergo extensive training and certification. Servpro Industries, Inc. offers a Clean Trust Approved school to help ensure our training meets and exceeds accepted industry standards.

The Equipment

With over 5,000,000 square feet of building space, housing over 140,000 pieces of equipment, SERVPRO® Franchise Professionals have the resources to help you and your customers take back control of your life.



Independently Owned and Operated
servpro.com

Call the **CLEANUP TEAM** that's faster to any size disaster.



Any water damage in your facility is bad. Often times, it is the water you don't see that causes the most damage. Water can contain bacteria and other contaminants and cause additional damage including mold growth if not cleaned properly. Water damage can also affect the value of your property. Before you decide to clean a water damage yourself, consider how it could impact your property in the future.

SERVPRO® Franchise Professionals are trained and equipped to quickly dry and protect your facility and contents using the following procedures:

- Identify the Source/Type of Water.
- Measure Temperature and Humidity for Drying Analysis.
- Survey the Extent of the Damage and Inspect the Premises.
- Perform Emergency Water Extraction.
- Apply Necessary Treatments (Disinfectant/Deodorization).
- Utilize Drying Equipment and Monitor Drying.

When water damage takes control of your life, your local SERVPRO® Franchise Professional will help you take it back. ■

SERVPRO's network of more than 1,500 Franchises is ready to help in the event a fire, water or mold loss occurs.

Call on a restoration system serving insurance companies and their insureds, as well as thousands of commercial property owners nationwide. You can trust the SERVPRO® Brand, too!



GETTING YOUR DUCTS IN ORDER

Did you know, your ventilation system is often the biggest culprit in poor indoor air quality? When was the last time you inspected the ductwork in your home or business? If you cannot remember, it may be time for some much needed attention.

Heating, ventilation and air conditioning (HVAC) units combined with dirty ducts can circulate odors, contaminants such as mold and irritating dust throughout your building or home. Your SERVPRO® Franchise Professional can inspect your ductwork and make recommendations about the best way to address any indoor air quality concerns.

Keeping your HVAC system and ductwork clean not only provides cleaner, fresher air, but can also extend the life span of the equipment by allowing it to operate at peak condition.

If you have experienced a fire or suspect mold growth, in most circumstances, your SERVPRO® Franchise Professional can restore your HVAC system and ductwork to pre-damage condition. SERVPRO® Franchise Professionals use a portable ventilation and air duct cleaning system to examine ductwork and make a clean sweep, removing years of dust and grime.

Breathe easier this spring. An inspection of your HVAC system and ductwork can save you money, provide peace of mind and prolong the life of your equipment. Contact your local SERVPRO® Franchise Professional to schedule an appointment today. ■

SERVPRO® Professional Duct Cleaning Process

- The process begins by using patented equipment including a roto-scraper, which automatically adapts to the duct's shape and diameter while traveling through the duct, removing debris and filth before vacuuming begins.
- Next, a powerful push-pull air delivery and collection system transfers the debris from the ducting to a 16-gallon container.
- Air is filtered through a HEPA filtration system, removing 99.97 percent of the particles in the airstream. HEPA filters capture debris and keep the indoor environment clean.
- As an optional process, a sealant or coating product may be sprayed to address odor or microbial concerns.
- Filters will either be cleaned or replaced to remove odor and dirt.

SPRUCE THINGS UP THIS SPRING



The flowers are blooming and the birds are chirping. Spring is in the air, but you can't shake those winter blues! Spruce up your home or business with a deep cleaning.

Spring cleaning is a tradition that allows us to freshen up our environment and get a head start on the hectic seasons of spring and summer. Your local SERVPRO® Franchise Professional can help. In addition to air duct and HVAC cleaning, SERVPRO® Franchise Professionals are trained to use state-of-the-art equipment to remove soils hiding deep within your carpet, as well as focused stain removal and stain resistance applications. Other services include: Upholstery and drapery cleaning, hard floor cleaning and care, odor identification and deodorization.

A clean environment is a healthy environment. Improve your living and work spaces this spring. If you need a little help, don't worry, your SERVPRO® Franchise Professional has all of the tools to make your home or business sparkle in no time!



Spring Cleaning Tips

- **Always start from the top.** As you clean higher items, like ceiling fans blades and top shelves on bookcases, you'll knock dust down to a lower level. Cleaning from the top down will prevent soiling areas you have already cleaned.
- **Stay focused on the task at hand.** When cleaning out a closet or drawer, it's easy to get drawn in by old photo albums and keepsakes. Set aside time for the fond memories later; you're on a mission!
- **Don't be a pack rat.** You don't want to throw away precious keepsakes but try to limit junk laying around your home or office. If you haven't used it in a year or two, throw it out!
- **Hit the hidden areas.** We all avoid the dreaded hidden areas in our homes, but now is the time to face the dust bunnies!
- **Tackle big projects first.** It happens every year, we start with the best intentions to scrub our homes from top to bottom, but somewhere in the middle we run out of steam. Tackle the biggest projects first or you may never get to them.
- **Yard Sale time!** Don't just chuck your unwanted items. Put them up for sale; you may be surprised to see what could bring in a few bucks.

SERVPRO®
Franchise
Professionals
help meet the
real needs of
insurers and
property
owners by
supplying
reliable and
consistent
service.

The first steps
taken in a
disaster
situation can
mean the
difference
between
recovery and
total loss.



Why Take the Risk? Call a SERVPRO® Franchise Professional.
Working to help make it "Like it never even happened."



As seen nationally on: CNN, Headline News,
Fox News, The History Channel, ESPN and
The Weather Channel.

Independently Owned and Operated

Real Quotes from Real Customers

"From the initial phone call to the completion of the job, every one of your employees was the consummate professional, and was singularly focused on getting the job done right the first time, ensuring my customer satisfaction. Approximately five years ago, I experienced a similar challenge when a water line in my kitchen failed and my basement flooded. The company I used in that instance does not compare to the quality service and customer satisfaction that your SERVPRO® team provided me. You did the restoration work better, more professionally and on time. Your team was polite, personable and completely professional. You truly understand customer satisfaction and your team demonstrated that from start to finish."

-Alfred, Virginia



Fire & Water - Cleanup & Restoration™

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Servpro of Morris/Ottawa
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SERVPRO® is a Franchise System with more than 40 years of leadership in cleanup and restoration. Our track record of results has earned us the trust of the insurance industry, countless homeowners, and in one unforgettable instance, even the Pentagon.

We are quietly taking to the streets, every hour of every day, proving that whenever there is a house full of water or an office full of smoke, there is also a van full of clean.

Editor: Kim Kramer



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SERVPRO® SYSTEM SERVICES

Restoration:

- Fire, Smoke and Soot
- Water Removal and Dehumidification
- Mold Mitigation and Remediation
- Catastrophic Storm Response
- Move Outs and Contents Restoration
- Electronics and Equipment
- Document Drying
- Contents Claim Inventory Service

Cleaning:

- Air Ducts and HVAC
- Biohazard, Crime Scene and Vandalism
- Carpet, Upholstery, Drapes and Blinds
- Ceilings, Walls and Hard Floors
- Deodorization

* Services vary by location