



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:** NEW! First 100 Attendees today will receive a \$5 Gift Card!
- **After the VCB:** Please complete the post-event survey, see you June 28!
- **Liked this Presentation?** Share a review of TSR on Google for a \$25 Amazon Gift Card*
(*Subject to Google Review/Approval)
- **Stay till the end** – TWO lucky attendees 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





Categories of Water Damage



**But First, What is
"Water"?**

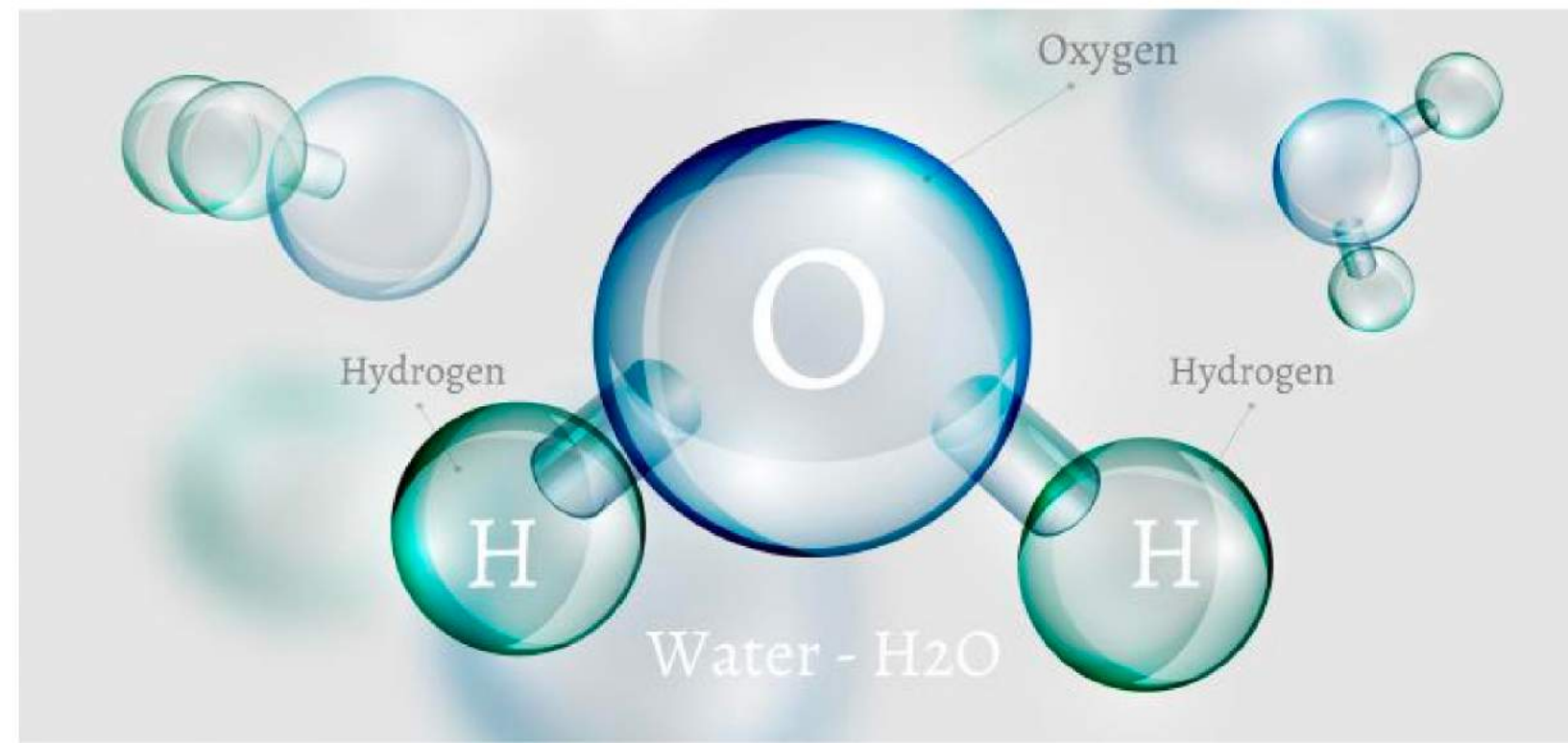


H₂O

Water is comprised of H₂O water molecules. It comes out of our faucets, flows underground and in rivers, oceans, and forms clouds and fog in the air.

But, did you know, it can also travel very quickly?

Water spreads rapidly in an upside down "T" shape, traveling down and then outwards until it cannot migrate any further. Water is also rapidly absorbed by porous materials including floors (yes, even concrete!), walls, soft furnishings and more.





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

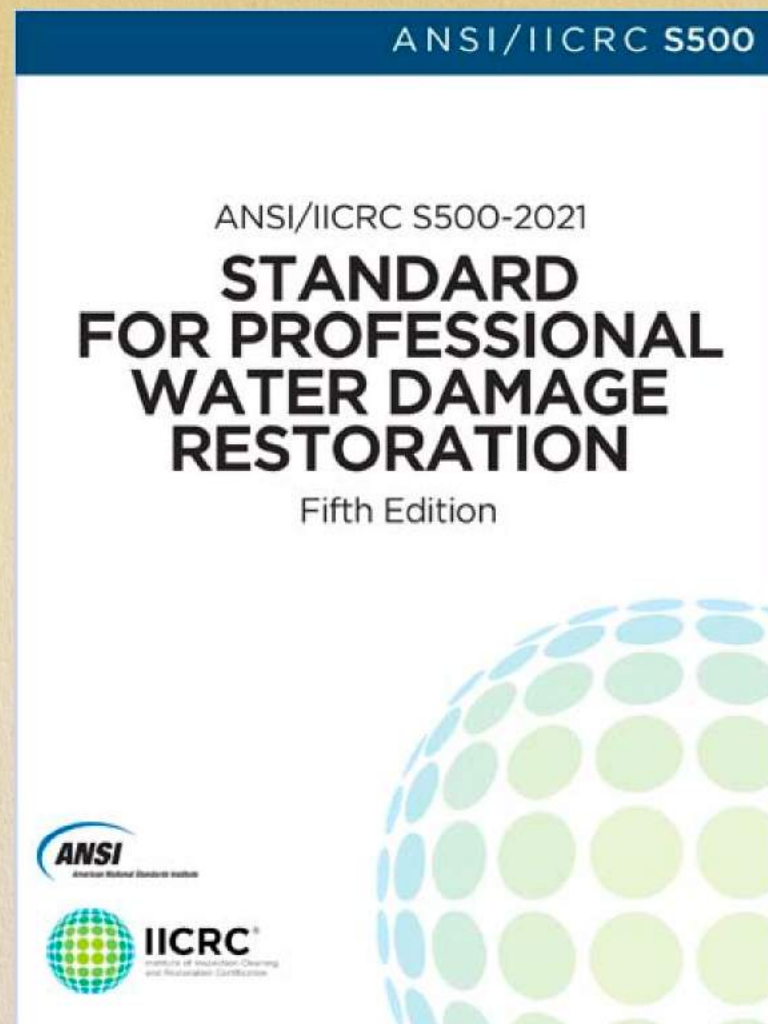




OUR STANDARD OPERATING PROCEDURES

"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."





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.

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”





KNOWING THE DIFFERENCE

Knowing the differences between Category 2 and Category 3 hazards are an important part of the restoration process. The IICRC S500 Standard tells us:

Category 1 revolves around "clean" water sources (more on this in the next slide...)

Category 2 is a slightly contaminated water source and Category 3 or "black water" is a highly contaminated water source.

WHAT THIS DEFINITION DOESN'T SPECIFY THOUGH, IS HOW A WATER SOURCE'S CATEGORY CAN DRAMATICALLY CHANGE BASED ON THE MATERIALS AND SUBSTANCES IT COMES IN CONTACT WITH THROUGHOUT THE MIGRATION PATH WITHIN YOUR PROPERTY'S BUILDING MATERIALS.



MISNOMER: CATEGORY 1 WATER CLASSIFICATION = “CLEAN WATER SOURCE”

While Category 1 is classified by the IICRC as “Clean Water,” it’s important to know that **this classification is only specific to the water source**, (i.e.: Water Supply Line), and not the affected building materials it has migrated through.

While the *source* of the water intrusion and damages may be “clean”, i.e.: water from a sink, supply line or refrigerator, the affected materials it touches and migrates through are *not*. Yes, it looks clean, but is it?







THIS IS WHERE A TRUE PROFESSIONAL COMES IN...

Common materials that we see water migrate through from clean water sources, ultimately contaminating the water: carpet & padding, storage items, clothing, books, curtains and other personal belongings. If water travels down a lead paint wall or through asbestos containing materials like plaster or mastic, *this seemingly harmless situation is now especially dangerous, even though the original damages were from a clean water source.*

Water also migrates through contaminants *within* these building materials, including Volatile Organic Compounds (VOCs) and organic agents (pet dander, urine, etc.). Certain materials such as concrete, plaster, ceramic tile and brick may even require specialty equipment and drying methods to properly mitigate damages.





CATEGORY 2 WATER IS SIGNIFICANTLY CONTAMINATED

The IICRC S500 defines Category 2 water damage incidents as water that “contains significant contamination and has the potential to cause discomfort or sickness if contacted or consumed by humans.”

We find that the majority of water related property damages fall under this category.





This... Came from



This...



CATEGORY 3 WATER IS GROSSLY CONTAMINATED

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





Not Just Poop.



THIS IS ALSO CATEGORY 3

Ground surface water and rising water from rivers or streams and other contaminated water entering or affecting the indoor environment, such as tropical storms, wind-driven hurricanes, or other weather-related events.





A Quick Response

=

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

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.



FINDING AND ELIMINATING THE SOURCE

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 Backup

Sump Pump Failure

Heavy Rains & Flooding

Poor Property Grading or Foundation Issues

Roof Leak or Damages

Natural Disaster (Hurricanes/Flooding)



Hurricane Preparedness

Category 3 Water

Hurricane Season Starts June 1



WHAT DAMAGE DOES IT DO TO MY PROPERTY

What damage can it do to my property?

- Flood water and tidewater intrusions are considered Category 3 losses.

Category 3 water loss contains grossly contaminated water. Your restoration company contractor should remove all affected cosmetic materials such as insulation, hardwood flooring, drywall, carpet padding, carpet, and cushions. Tri State Restorations uses an anti-microbial spray and HEPA vacuuming to disinfect affected items after category 3 water damage incidents.





SECONDARY DAMAGES

- As defined by the IICRC: Throughout the drying process, restorers should inspect for water-related secondary damage issues. Secondary damage is defined as the wetting or impairment of the appearance or function of a material from prolonged indirect exposure to water or indirect exposure to contamination carried by or resulting from the current water intrusion, which is reversible or permanent.
- Restorers like Tri State inspect for excessive humidity and elevated moisture level or moisture content in areas adjacent to the affected area.





WEATHER THE STORM

- Stay indoors during hurricanes and away from windows and glass
- Never operate a portable generator inside your home
- Never connect a generator directly into your home's wiring unless a transfer switch has been installed
- Always use GFCIs in areas where water and electricity may come in contact



Hurricane Preparedness

Get an Insurance Checkup



Check with
your agent



Know your
policy



Consider
flood insurance



Keep
documents
with you

weather.gov



[HTTPS://WWW.NOAA.GOV/GET-INSURANCE-CHECKUP-HURRICANE-PREPAREDNESS](https://www.noaa.gov/get-insurance-checkup-hurricane-preparedness)



Other things to consider when reviewing your 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 and 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!

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!

GRAND PRIZE DRAWING TIME!

2 Crumbl Prize Packs! (\$50)





SECOND PRIZE DRAWING TIME!

One Lucky Local Insurance Agency

OR

One Local Community Manager

Attending Today Wins Coffee and Donuts for their Office!

Say **ME** In the Chat to Qualify!



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)*



LIKED THIS PRESENTATION?

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



24-HOUR EMERGENCY LINE

866-818-1949



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TriStateRestores.com



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SEE YOU JUNE 28!