

# IMPORTANT.....

## 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 question and many more.....*



*Thank you for choosing*



**(630) 654-2084**

*Dear valued client,*

*Hi my name is Steve D'Aquila, owner of Action Cleaning Systems 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 apx. 10 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. We not only offer full dry out and repair,

Below are some of the services we provide:

- ❑ Water Damage Restoration
- ❑ Content cleaning
- ❑ Set-up of Scientifically balanced/monitored drying chambers
- ❑ Odor control
- ❑ Disaster Clean up

Below are some of the training we have received to offer you a quality service:

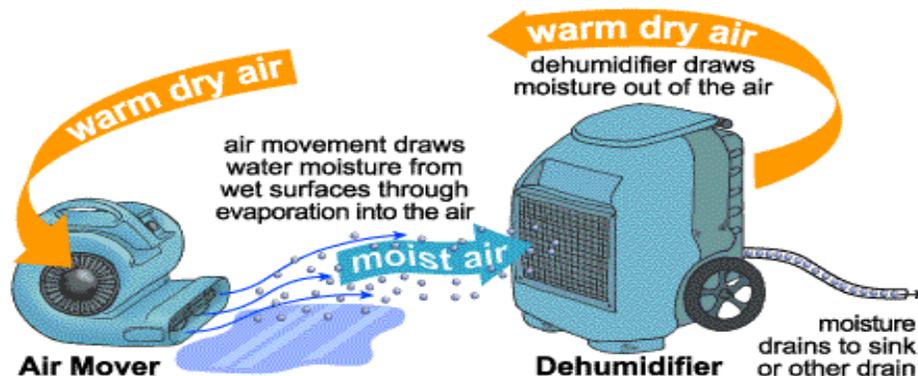
We are IICRC certified in

- ❑ Upholstery Cleaning
- ❑ Carpet Cleaning
- ❑ Water Damage Restoration (ASD)
- ❑ Odor Control

**DriEaz:** Advanced restorative drying techniques.

As the owner of Action Cleaning Systems Inc. I would be happy to hear any suggestion or comments that may increase the quality and service we offer. Please fill out our comments and testimonial form.

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 is competitive with all restoration companies. 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 Action Cleaning Systems 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 @ (630) 654-2084 or (630) 484-6573**. 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 our trained and certified technicians have completed the dry-out, you will need to hire a general contractor to do the repairs.

**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 condition. After the dry out process has been completed, we will be able to determine what has permanent damage.

**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. 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: Do I need to do anything?**

**A:** We have worked very hard at building a business where your responsibilities are very minimal. For the most part you should be able to just go about your daily activities without much worry or concern.

**Q: Why do I give Action Cleaning Systems Inc. my deductible?**

**A:** Your deductible is your responsible to pay. Your insurance company will subtract your deductible from our bill and pay us/you 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
<b>Total amount paid</b>	<b>\$ 1000.00</b>

**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:** Micro ban (see insert) 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. This can be itemized as part of your claim.



\$29.00 per day



\$29.00 per day



Small \$ 125.00 per day  
Large \$ 175.00 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 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: Do I contact a contractor or does Action Cleaning Systems Inc?**

**A:** We are specialized in Water Damage Restoration and do not facilitate for repairs. You will need to contact a contractor yourself.

**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 full year. 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.

**Q: Do I have to replace with the same materials, or can I upgrade?**

**A:** You may upgrade; however we will need you to sign a change order. Showing the difference in price and giving us the authorization for repairs, and you agreeing to pay the difference in cost.

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

**“I appreciate your prompt response to my request. You were able to quickly assess the situation and explain it clearly and concisely. Your estimate was both comprehensive and understandable. Once I approved the work, you quickly, quietly, and carefully brought in your modern and clean equipment. You showed great patience as you explained your instrumentation and specifically showed me the problem areas. Again, Thanks for your efforts. Please don’t hesitate to use me as a reference anytime in the future.”**

**Nationwide Insured:**

*Tom Jaskowiak - Downers Grove, IL.*

**“Thanks for doing a great job on my Aunt’s house. I will never forget how respectful you were of my family’s belongings. It meant a lot to us.”**

*Linda Sanders – Hinsdale, IL.*

**“I Just wanted you to know that I called Nationwide Insurance to sing your praises. In a chaotic time, you arrived at our house quickly and had the situation under control. The fans were running immediately and the dry out process had begun. I appreciate that you came back every morning to check on the drywall and the fans. It was a relief to know that you had a plan. You were very encouraging when we were so soggy! I told Nationwide that they should feel free to recommend Action Cleaning Systems to their clients because you were professional and dependable. Thank You for your quality work.”**

**Nationwide Insured**

*Diane Patton – Woodridge, IL.*

**“We had a backup occur, from our septic system. We called All Pro Restoration and they came on a Sunday and went to work. They cleaned up the mess and removed some drywall, the carpet, disinfected the whole area, then dried the area with large fans. The drywall was replaced, carpet replaced, walls painted, furniture replaced and all looks like new. I would recommend them highly to do a good and thorough job.”**

*Kathy Fancher – Downers Grove, IL.*

**“Steve came to our house the evening our agent contacted him. He began taking steps immediately. He helped to clear the basement of belongings and start the drying process. He was always very courteous and trustworthy. Considering that my husband is suffering from a disease that prevented him from entering the basement and the decision-making was falling on my shoulders, those qualities were very important to me. I would not hesitate to recommend Action Cleaning Systems to others having flooding problems and would use them again myself. Hopefully that will not be necessary.”**

**Nationwide Insured**

*Lynnette Arendt – Glen Ellen, IL.*