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# EMERGENCY DAMAGE CONTROL TIPS



*What to do when  
bad things happen  
to good homes.*

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*ServiceMASTER*  
Restore®

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**Your home deserves the best. We can deliver it, starting with expert advice on how to immediately prevent more damage.**

*When fire, smoke or water unexpectedly damage your home, the first steps you take could mean the difference between a small cleanup and a more costly and time-consuming restoration.*

*Knowing when to call in a professional can also save you time in getting your life back to normal and money by preventing further damage to your home. ServiceMaster Restore® restoration professionals help return your home to normal as quickly as possible while restoring your peace of mind that the job was done right.*

*At ServiceMaster Restore, we understand the damage goes below the surface.*

*From our fast response to our proven expertise to our ongoing communication, we are committed to restoring your peace of mind. Follow these steps to help keep damage to a minimum, and call in the professionals you trust.*

**Follow these steps to help keep the damage to a minimum, and call in the professionals.**

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## Water Damage



### WHAT TO DO:

- Damage from water and bacteria growth can begin within hours. Call for professional help.
- Remove as much water as possible by mopping and blotting.
- Remove wet area rugs or other floor coverings not permanently attached. Do not attempt to start removing your wall-to-wall carpet.
- Lift draperies off the floor, loop through a coat hanger and place the hanger on the drapery rod.
- Wipe furniture, prop up wet furniture cushions for even drying and place aluminum foil under furniture legs.
- Move photos, paintings and art objects to a safe, dry location.
- Do not remove books from shelves. Instead, pack them tightly to prevent warping of pages until a restoration professional can begin this specialized drying.
- Open drawers, closets and cabinet doors to enhance drying.

### WHAT NOT TO DO:

- ⚠ Do not enter a room with standing water until electricity has been turned off.
- ⚠ Do not use a regular household vacuum to remove water.
- ⚠ Do not lift tacked-down carpet without professional help.
- ⚠ Do not use electrical appliances while on wet carpet or flooring.
- ⚠ Do not disturb visible mold.

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## Smoke/Fire Damage



### WHAT TO DO:

- Corrosive by-products can cause irreversible etching in as few as 72 hours. Call for professional help.
- If the temperature is above 60 degrees, air out the house to reduce smoke odor.
- Clean Formica, chrome, porcelain and aluminum fixtures to prevent permanent tarnishing or etching.
- Change the air filter on your furnace if it uses forced hot air.
- Tape damp cheesecloth over returns and supply registers to capture loose soot in the air.
- Discard any open food packages.
- If the electricity is off, clean out the refrigerator and leave doors propped open.
- Send clothing with heavy smoke damage to a qualified restoration dry cleaner.

### WHAT NOT TO DO:

- ⚠ Do not touch anything with your bare hands. Oil from your hands can permeate upholstery, walls and woodwork, causing additional damage.
- ⚠ Do not wash walls. Incorrect cleaning could compound the soot residue.
- ⚠ Do not attempt to clean carpets or upholstered furniture.
- ⚠ Do not use electrical appliances until having them checked.
- ⚠ Do not use ceiling fixtures if the ceiling is wet.

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## Vandalism



### WHAT TO DO:

- Fast action is required to prevent further damage. Call a restoration professional to remove damage caused by vandals.
- Make a list of all damage.
- Use a shop vacuum to remove glass particles from carpet and upholstery.
- Remove any debris from carpet or interior walls. Scrape or blot carpets and furniture—do not rub.
- Wash any egg or other residue from the building exterior using water.

### WHAT NOT TO DO:

- ⚠ Do not use household cleaning products on fabrics, upholstery or carpets.
- ⚠ Do not attempt to remove chemical stains, including ink or paint.
- ⚠ Do not operate damaged electrical appliances.

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ONE-HOUR RESPONSE

**24/7/365**

**In an emergency, response is critical to both controlling the damage and getting your life back to normal.**

Our national call center will give you access to the ServiceMaster Clean® service center nearest you.

Our agents are available 24 hours a day to help with your emergency.

**FOR EMERGENCY SERVICE, CALL**

**1-800-RESPOND**  
**(737-7663)**



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