

FIRE & SMOKE DAMAGE



DO:

- Limit movement in the home to prevent soot particles from being embedded into upholstery and carpet.
- Keep hands clean. Soot on hands can further soil upholstery, walls and woodwork.
- Place dry, colorfast towels or old linens on rugs, upholstery and carpet traffic areas.
- If electricity is off, empty freezer and refrigerator completely and prop doors open to help prevent odor.
- Wipe soot from chrome on kitchen and bathroom faucets, trim and appliances, then protect these surfaces with a light coating of lubricant.
- If heat is off during winter, pour RV antifreeze in sinks, toilet bowls, holding tanks and tubs to avoid freezing pipes and fixtures.
- Wash both sides of leaves on house plants.
- Change HVAC filter, but leave system off until a trained professional can check the system.
- Tape double layers of cheesecloth over air registers to stop particles of soot from getting in or out of the HVAC system.

DON'T:

- Attempt to wash any walls or painted surfaces without first contacting your SERVPRO® Franchise Professional.
- Attempt to shampoo carpet or upholstered furniture without first consulting your SERVPRO® Franchise Professional.
- Attempt to clean any electrical appliances (TV sets, radios, etc.) that may have been close to fire, heat or water without first consulting an authorized repair service.
- Consume any food or beverages that may have been stored close to fire, heat or water. (They may be contaminated.)
- Turn on ceiling fixtures if ceiling is wet. Wiring may be wet or damaged and cause electrical shock, and air movement may create secondary damage.
- Send garments to the dry cleaner. Improper cleaning may set smoke odor.

WATER DAMAGE FROM CLEAN WATER



DO:

- Shut off the source of water if possible or contact a qualified party to stop the water source.
- Turn off circuit breakers for wet areas of the building, when access to the power distribution panel is safe from electrical shock.
- Remove as much excess water as possible by mopping and blotting.
- Wipe excess water from wood furniture after removing lamps and tabletop items.
- Remove and prop up wet upholstery cushions for even drying.
- Place aluminum foil or wood blocks between furniture legs and wet carpeting.
- Remove to a safe, dry place any paintings, art objects, computers, documents and other materials that are valuable or sensitive to moisture.
- Use wooden clothespins to keep furniture skirting off damp floors.
- Hang draperies with coated hangers to avoid contact with wet carpeting or floors.
- Hang furs and leather goods to dry separately at room temperature.

DON'T:

- Enter rooms with standing water where electrical shock hazards may exist.
- Enter affected areas if electrical outlets, switches, circuit breakers or electrical equipment are exposed to water. Always avoid electrical shock hazards.
- Leave books, newspapers, magazines or other colored items on wet carpets or floors to cause staining.
- Leave Oriental rugs or other colored rugs on wet wall-to-wall carpets to cause staining.
- Use your household vacuum cleaner to remove water, possibly causing electrical shock or damage to the vacuum cleaner.
- Use TVs or other appliances while standing on wet carpets or floors, especially not on wet concrete floors.
- Turn on ceiling fixtures if ceiling is wet or enter rooms where ceilings are sagging from retained water.