



TSR VIRTUAL COFFEE BREAK



WELCOME!

- **Questions?** Type them in the chat or Q&A window at anytime. We'll have time at the end. For everything else, contact Sales@TriStateRestores.com.
- **We are recording!** Links to view the video & PDF presentation will be shared with you tomorrow morning. *Visit TriStateRestores.com/VCB for a complete archive.*
- **Starbucks Gift Cards:** 10 attendees today will take home a caffeinated gift!
- **After the VCB:** Please complete the post-event survey, see you August 30!
- **Liked this Presentation?** Share a review of TSR on Google or Yelp for a \$25 Amazon Gift Card* (*Subject to Google Review/Approval)
- **Stay till the end** – ONE lucky attendee will **win a Crumbl Prize Pack** (worth \$50!)



WHO WE ARE



FAMILY OWNED - LOCALLY OPERATED - ESTABLISHED FIRM

Tri State Restorations LLC® is an independent commercial and residential disaster recovery firm based in the Washington D.C. Metropolitan area (MD/DC/VA). We specialize in the mitigation, remediation, removal, cleanup and restoration efforts of large and small water, fire, mold, biohazard, lead & odor caused damages.

Our company's mission is *Turning Disaster Into Peace of Mind®* because we're committed to easing the burden of handling your property disaster by providing you with the best customer experience and services available.





SUITE OF SERVICES

We're Your Local DMV Area Commercial & Residential Disaster Recovery Experts.



Water Extraction,
Mitigation &
Property
Restoration



Mold Remediation
& Lead Abatement



Fire/Smoke
Restoration & Odor
Control



Biohazard &
Trauma
Disinfection &
Cleanup



Sewage Mitigation,
Extraction and
Disinfection



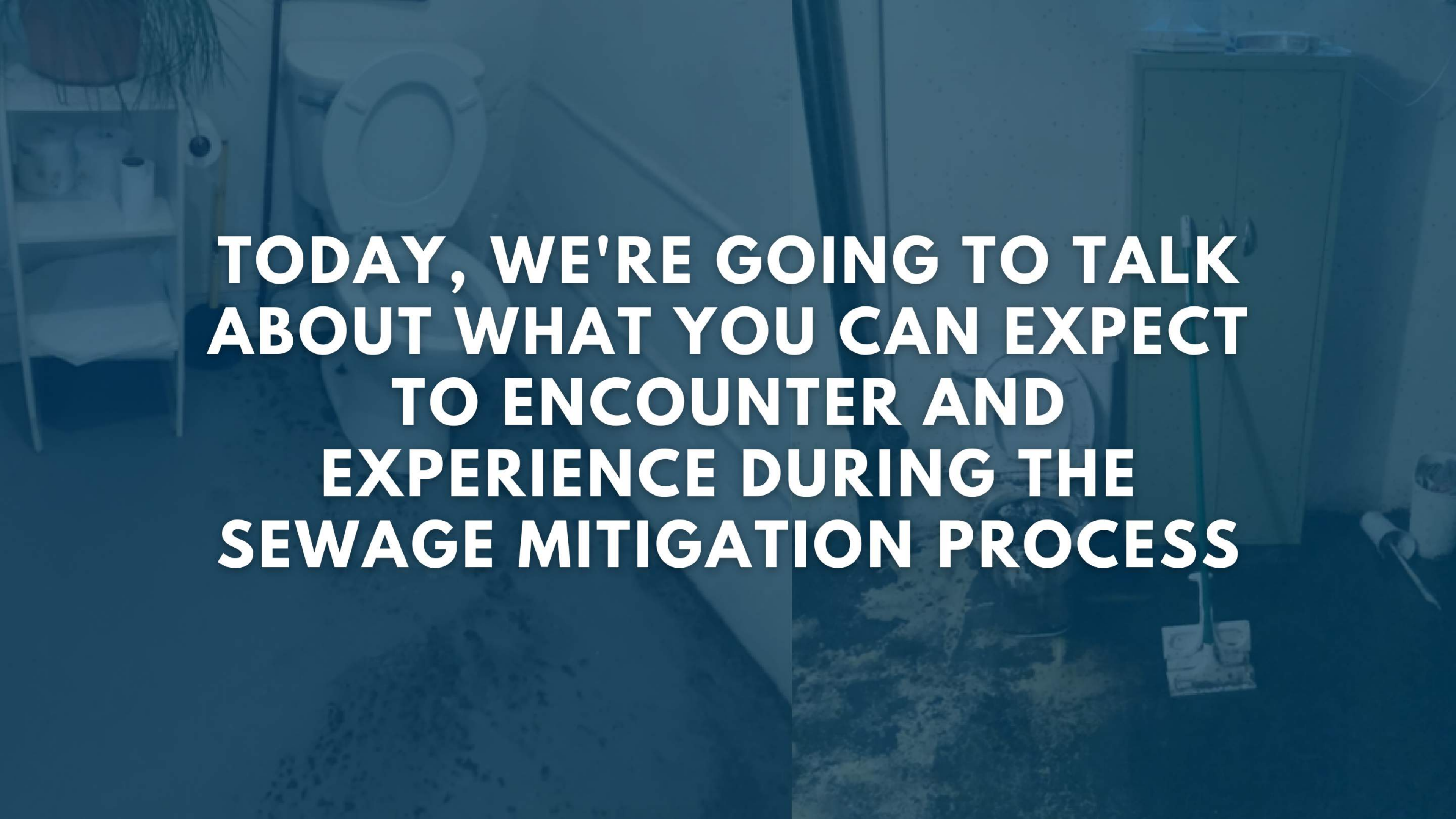
LICENSED + INSURED + RELIABLE

- IICRC Certified Firm
- EPA Lead Safe Certified Firm
- IAQA SMART Mold Firm
- 5-Star Rated
- TSR Employees are Infectious Disease & Bloodborne Pathogen Certified
- EPA Licensed Asbestos Inspector



AVAILABLE 24-7



A blue-tinted photograph of a bathroom. In the center, a white toilet is visible. To the right, there is a white cabinet or vanity. The floor appears to be dark and possibly wet or stained. The overall scene is dimly lit, with the blue tint dominating the color palette.

**TODAY, WE'RE GOING TO TALK
ABOUT WHAT YOU CAN EXPECT
TO ENCOUNTER AND
EXPERIENCE DURING THE
SEWAGE MITIGATION PROCESS**



DANIEL EPPS

DISPATCHER, TRI STATE RESTORATIONS

Dispatcher & customer service extraordinaire, Daniel Epps is typically the first voice you hear on the line when you're calling Tri State Restorations to report an emergency. His role is to guide our customers through the process of restoring a property after a loss - from start to finish - and schedules our team of IICRC certified technicians to provide mitigation and remediation services.

Prior to TSR, Daniel worked as a high school Spanish Language teacher, utilizing the skills he learned teaching english as a second language while living abroad in Spain. Growing up, Daniel moved around a lot, as his father was in the military, but he found that when it came time to settle down, he had developed his strongest roots in the Gaithersburg/Germantown area community. Looking for homes to purchase with his wife, Sara, and son Sam, they found the perfect home to grow their family, right here in Clarksburg, Md.



RESTORATIONS*



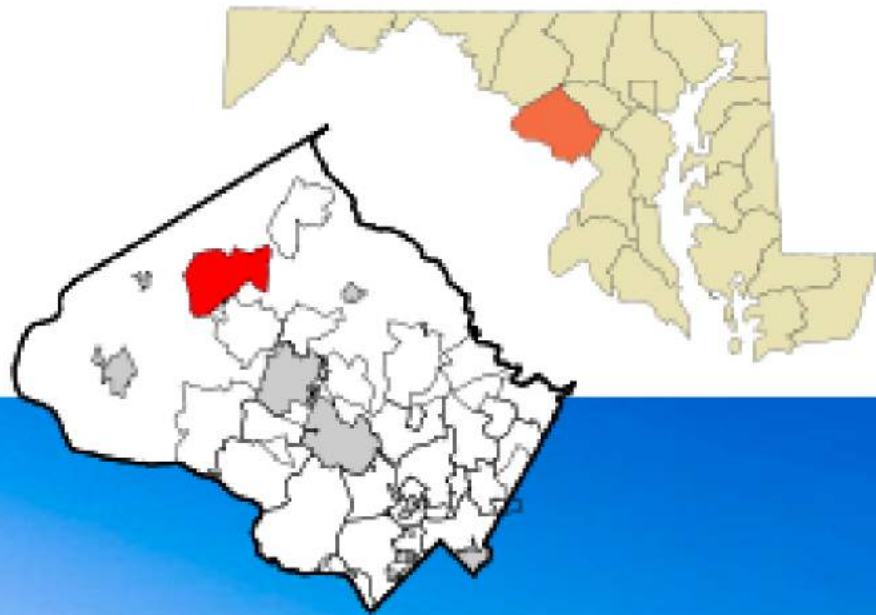
ABOUT CLARKSBURG, MD



Clarksburg is a census-designated place and an unincorporated area in northern Montgomery County, Maryland, United States. It is located at the northern end of the Interstate 270 technology corridor, approximately four miles north of Germantown and 31 miles north of the District of Columbia.

Clarksburg is named for trader John Clarke, and was established at the intersection of the main road between Georgetown and Frederick and an old Seneca trail.

One of its earliest white inhabitants was a man named Michael Ashford Dowden, who in 1752 received a patent for 40 acres (160,000 m²) from the colonial government called "Hammer Hill", and two years later permission to build an inn. The inn itself is a footnote in history, hosting the army of General Edward Braddock during the French and Indian War, serving as a meeting place for local Sons of Liberty in the years before the American Revolution, and possibly serving dinner to President Andrew Jackson on his way to his inauguration.



**It's Also the Home of
Tri State Restorations
HQ!**



Here's My Home in Clarksburg, MD



WHEN DISASTER STRIKES A LITTLE TOO CLOSE TO HOME

The afternoon of June 6th, I headed home for my usual lunch-break & caffeine fix, only to find that I had just suffered from a sewage backup in our basement. The biggest red flag was the smell, which led me to investigate downstairs.

This is where I was met with standing water in his shower pan and sink. There was wet, squishy & saturated flooring leading out of the bathroom into the main area of the basement.

My first thought was: Holy cow, we just refinished this basement!

My second thought: No one at work is going to believe this. 🤔

Affected materials included my BRAND NEW vinyl plank flooring, carpet, padding, baseboards and freshly painted drywall.

The flooring in the basement bathroom was already starting to buckle, and before touching anything. - **I knew just who to call ...**



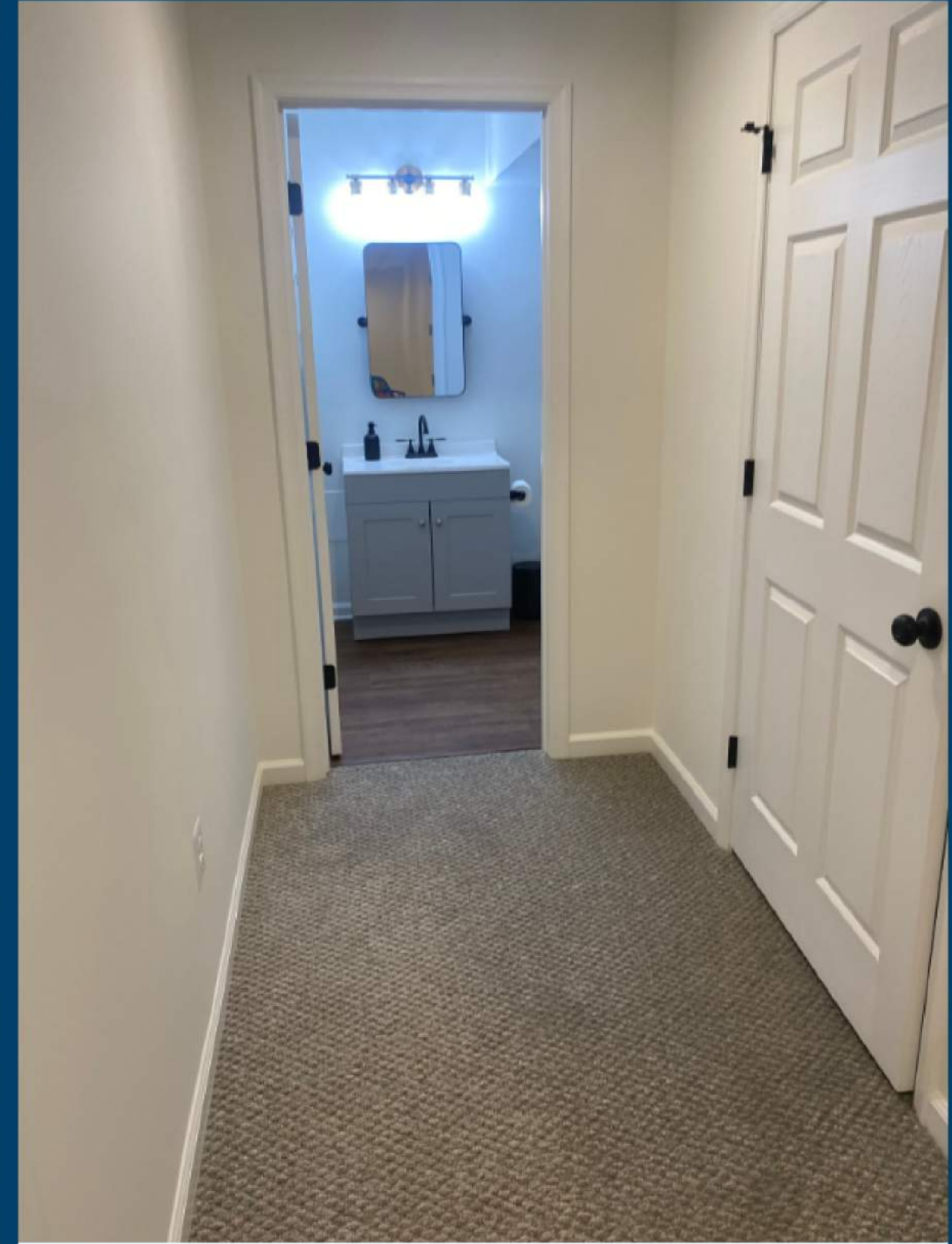
TRI STATE RESTORATIONS!

24/7: 866-818-1949



**SO, HERE'S MY STORY OF
CAT 3 WATER DAMAGE
RESTORATION:
FROM START TO FINISH**





Before Mitigation



10-STEP RECOVERY PROCESS

1. **Arrival & Onsite Damage Assessment**

2. **Containment of Unsafe Areas** (IF NEEDED)

Isolate to prevent airborne effects from mold, microbials or toxins

3. **Pre-Mitigation Photos & Property Inventory**

(Photographs and/or Matterport 360 Capture)

4. **Content Manipulation**

Move unaffected items into an unaffected space. Send salvageable belongings that require professional cleaning to our facilities. NOTE: No porous materials are deemed salvageable if affected by Cat 3.

5. **Water Extraction**

6. **Removal of Affected Materials**

All porous material including drywall, insulation, paneling, baseboards, tile flooring, carpet, padding etc.

7. **Deep Cleaning**

Triple extraction required for Category 3 losses

8. **Disinfection & Antimicrobial Treatment**

9. **Drying Equipment Set Up**

10. **24-72 Hour Drying Process**

Equipment checks & moisture assessments performed daily by TSR technicians



PRE-MITIGATION: FINDING & ELIMINATING THE SOURCE

In my case, the main line needed to be cleared prior to dispatching my team to ensure we were not at risk of additional backups.

Typically, the source of the damages will need to be fixed prior to extraction and mitigation. This ensures that your property is no longer at risk of further intrusion and damages.

However, that's not *always* the case. If the water source is from a pinhole leak or hot water heater and the pipe can be shut off prior to a permanent resolution taking place (i.e. Calling a Plumber), a restoration company can proceed prior to the source having been fixed.



COMMON CAUSES OF WATER DAMAGE



Plumbing Issue or Accident

Appliance Malfunction (dishwasher, refrigerator, washing machine, hot water heater or HVAC)

Main Line/Sewage Backup

Sump Pump Failure

Heavy Rains & Flooding

Poor Property Grading or Foundation Issues

Roof Leak or Damages

Natural Disaster (Hurricanes/Flooding)

RECOMMENDED RESPONSE TIME: Within the First 24-48hrs

It may not seem like much water at first, but waiting to react can have serious consequences. Water migrates fairly quickly and what at first seemed like a puddle, may have now destroyed an entire ceiling's worth of drywall, paint and fixtures.

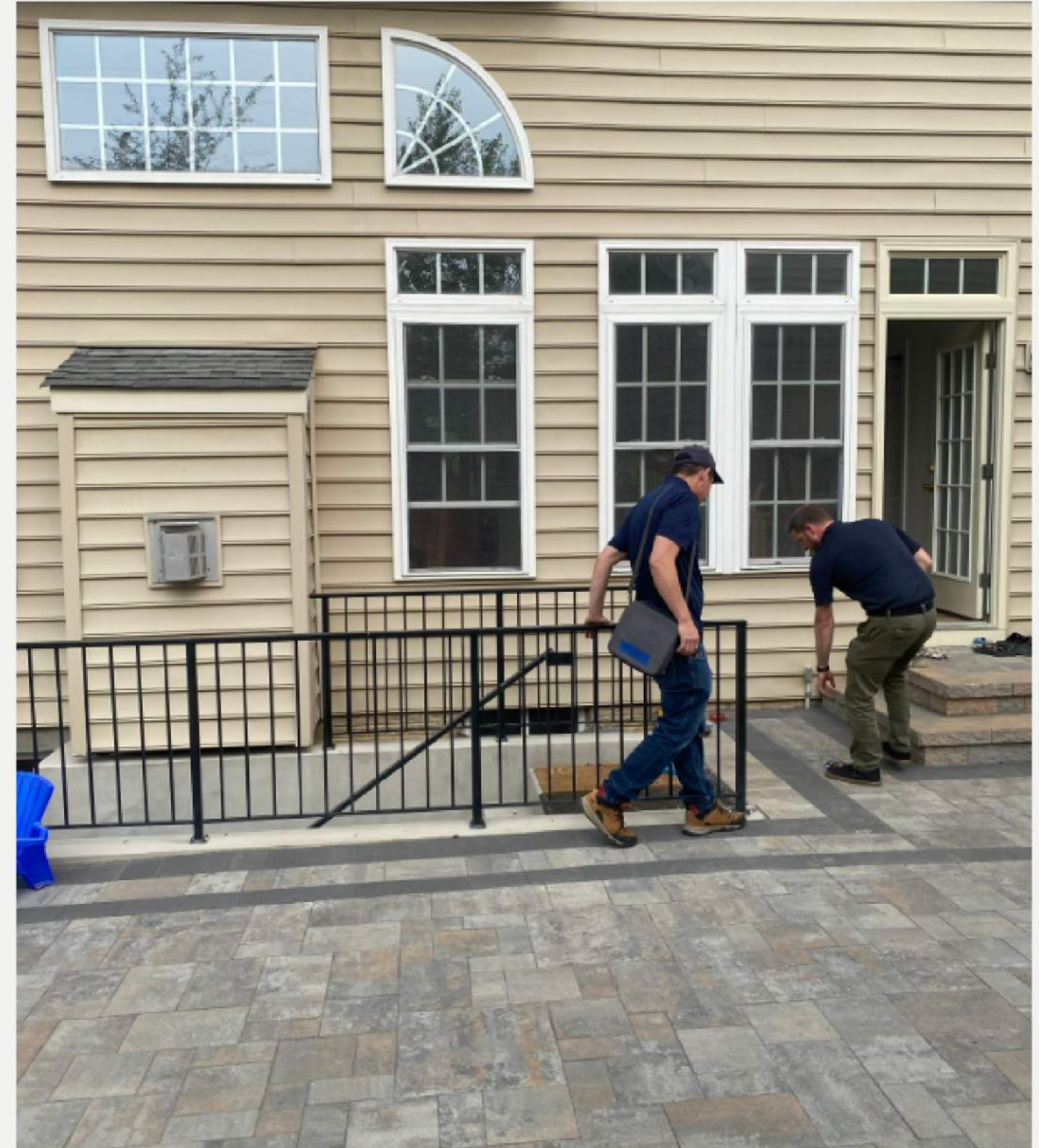
A quick response to mitigate water damage means that a restoration contractor like Tri State has a better chance of being able to salvage and dry your property's affected building materials after a water damage incident. This saves you money during both the demolition and reconstruction phases of your loss. NOTE: Due to the nature of the damage or materials, some affected items may be deemed unsalvageable prior to drying.

WHY ONSITE INSPECTIONS ARE NECESSARY:



Factors Used to Classify Category 3 Losses Can't Be Determined Remotely:

- Strong odor present in affected areas
- Water came from an above ground outside source
- Animals are present on the property (hidden pet feces or urine in carpet padding or subfloor.)
- Chemicals or hazardous materials are present in affected areas (mold, gas & oil, paint cans, pesticides, blood, etc.)
- Water has traveled through insulation or other harmful building materials



MOISTURE & DAMAGE ASSESSMENT

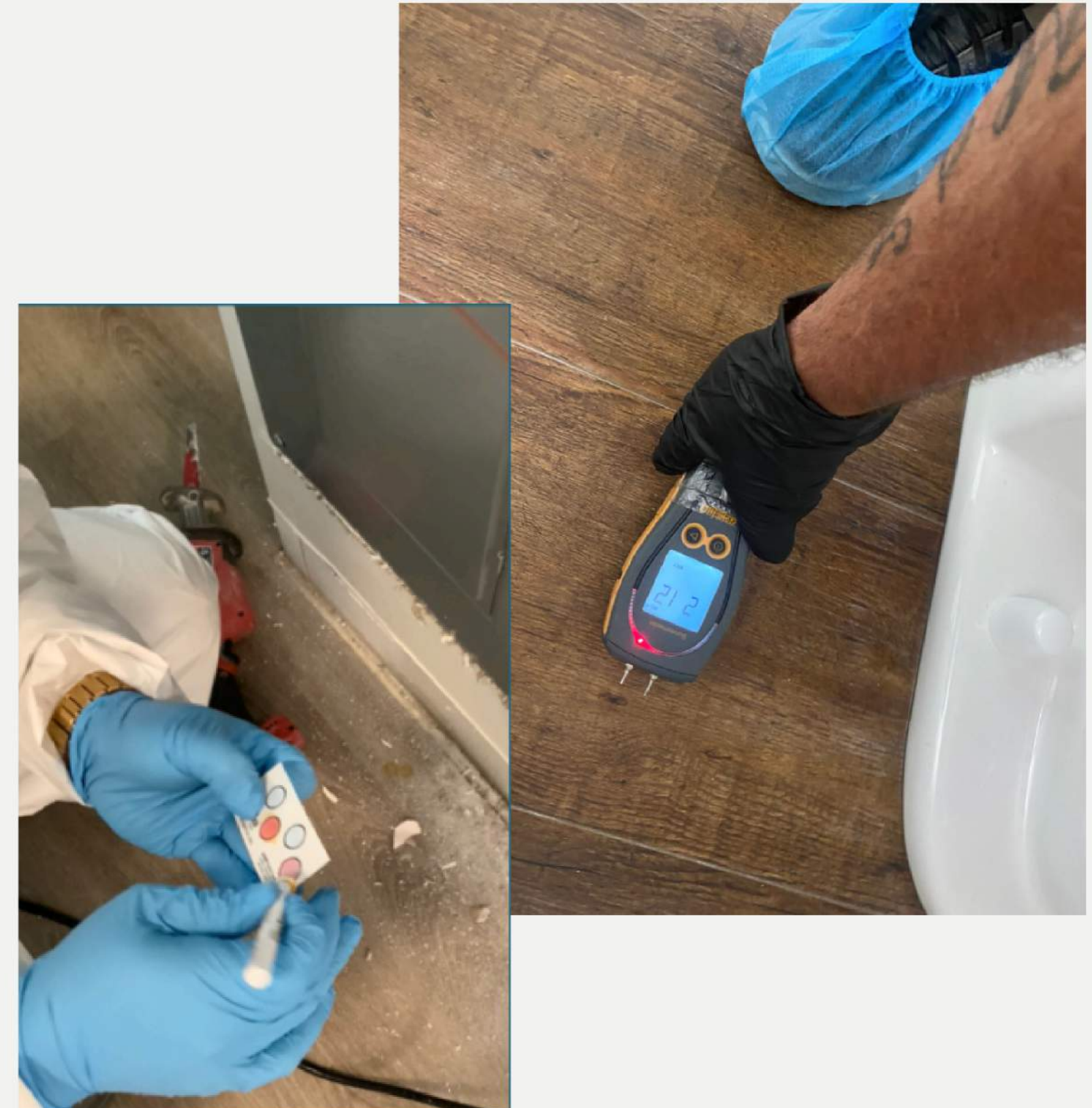


When Tri State technicians arrived, they began with a visible assessment and took moisture readings of my property's floor, walls, ceiling, studs, subfloor and an unaffected room.

If your property is pre-1978, TSR will also complete lead/asbestos tests. My home was built in 2005 so we did not go through this process. (sample lead test photo on right)

Next, my team of technicians took pre-mitigation photos and recorded the materials affected (drywall, hardwood floors, plaster, etc.) and the level of moisture detected in each.

Then, the team took measurements of all affected areas to finalize our scope of work and plan for the necessary equipment to be installed.



DEVELOP A SCOPE OF WORK



Sight unseen, it's very difficult to gauge the scope of work required. A Category 3 water damage service call could cost anywhere between \$2,500 and \$20,000+

- What level of the property was affected?
- What type of flooring? *Tile/Carpet/Wood/Laminate require additional labor compared to concrete flooring. If there's linoleum flooring, do we need to provide asbestos testing?*
- What type of walls? *Plaster is more labor intensive than drywall.*
- How many rooms were affected? What's the sqft? *Larger affected areas require more equipment.*
- Is there furniture or storage? Is it salvageable or not? *Salvageable items will need to be packed up and moved to a non-affected area. ***All porous contents are deemed unsalvageable in a Category 3 loss.*

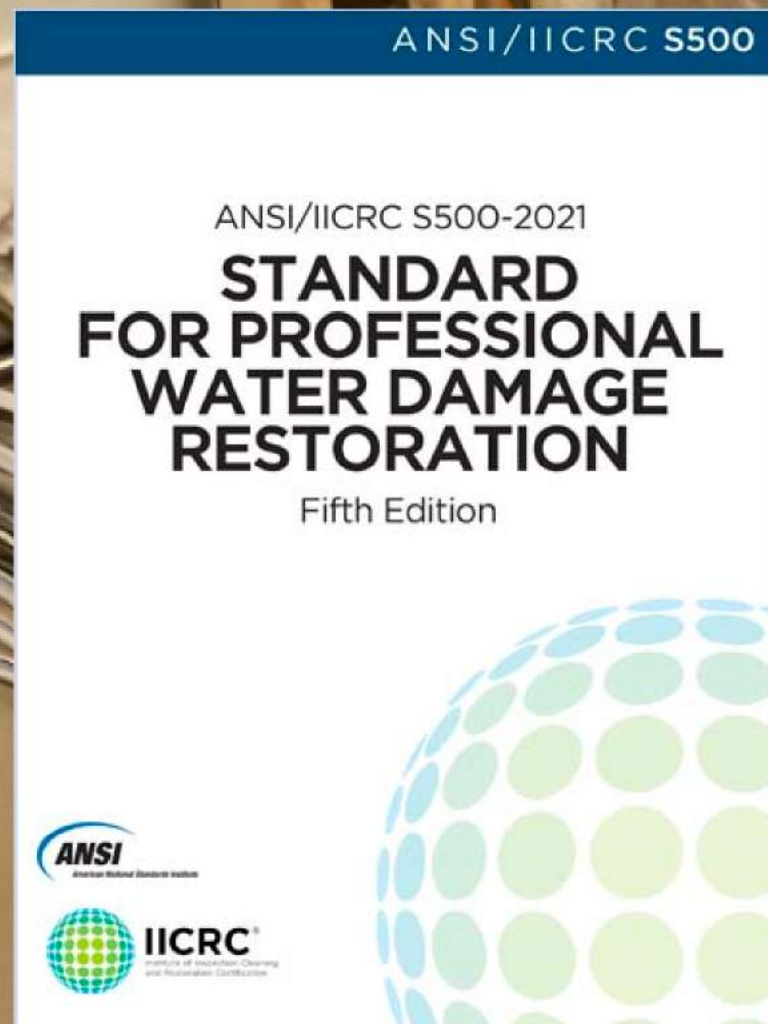




OUR STANDARD OPERATING PROCEDURES

"The IICRC S500 is an ANSI Accredited Standard that describes the procedures to be followed and the precautions to be taken when performing water damage restoration in residential, commercial and institutional buildings, and the systems and personal property contained within those structures.

It is the purpose of this Standard to define criteria and methodology used by the restorer for inspecting and investigating water damage and associated contamination, and for establishing water damage restoration work plans and procedures."





EXAMINING A WATER SOURCE

The Institute of Inspection Cleaning and Restoration Certification (IICRC) states that "before restoration begins, the source or sources of moisture intrusion should be located and eliminated, repaired or contained to the extent practical. In some cases, it may be appropriate to mitigate the spread of damage by starting procedures (e.g., humidity control, extraction(s)) that prevent further water migration, even before the source is found and contained or repaired."

12.2.5 - IICRC S500 Standard for Professional Water Damage Restoration





CATEGORIES OF WATER AS DEFINED BY IICRC

Tri State Restorations, LLC operations adheres to the industry standard operating procedures as produced by the IICRC. The *IICRC Standard for Professional Water Damage Restoration (IICRC S500)* is a procedural standard that defines the 3 categories of water and the correct procedures to mitigate each. Knowing the differences between Category 2 and Category 3 hazards are an important part of the restoration process.

The S500 defines the 3 categories of water as:

1. **Category 1** water: Sanitary “Clean Water”
2. **Category 2** water: Contaminated “Grey Water”
3. **Category 3** water: Grossly Contaminated “Black Water”





CATEGORY 3 WATER DAMAGE DEFINITION

What makes a category 3 property loss uniquely hazardous?

The IICRC S500 defines Category 3 water damage as water that is “grossly contaminated and can contain pathogenic, toxigenic, or other harmful agents and can cause significant adverse reactions to humans if contacted or consumed.” Examples of Category 3 water damage can include:

- Sewage & wastewater line backup
- Seawater
- Wind-driven rain from hurricanes & tropical storms

Not sure what type of water damage you have, or what you may be susceptible to? Contact us 24/7 at 866-818-1949



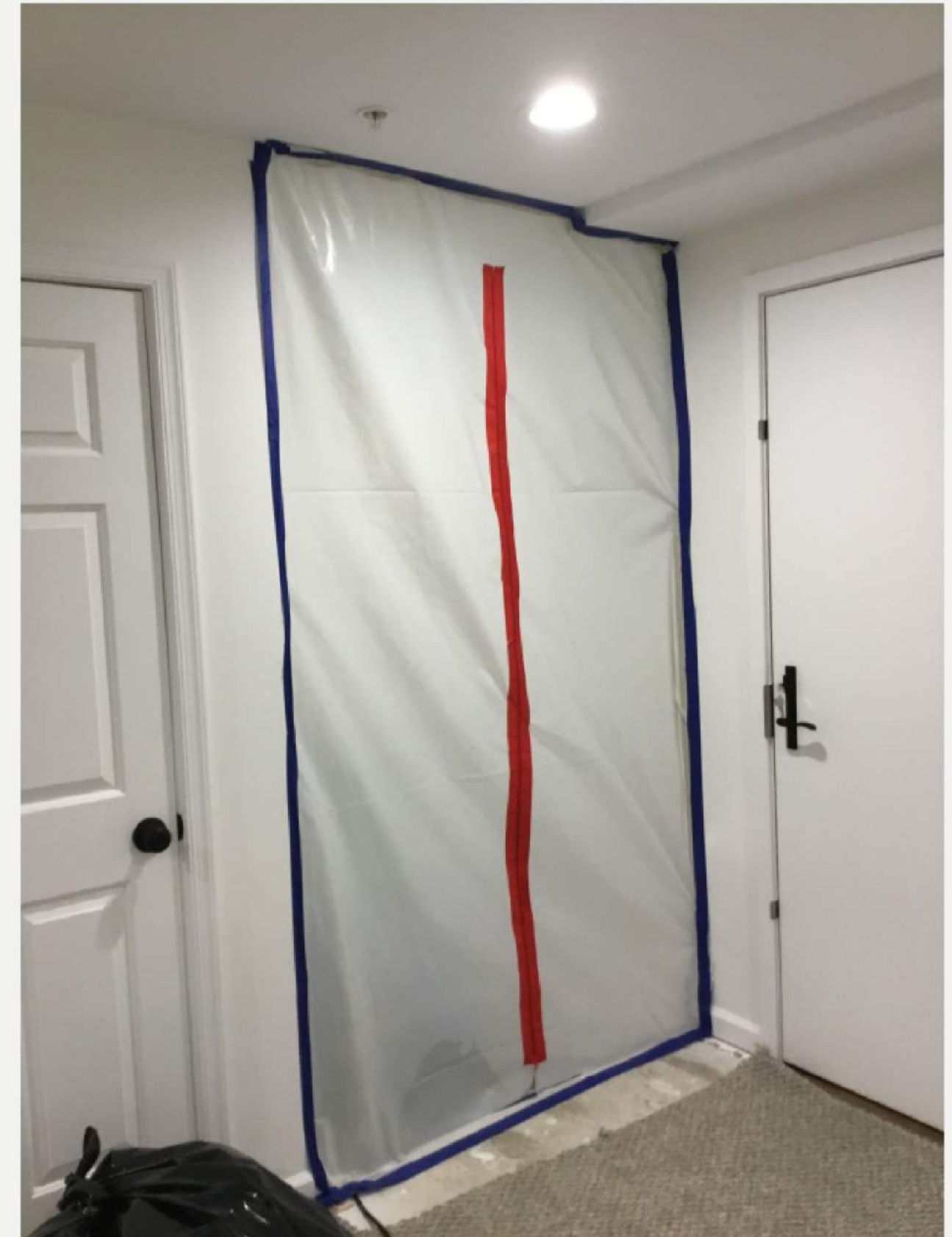
CAT 3 WATER DAMAGE CAN ALSO LOOK LIKE THIS:



CONTAINMENT: PROTECTING UNAFFECTED SPACES FROM CONTAMINATION



Containment areas are set up to seal off and place controlled airflow to prevent cross contamination with unaffected areas. (My home's photo is on the far right.)



CONTENT MANIPULATION



Fortunately, there wasn't a lot of contents in the affected areas of my home, just random items in storage, though we did have to toss an entire case of mac and cheese!



INITIAL EXTRACTION



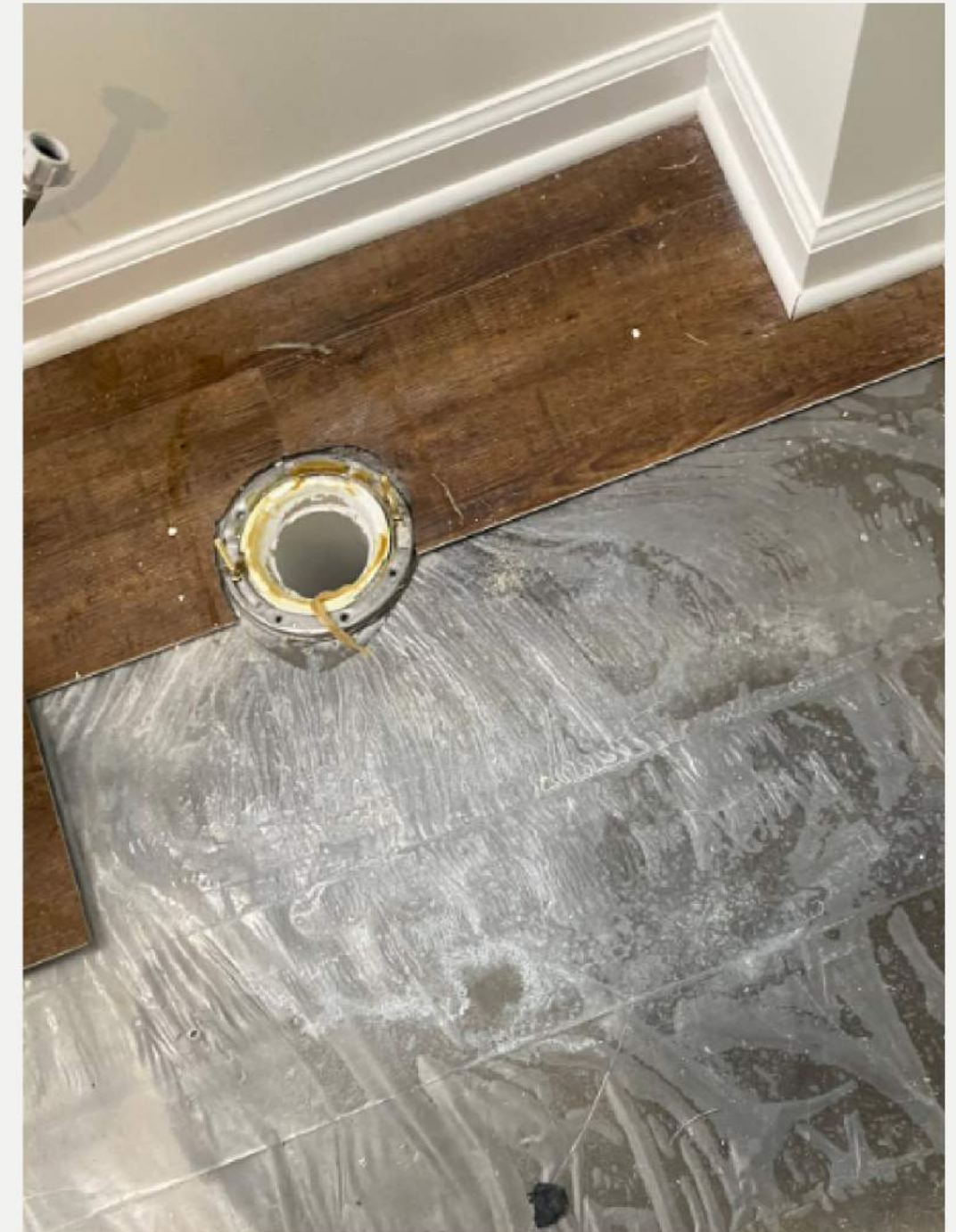
Water extraction is the process of taking water from any source and transferring it to another. Restoration companies that specialize in water damage mitigation extract water in an effort to remove excess or standing water from your property. This process is done **immediately following a disaster** and prior to mitigation efforts to minimize property damages, prevent mold and microbial growth that could pose serious health risks and restore the property to its former condition.



UNREMOVABLE MATERIAL REMOVAL



All porous contaminated materials like drywall, carpet, pad, baseboards, upholstery, drapery, clothing and particle board base furniture **MUST** be removed and disposed of properly after a Category 3 loss.



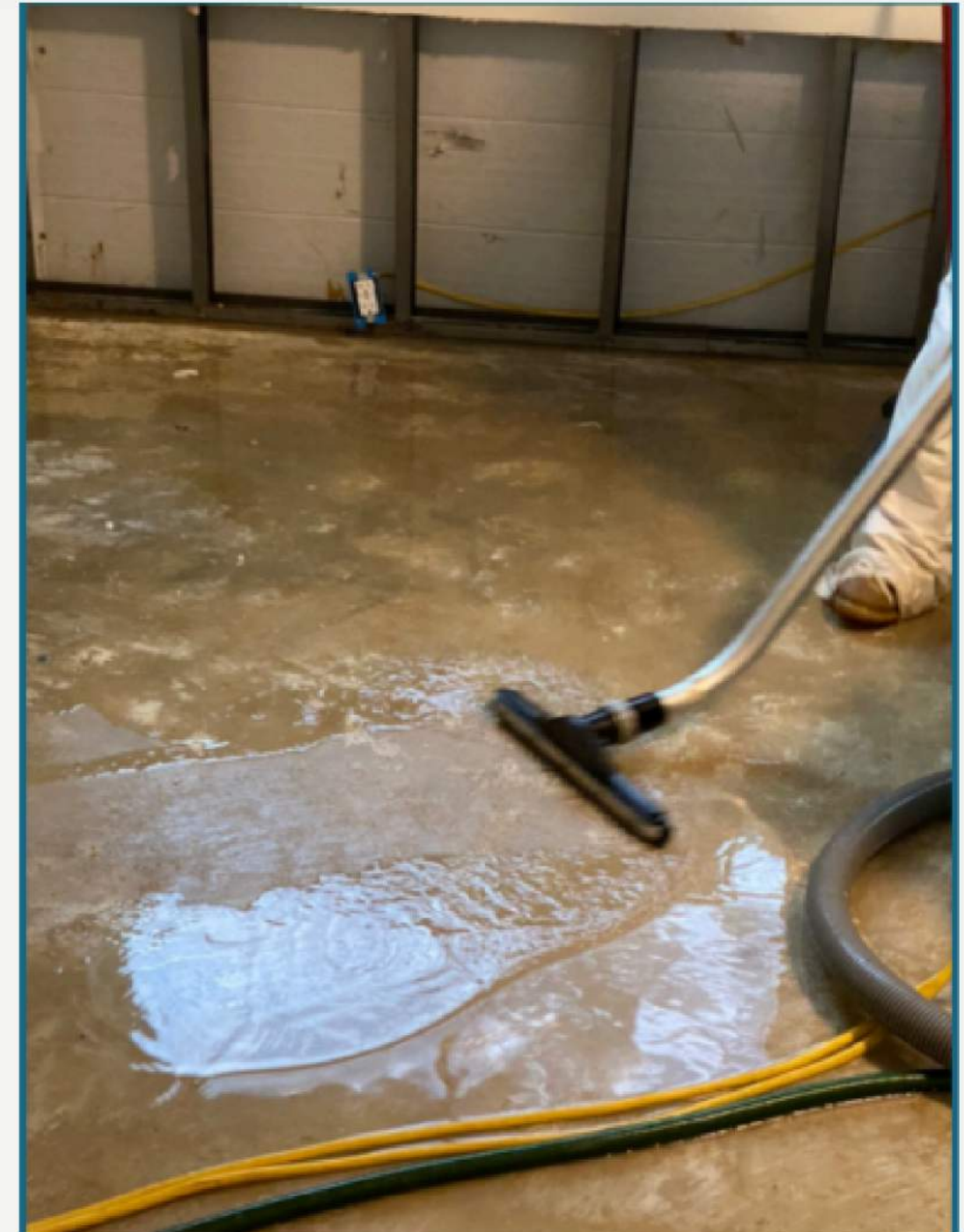


MOISTURE WAS SANDWICHED BETWEEN THE FLOORING & SUB FLOOR, THIS IS A PERFECT EXAMPLE OF WHY YOU CAN'T LET THINGS AIR DRY, BECAUSE THE SUB FLOOR WILL NOT DRY PROPERLY WITHOUT FIRST REMOVING THIS TOP LAYER.



CLEANING: TRIPLE EXTRACTION

Once the affected materials have been removed and the initial water has been extracted, the affected areas are flooded three more times and disinfected to ensure safe dwelling environments.



DISINFECTION & ANTIMICROBIAL TREATMENT



EQUIPMENT SET UP/INSTALLATION





RECONSTRUCTION EFFORTS

As you've seen, we had drywall, baseboards, carpet and vinyl flooring removed during the mitigation process, and we needed someone to help us put it all back!

Not only did I turn to Tri State Restorations for assistance with the emergency mitigation and clean up efforts, I also called on them for assistance with the rebuild.



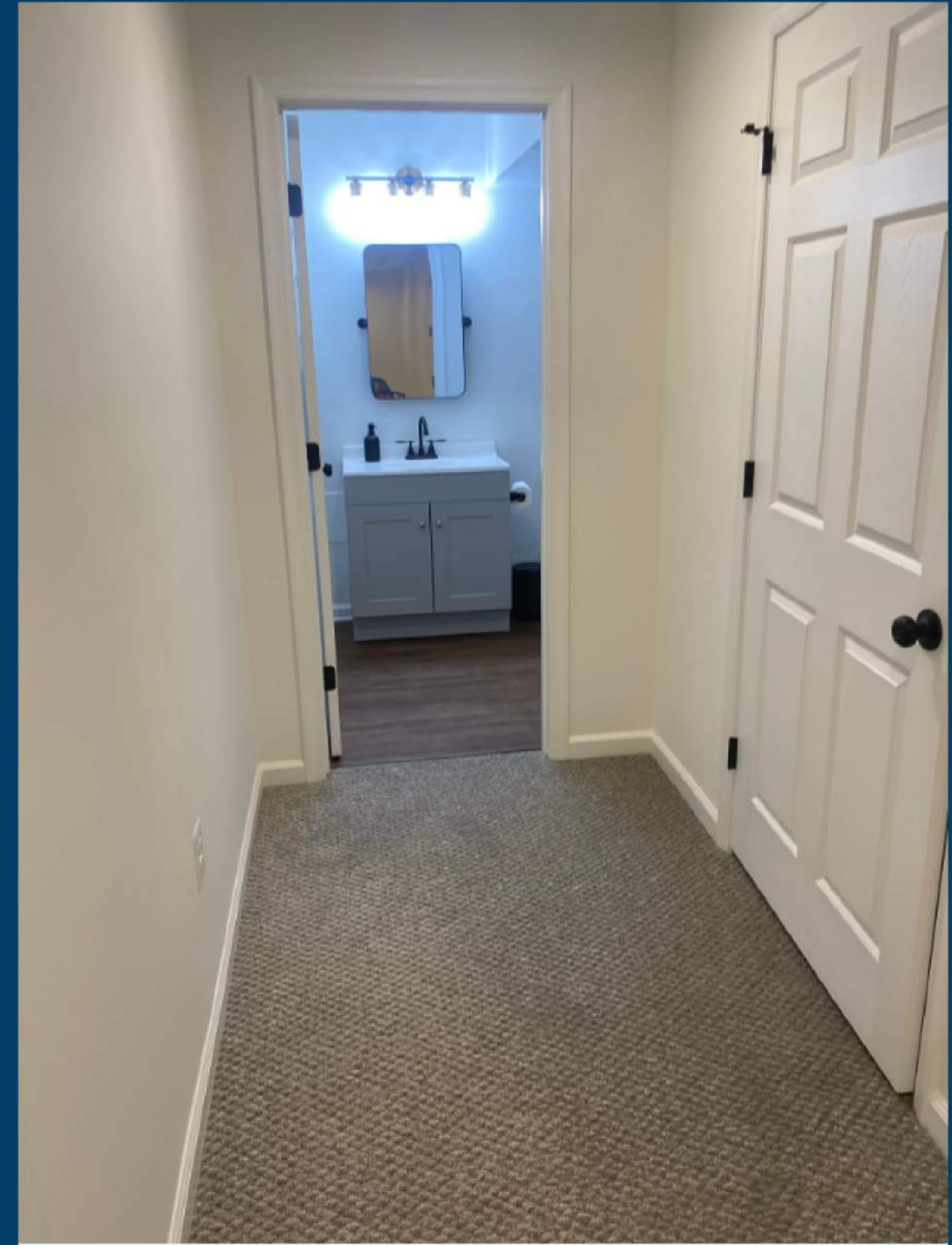
Here I am two months later, and my home has been brought back to it's former glory, like nothing ever happened.

Lets go to the next slide for the reveal photos...

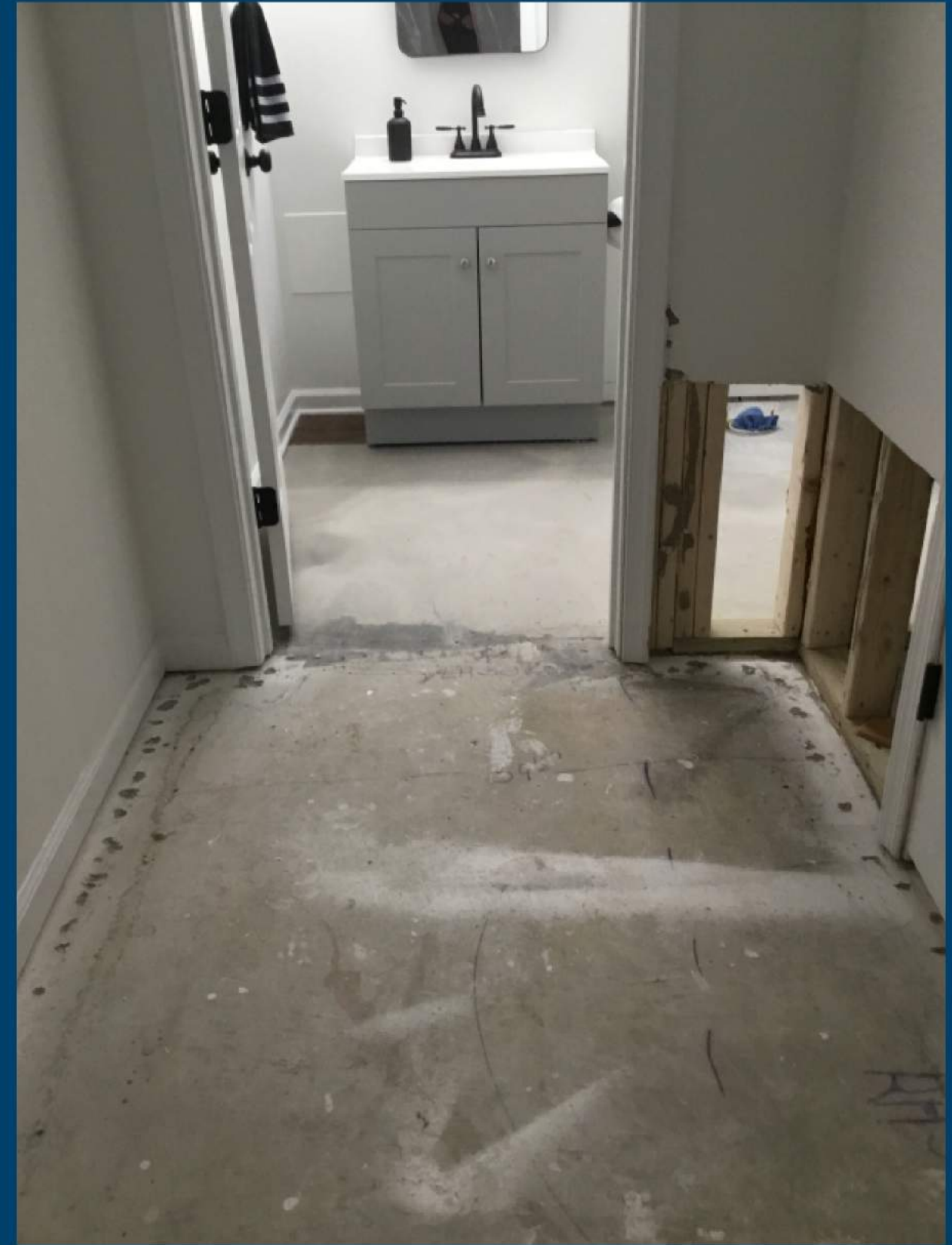
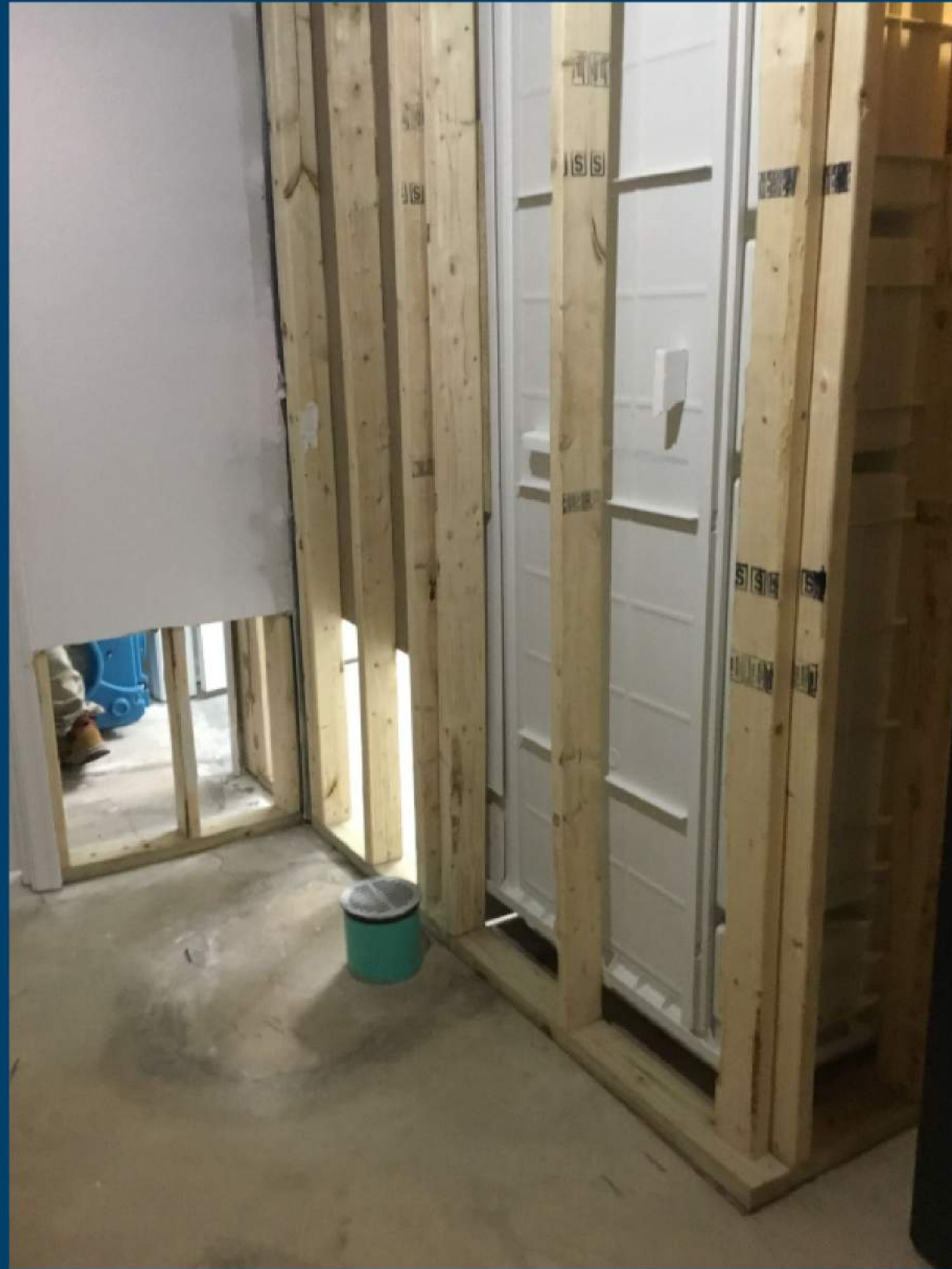
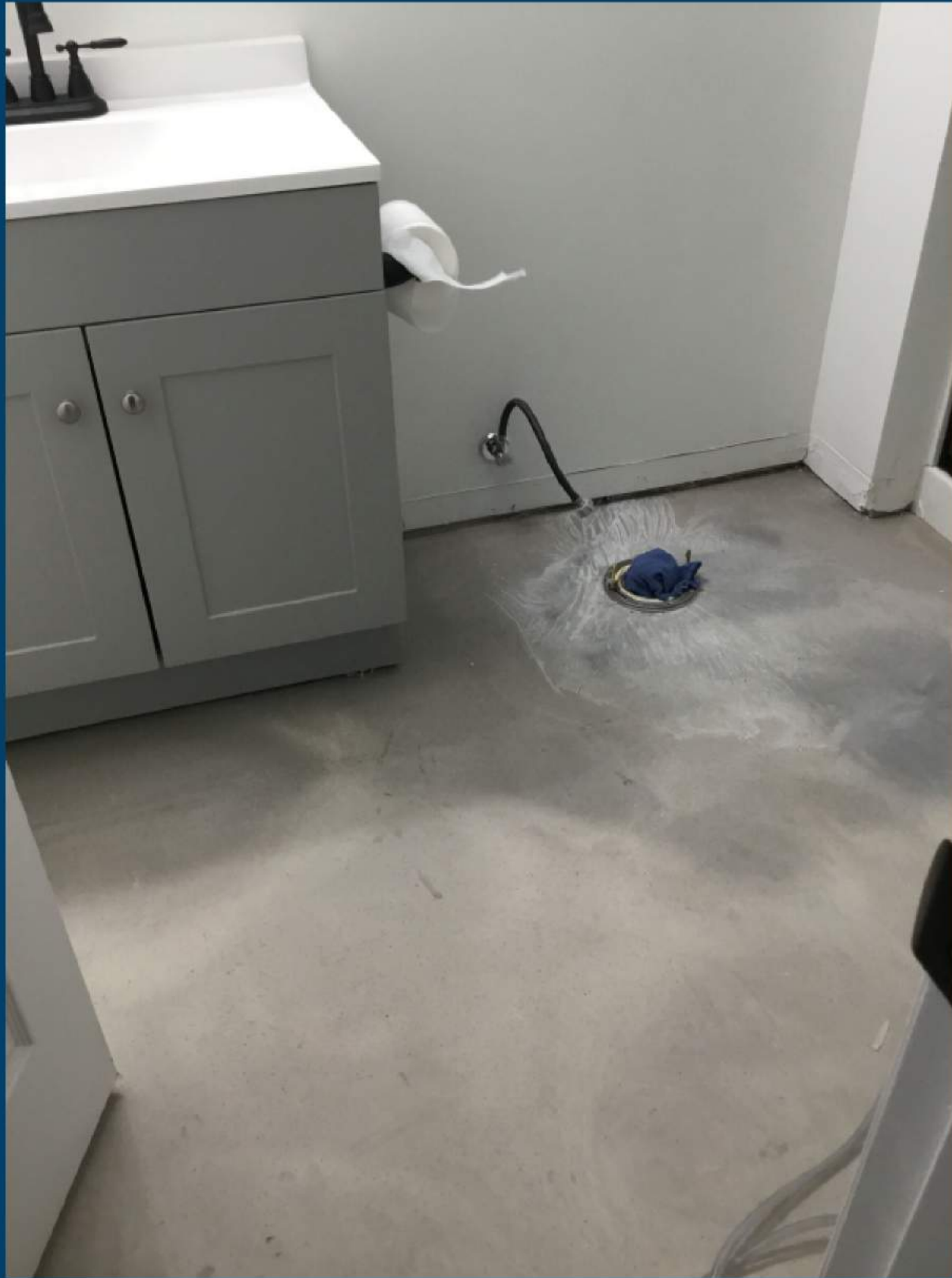


**DID YOU KNOW
TRI STATE ALSO
HELPS OUR
CUSTOMERS TAKE
CARE OF
RECONSTRUCTION
EFFORTS?**

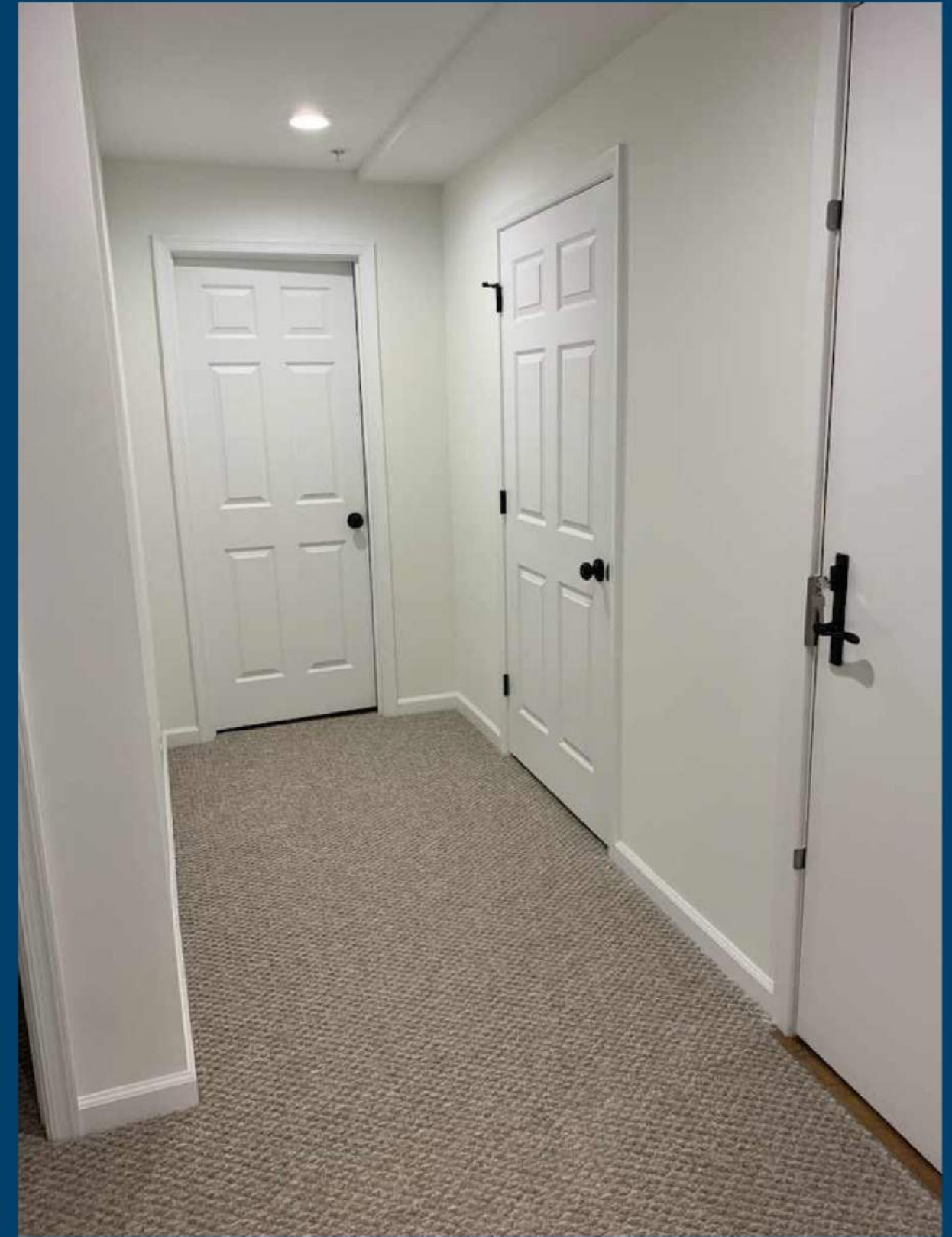




Before Mitigation



Post Mitigation



Post ReConstruction

TOOLS OF THE TRADE



PORTABLE FLOOD EXTRACTOR

A flood extractor can be used for fast water removal from flooded or saturated structures and materials. This device pumps water out of affected areas by using a high powered vacuum. Think "shop vac on steroids!"



WAND & RIDE ON ROVER

These devices connect to a truck mount or flood extractor through an attached hose.

Wands use a powerful seal to maximize carpet compression while still allowing enough airflow to ensure thorough water removal from all carpet types.

Ride On Rover's have the same essential function of a wand, except they provide even more extraction power by utilizing a technician's weight to increase compression.



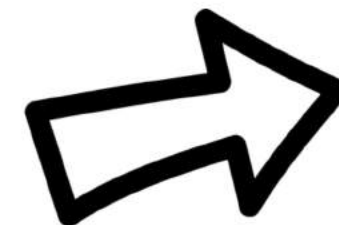
TRUCK MOUNT EXTRACTOR

A truck mount carpet cleaner and water extractor is a floor and upholstery cleaning unit that's generally mounted to the floor of a truck or trailer and uses hot water extraction.

The operator parks near the affected property and connects the vacuum hose and solution line hose into the machine, brings the hoses into the building, and connects a cleaning wand to the end of the hoses.



We Use the El Diablo!





Something to consider when reviewing your annual insurance policy:

Main line backup insurance is often an add on to your policy, and for often less than \$100 a year, you can protect yourself from very costly mitigation and restoration services.

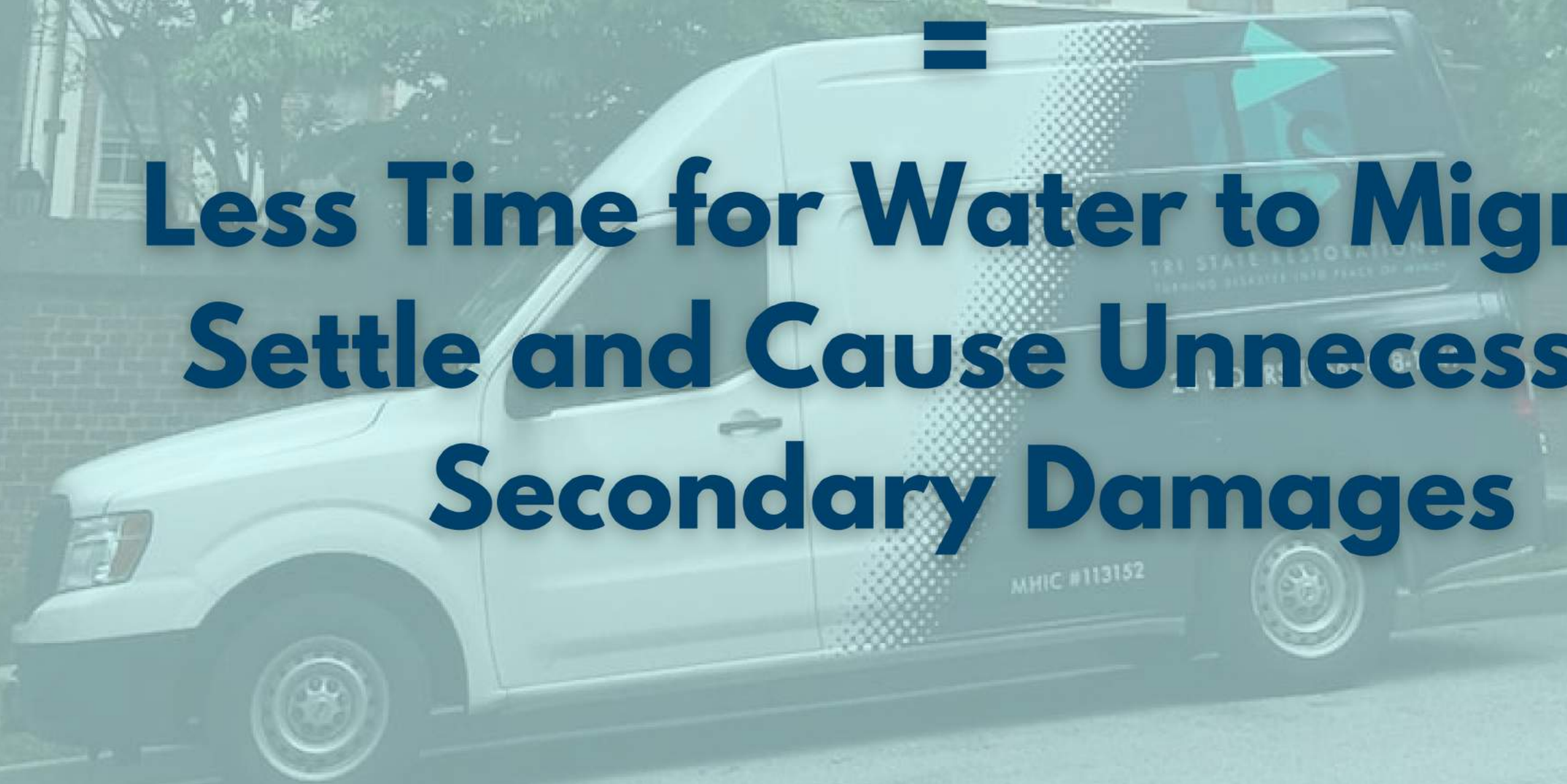
That's right, this coverage isn't included in most property insurance plans unless you ask for it.

If you experience a loss as a result of a sewer, drain, sump pump or related equipment, even if the overflow or discharge occurred because of mechanical issues, not having this coverage could put you out tens of thousands of dollars!

REMEMBER:
Quick Response

=

**Less Time for Water to Migrate,
Settle and Cause Unnecessary
Secondary Damages**



IN CLOSING...

Following proper mitigation standards after a leak, flood, fire or trauma loss is reported is crucial to save time, money and prevent unnecessary secondary property and structural loss.

If you suspect water damage, mold growth, or any other property hazard, give us a call on our emergency services line:

We're available 24/7 to help with your disaster:

866-818-1949





QUESTIONS?

Enter them into the Q&A or chat box now!



HELP US PLAN FUTURE COFFEE BREAKS!

What would you like for us to feature in 2023? Let us know by completing the post-event survey! *As always, today's recording and past VCBs can be found at [TriStateRestores.com/vcb](https://www.tristaterestores.com/vcb)*



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Let us know by reviewing Tri State Restorations on Google, Facebook or Angi and we'll send you a \$25 Amazon gift card!

Note: Google will not accept reviews that do not comply with their terms, visit: <https://support.google.com/local-guides/answer/7400114?hl=en> to learn more



GRAND PRIZE DRAWING TIME!

One lucky attendee will be drawn at random to receive
A Crumbl Prize Pack! (\$50)





SECOND PRIZE DRAWING TIME!

\$5 Starbucks Gift Cards!

Chat us one thing you learned in this presentation to win!

The first 10 responses get a digital gift card.



24-HOUR EMERGENCY LINE

866-818-1949



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SEE YOU AUGUST 30!