



DISASTER RESTORATION
Services Overview





Benefits to You and Your Clients:

- Ongoing communication
- Process guidance from start to finish
- High-quality service by following Service Level Agreements
- Processes and technologies that salvage as much as possible
- Expert technicians
- Single Point of Contact: 800-RESPOND®
- 24/7/365 days a year response



GUIDING YOUR CLIENTS FROM CHAOS TO CALM

ServiceMaster Restore® has been in the disaster restoration business for more than 65 years, which means we have worked with thousands of homeowners dealing with fire, water or other major damage.

Coping with the loss after a water, fire or similar disaster is an emotional process for a homeowner. The combination of seeing a home damaged and not knowing what to do can be overwhelming. And you, as their agent, are their lifeline. We know your relationship with your clients and the trust they place in you is important. This is why we keep you informed throughout the recovery process.

When you or your client contacts us, we spring into action. Our team is on-site within 4 hours or less. This fast response can save valuable items and property that might otherwise be unsalvageable. Our response time, along with our expertise in restoration, allows us to provide quick resolution, standardized prices and controlled loss ratios. We also advise clients on restoration versus replacement decisions.

Our disaster restoration services include:

-  Water Mitigation
-  Fire, Smoke and Soot Mitigation
-  Odour Mitigation
-  Mold Mitigation
-  Content Inventory, Packout and Storage Services
-  Carpet, Rug and Upholstery Cleaning
-  Emergency Board-Up and Tarping
-  Electronics Restoration, Data and Document Recovery



WATER MITIGATION

Whether it's caused by a sudden flood, a burst pipe or plumbing issue, water damage escalates quickly if not addressed immediately. One of the biggest problems with water disasters is the effect on carpets and floors. Our technicians understand these issues and provide fast, on-site carpet and wood floor drying.

Our water recovery services include:

- Water damage restoration
- Drying, dehumidification and water extraction
- Document drying and recovery
- Mold remediation
- Carpet, rug and upholstery cleaning



FIRE, SMOKE AND SOOT MITIGATION

Much of the material in furniture and flooring is synthetic and, when burned, can result in complex chemical reactions. In just a few days, these items go from cleanable to unsalvageable.

Our technicians are experts at using techniques that can effectively clean and salvage client belongings. We can remove soot from at-risk items such as:

- Brass
- Aluminum
- Chrome
- Marble
- Tile
- Porcelain
- Fabrics (Including upholstery and carpets)

Furniture, in many cases, can be restored to pre-existing condition at a fraction of the replacement cost.



ODOUR MITIGATION

Odour from fire and smoke damage, water damage and biological concerns can ruin your client's belongings. Removing severe odours requires a variety of professional products, systems and specialty equipment, and multiple treatments are often necessary. We remove a wide range of odours including trauma and sewage-based odours, as well as fire, smoke and water odours.



MOLD MITIGATION



Mold can discolor and damage a home and present a serious health concern. It can grow in as little as 48 hours any time excessive moisture is present indoors. But rest assured knowing we can identify and eliminate the source of the water and implement rapid drying processes in order to eliminate mold growth. We work with nationally recognized testing facilities and can provide mold inspections, laboratory analysis and written remediation plans.



CONTENT INVENTORY, PACKOUT AND STORAGE SERVICES

When it's necessary to remove a clients' contents, we have a proven, automated process for inventorying, packing, and safely transporting the contents and furniture to a safe, climate-controlled location. Our automated inventory process records each item and tracks the status of the client's belongings from removal to replacement. You can trust that your client's most cherished possessions are handled carefully until they are returned. We can also clean, restore, deodorize, re-pack and store personal possessions until the structural restoration is complete.



CARPET, FURNITURE AND UPHOLSTERY CLEANING

After water, fire or smoke damage, carpets can often be cleaned and deodorized to restore them to pre-loss condition. We use both truck mount and portable cleaning systems with cleaning solutions, giving us the flexibility to choose the best method for each situation.



EMERGENCY BOARD-UP AND TARPING

We provide emergency board-up and/or tarping after a fire, flood, or vandalism. Board-up services are intended to close any openings and to prevent exposure to natural elements and unauthorized people. This prevents further property damage and helps secure the home.



ELECTRONICS RESTORATION, DATA AND DOCUMENT RECOVERY

We examine, clean and restore items with high monetary value such as appliances, cameras, televisions, computers, musical instruments and gaming systems and items with sentimental value such as documents, books and photos.



ADDITIONAL SERVICES

Additional services include: Hoarding Cleanup, Biohazard and Trauma Cleanup, Antiques and Fine Art Restoration, Vandalism Cleanup and Furniture Restoration Services.

ServiceMASTER
Restore®

800-RESPOND



**SERVICEMASTER RESTORE IS THE TEAM
YOU AND YOUR CLIENTS CAN TRUST.**

Call 800-RESPOND

ServiceMasterRestore.ca

A ServiceMaster Company

Services provided by independently owned and operated franchises or corporate-owned branches. Prices and services may vary by location.

© 2017 ServiceMaster Residential/Commercial Services LP. All rights reserved.

EMERGENCY MITIGATION PROGRAM



Guiding Your Clients from Chaos to Calm

Dealing with a water, fire or similar disaster brings out a lot of emotions for homeowners. We are sensitive to the fact that they are trusting you and us, as disaster restoration experts, to guide them through the chaos. That's what we serve as—a guide at your client's side who is committed to helping them find the way from crisis to restoration.

ServiceMaster Restore® is trained, equipped and ready to assist your clients. We dry and clean everything from floors to cherished belongings to help homeowners avoid mold problems later. We handle jobs as large as an entire home, or as small as a single room.

AS A PART OF OUR INSURANCE PROGRAM, YOU RECEIVE MANY BENEFITS:

CUSTOMER SERVICE

- We regularly communicate with you and your client and make sure they understand the mitigation process.
- We take care of and pay special attention to your client's property and possessions.

ACCESSIBILITY

- Only one number to call. By calling 800-RESPOND®, we immediately dispatch a technician and start the claim process.
- We are ready to answer your call 24 hours a day, 7 days a week, 365 days a year.

RAPID RESPONSE

- We follow up with your client within 60 minutes of first contact.
- We arrive on-site within 4 hours or less of first contact.
- Our quick response helps reduce your clients' suffering and saves money.

CONSISTENT HIGH QUALITY

- Our team members are certified in IICRC requirements, claim processes and meet or exceed program Service Level Agreements (SLAs).
- Our research and development team works to ensure that we are leveraging the latest technology to create products and processes that achieve the highest level of restoration.

WE ARE ALWAYS READY. JUST CALL 800-RESPOND.

ServiceMaster Restore services provided by independently owned and operated franchises and may vary by location.

© 2017 ServiceMaster Residential/Commercial Services LP. All rights reserved.