

IMPORTANT INFORMATION

Question and Answer Guide For Water damage

Are you wondering what restorative drying is? If you can turn off the equipment at night? Or maybe wondering if you need to do anything? In this guide you will learn the answers to all these questions and many more.....



Thank you for choosing

WWW.CATAMOUNTRESPONSE.COM

Catamount Carpet Cleaning, Inc.

P.O. Box 566, Wilmington, VT 05363

802-464-3839, 802-254-8466, 802-297-3419, 802-423-5035

Dear valued client,

Hi my name is Don Jones, owner of Catamount Carpet Cleaning, Inc. I want you to know my commitment is to offer you the best possible service. I have built a team of highly trained and qualified technicians, some of the best in our industry. I hope with the following questions and answers you will feel more comfortable with our services. If you still have questions, which are not covered in this guide, please feel free to talk to any of my technicians. I have been in the restoration business for more than 20 years, and have worked very hard to create a business offering a full range of services dealing with any damage that may occur in your home or business.

Below are some of the other services we provide:

- Soot damage restoration
- Mold remediation
- Odor control
- Heating & Cooling Duct Cleaning
- Carpet Cleaning
- Upholstery Cleaning
- Dryer Vent Cleaning
- Grout & Tile Cleaning and Sealing
- Non-Sanding Wood Floor Refinishing

Below is some of the training we have received to offer you a quality service: We are IICRC certified in

- **DriEaz:** Advanced restorative drying techniques.
- Upholstery Cleaning
- Carpet Cleaning
- Fire and Smoke Restoration
- Water Damage Restoration
- Odor Control

As the owner of Catamount Carpet Cleaning, Inc. I would be happy to hear any suggestions or comments that may increase the quality and service we offer. Please fill out our comments and testimonial form enclosed.

Here's what some of our valued clients are saying...

"I have been using Catamount Carpet for years to prevent a basement mildew problem. Their application has been very successful and their responsiveness to service excellent. It has been a pleasure to do business with them." Gary Rast, Wardsboro, VT

"Called due to flooding. Wonderful response and results." Laura Winter, Wilmington, VT

"Your treatment of my mold problem far exceeded my expectations. Your clean-up was thorough, workmanship top-notch. I am thrilled." Barb Monahan, West Dover, VT

"Although a perplexing situation, Don figured out an affordable way of dealing with the mold." Rebecca Rueter, Brattleboro, VT

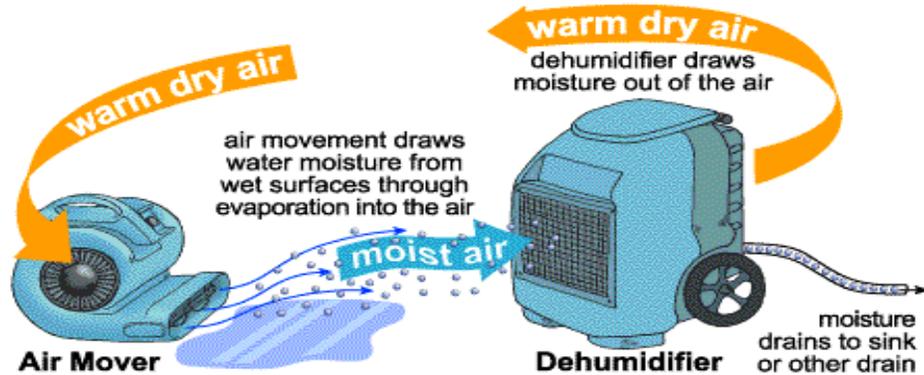
"I had an emergency. Water was leaking under the carpeting in a storage closet. You were very responsive and came the next day to help. I am most appreciative." Sandra Rubin, Hinsdale, MA

"You guys are the best. Thanks for dealing with our flood!" Laurie Caplan, West Dover, VT

"How much easier life would be if all service people were as dependable as you. From the initial call, right to the work being done, you are all so professional and the results show. Last year you saved our new carpet after our family room flooded on Christmas Eve. This year it was to help sanitize our carpet after the dog we adopted had a hard time training. (Bailey promises to behave.) Thank you all again for keeping our house fresh and clean. You should all be very proud of your work." Kathy & Gary Thompson, Williamstown, MA

"We were very impressed with Don's competence and compassion with the clean-up of the water damage from a broken toilet valve." Barbara Maloney, West Dover, VT

Q: How does the dry-out process work?



Q: Do I need an estimate before you start the dry-out?

A: Often the amount of the dry out is unknown; however our pricing is based on standardized pricing for the industry. We use a computer-estimating program that downloads the new price list every quarter. Your insurance company also uses the same program and price list. When an adjuster is assigned to your claim, we will explain to them what we have done up to that point, then get an authorization before further steps are taken. Before any **repairs** are made we will have an agreed estimate with your insurance company.

Q: Do I have mold?

A: This is a very big concern and we at Catamount Carpet Cleaning, Inc. have spent a lot of time and money on education and equipment to become qualified in water damage restoration. In most cases if the drying process can be started fairly quickly, you generally do not need to be concerned with mold.

Q: Is it o.k. to keep this equipment running or do I need to do something with it?

A: The equipment we use is capable of running for months without being shut off. They will not overheat and should be fine. If you hear or smell anything which seems to not be normal, please unplug the equipment in question and **call us immediately @ 802-464-3839 or 802-254-8466**. Our technician will be checking all equipment and dry out progress on a regular basis.

Q: How do you know if everything is dry?

A: We use very high tech moisture meters designed to specifically check for proper moisture content. We will not repair or cover up any areas which may be still wet. This is why you have made a good choice to call us, not just a construction company. We are trained and certified in water damage assuring you, the homeowner, of the best quality service and giving you the peace of mind that it will be dried out properly.

Q: The equipment you have running is making the air feel muggy; can I open a window or door to let in fresh air?

A: Our equipment is increasing the rate of evaporation causing the air to feel wetter. Part of our monitoring process includes checking both the conditions indoors and out. If our technicians instruct you to open some windows that may mean that the conditions outside will help in the drying process; otherwise, with the use of our high tech dehumidifiers you will notice much dryer conditions in 24 to 48 hours.

Q: What if we want to do the repairs?

A: The most critical part of water damage is the drying process. After the dry-out has been completed by our trained and certified technicians you may want to do the repairs yourself or hire a general contractor to do the repairs and that would be fine. We can bill your insurance company for the emergency repairs separately. However, Catamount Carpet Cleaning, Inc. has a team of very qualified repair specialists if you would prefer to have us complete the job for you.

Q: Will my insurance company cancel me now that I have made a claim?

A: Because each insurance company is so different, I would advise you to ask your agent or adjuster.

Q: Will my insurance premium go up now?

A: Each insurance company has different guidelines. You will need to ask you agent or adjuster.

Q: What is going to happen with my damaged furniture and/or contents?

A: We will do our best to restore your contents to a pre-loss condition. If we are not able to restore any items we will set them aside to be itemized and turned in to your insurance adjuster. Your Adjuster will determine coverage according to your policy.

Q: What is restorative drying?

A: A few years ago the standard procedure was to remove any wet materials, replacing with new. Today, with much better equipment and training, our goal is to dry-out your structure, saving as much of the structure as possible.

Q: How long will the dry out take?

A: Typically the average water loss takes between 2 to 5 days. If materials have been exposed to water over a long period of time it may take 4 to 7 days.

Q: If it can't be dried, what will be replaced?

A: Our job is to bring you back to a pre-loss conduction. After the dry out process has been completed, we will be able to determine what has permanent damage. At that time we will submit an estimate of repairs to your insurance adjuster for approval.

Q: What is the difference between you and a contractor?

A: We have spent thousands of dollars on specialized training and equipment, dealing specifically with water damage. Our main objective is to minimize the impact on your day to day living. If you hire a general contractor, often they do not understand the concept of saving verses replacing. Just an example: 90% of the time we are able to save drywall with 3 days of drying, without putting any holes in it. If someone comes in and removes all of the drywall, you have turned a 3-day job into about a week and a half process.

Q: Why do I give Catamount Carpet Cleaning, Inc. my deductible?

A: Your deductible is your responsibility to pay. Your insurance company will subtract your deductible from our bill and pay us the balance. As an example, if you have a deductible of \$250.00 and our bill is \$1000.00

Insurance check	\$ 750.00
Deductible	\$ 250.00
Total amount paid	\$ 1000.00

Q: Why do you have to monitor the job so often?

A: For us to achieve the best results, we need to closely monitor the dry out process. This may include moving, adding, or removing equipment and checking humidity and temperature readings.

Q: What is microban, and why do you apply this product.

A: Microban is an antimicrobial, which is designed to inhibit, destroy, or prevent the development of microorganisms. Many times we will use this product as a precautionary step. **Your health is our main concern.**

Q: How much is my electric bill going to be with all of this equipment?

A: We have made every effort to use equipment that maximizes the fastest drying time but consumes the least amount of power necessary to achieve the best drying time and results. Below is an approximate cost for each piece of equipment.



\$.25 per day



\$.75 per day



Small \$ 1.25 per day
Large \$ 1.75 per day

Q: Why must we go through all this paperwork prior to extraction?

A: We try to stay as organized as possible to help insure the quality and customer service you deserve. Paper work is a very important part of the foundation to help us to achieve this.

Q: Should we make arrangements for you to get in our house?

A: Yes, it is very important that we have access to monitor the job. If you are not going to be available, then we need to work out a plan to gain access.

Q: Must I stay in my home during the dry out process?

A: Often you can stay in your home depending on the areas that are affected. You may lose the use of your bathroom, kitchen, etc. If you need to stay outside of your house, you may want to ask your adjuster about additional living expense or A L E coverage.

Q: Why does the adjuster wait so long to inspect my loss?

A: Often the adjuster will wait until the dry out process is complete in order to be able to assess damages. Other times because of our relationship with the adjuster, they may rely on our photos and scope of repairs without doing an inspection of their own.

Q: Why does my house smell so bad?

A: Often times the humidity in your house has maybe doubled or tripled from what is normal and materials are wet that normally are not designed to get wet. If it has been 3 to 4 days since the initial water loss and you start smelling a souring smell, you may be getting bacteria forming. After we have dried out everything the smell should be gone.

Q: Are any of the chemicals used harmful to my pets?

A: You should always avoid contact with chemicals. We advise you to keep any pets away from the affected area.

Q: Is the final choice on the finish product my decision or the adjusters?

A: The choice of repairs is always yours. Your insurance company only owes like, kind, and quality. If you choose to do something else, you may have to pay more out of your pocket.

Q: Do you guarantee your work?

A: Yes, we guarantee our work for 1 to 5 years. Before we complete your job you will need to sign a form of work completion and satisfaction.

Q: Why is it so dry in my house?

A: It is our goal to get the air in your house as dry as possible by doing this it speeds up the drying process; however, it may feel dryer then you may be used to. You may also need to water any plants more often.

Q: Can I turn off the equipment at night?

A: No, we really need to keep the equipment running. By turning off the equipment it may increase the chance of mold growth.