

WATER DAMAGE



Swartz Restoration & Emergency Services • SwartzRestoration.com • Office: 419.331.1024



At Swartz Restoration, our Care Team is the frontline support for customers facing the aftermath of property damage. As the first response team, they help navigate clients through their initial inquiries and concerns, providing clarity and reassurance every step of the way. From addressing questions to alleviating pain points, the Care Team is dedicated to ensuring that customers feel supported and informed from the outset.

One of the key strengths of the Care Team lies in their expertise in conducting comprehensive process reviews. By meticulously outlining the restoration journey, they empower customers with the knowledge needed to make informed decisions about their property's restoration. This proactive approach not only instills confidence but also fosters trust in Swartz Restoration's commitment to delivering quality service.

Central to the Care Team's mission is their specialization in facilitating seamless communication among customers, insurance companies, and the production team. By serving as a bridge between these stakeholders, they streamline the exchange of information, ensuring that everyone is on the same page throughout the restoration process. Through effective communication and dedicated support, the Care Team aims to guide customers through what can often feel like a roller coaster of emotions during the claims process, ultimately helping them navigate the journey with confidence and peace of mind.

HEY THERE!

Things probably feel a little chaotic right now, but please, take a deep breath...and relax. You have called the right people!

We have prepared this booklet to help you better understand what steps we will take with you to restore your home or business.

We care how this whole process goes, and we know it's not easy having your home or business damaged. We will do our best to bring your life back to normal as easily and quickly as possible.

We also value your opinion. Your view is the most important view of our company.

I want to know all about how our employees treat you and how we can better our services. ***Please contact me directly with that feedback.***

Thanks again for hiring Swartz Restoration & Emergency Services.

WATER DAMAGE BASICS

What is Water Damage?

When water causes *the usefulness or the value of any property to become impaired by water*.

What is Restoration?

Bringing back to a former or normal state.

What is Water Damage Restoration?

We begin by removing the excess water and moisture from the affected area and materials. The restoration process is not complete until all affected materials are dried out completely.

How does water cause damage?

Water always spreads to the driest, most absorbent material first, like carpet and padding. Once saturated, the water will "wick" up into the drywall, affecting the base trim, wood stud framing, and insulation.

Water spreads to anything that will absorb it.



STEP 1: INITIAL DRYING PHASE

We want to *immediately contain the damage* by removing the excess water.

During this process, our technician's primary responsibility is to inspect the floor and affected areas so that he can recommend the safest and quickest way to remove the excess water.

He will ask you to sign the Work Authorization Form, which is a simple form on which you give us permission to work on your property.

After you sign the Work Authorization Form, your technician will immediately begin removing water from the affected areas.

The technician may also "block and tab" your furniture and possessions to more effectively remove the excess water and prevent further damage. He may begin moving the contents to the middle of the room to help him prepare for drying out your structure (i.e., walls, doors, base trim).

On average, as circumstances allow, we can dry the structure and contents in 3-4 days.

STEP 2: SECONDARY DRYING PHASE

Our goal is to minimize the damage caused by the water.

We accomplish this by using commercial-grade fans and dehumidifiers.

When these fans are placed at the base of a wet wall, it begins the drying process. Because water always spreads to a drier area, the nearby moisture in the wall wicks toward that newly dried area.

Dehumidifiers are placed in the affected rooms, replacing the moist air with dry, hot air. That dry air is circulated to the fans, which speeds up the drying process.

With your permission, our technician will begin a thorough inspection of the structural and content damage. He will record exact moisture readings of the affected materials, temperatures, and humidity levels.

He will be inspecting for pre-existing mold that may hinder or slow down the restoration process.

After completing his assessment, he will discuss the results with you. He will be able to go over your options, time frames, and recommendations for the restoration of your home or business.

You and your insurance company can let us know how you would like to proceed!



STEP 3: MONITORING

After the fans and dehumidifiers have been placed, it is crucial that we monitor the process.

Our technician will need to check the humidity levels of the affected area ***and an unaffected area for comparison.***

He will check the exact moisture contents of everything affected, and he will adjust the equipment for faster drying.

***Please do not move any equipment,
do not open any windows,
do not adjust thermostats,
and do not unplug or shut off any equipment
WITHOUT CHECKING WITH YOUR TECHNICIAN FIRST!***

If the drying process is delayed, uninsured additional equipment rental costs may be incurred, and the length of the drying process may increase.

Due to the emergency nature of our business, exact scheduling of the daily monitoring may be difficult, and at times not guaranteed. I apologize ahead of time if this causes any inconvenience.

Our technician may ask for a key or a means of entry for daily monitoring until your project is complete.

If you do not wish to provide a key to our technician, we understand. We commit to work with you and your schedule as best as possible.

STEP 4: FINAL CLEANING & REPAIR/REPLACEMENT

After the structure has been returned to its normal moisture content and the carpet and floor is dry, we recommend steam cleaning for carpet.

Hot steam extraction will remove dirt and debris, leaving your carpet cleaner *and stronger* than before the water loss.

If carpet, padding, or drywall has been removed during this whole process, we can work with you to repair and restore your home, *if you would like*.

We will inspect your property, write an estimate, and work with your insurance agent and the insurance adjuster.

There are times when our repair services are not available after drying is complete (Due to scheduling and other circumstances that will be discussed).

With our quick response time and our drying process, 75% of the homes and businesses we work with need minor or no repairs!



STEP 5: INVOICING & INSURANCE COORDINATION

Most insurance policies require the insured (that's you) to initiate "reasonable and prudent procedures necessary to mitigate the loss."

Which means you have done the right thing by calling us.

Because you gave us permission on the Work Authorization Form, we will work directly with your insurance company to make it less of a hassle for you.

There are some things you will need to find out by talking with your insurance agent:

What is your deductible?

How much will your insurance cover?

Who is the insurance adjuster and how can he/she be reached?

Our team can help you know whether to officially file a claim based on that information.

We can invoice and collect from your insurance company directly to save you time, and we will send you a copy of the invoice for your records.

TRAINING & CERTIFICATIONS

We Care about our employees, and We Care about you. That is why we train our employees in multiple areas of expertise.

We train our employees to perform their job at a high level. That includes the technical aspects of using the equipment to properly inspecting your home to know what steps to recommend for restoration.

That training also includes the customer service aspect so that our team knows how to guide you through the process, answering your questions and helping you understand the best decision to make each step of the way.

Our technicians have been trained according to the IICRC S500 standards.

SWARTZ
DRYOUT • CLEANUP • REBUILD
WE CARE

TESTIMONIALS

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BEFORE & AFTER



BEFORE



AFTER



BEFORE



AFTER



Swartz Restoration & Emergency Services is Northwest Ohio's industry leader in full service residential and commercial restoration and reconstruction. We specialize in fire, water, mold, wind and storm restoration; as well as commercial remodel and vehicle impact claims. With hundreds of restoration projects completed, Swartz Restoration & Emergency Services is the best solution to get your home or business back to its pre-loss condition.