



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 to share topics you'd like us to cover in our next VCB. July 27!
- **Liked this Presentation?** Share a review of TSR on Google for \$25 (Subject to Google Review/Approval) Search for "Tri State Restorations"
- **Stay till the end** – ONE lucky attendee will **win a \$50 Starbucks gift card!**





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.



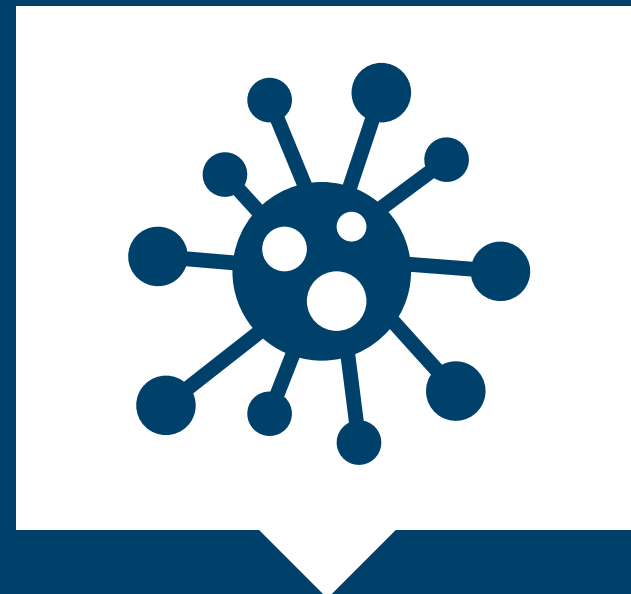


SERVICES

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



Water Extraction,
Mitigation &
Restoration



Mold & Lead
Remediation
Asbestos
Inspection &
Sampling



Fire/Smoke
Restoration & Odor
Control



Biohazard/Trauma
Cleaning &
Disinfection



Sewage Extraction,
Mitigation,
Disinfection &
Cleanup



LICENSED + INSURED + RELIABLE

- IICRC Certified Firm
- We Hold MHIC & DC Class A Reconstruction Licenses
- EPA Lead Safe Certified Firm
- IAQA SMART Mold Firm
- All TSR Employees are Infectious Disease Control Certified
- 2 EPA Licensed Asbestos Inspectors on staff
- 5-Star Rated



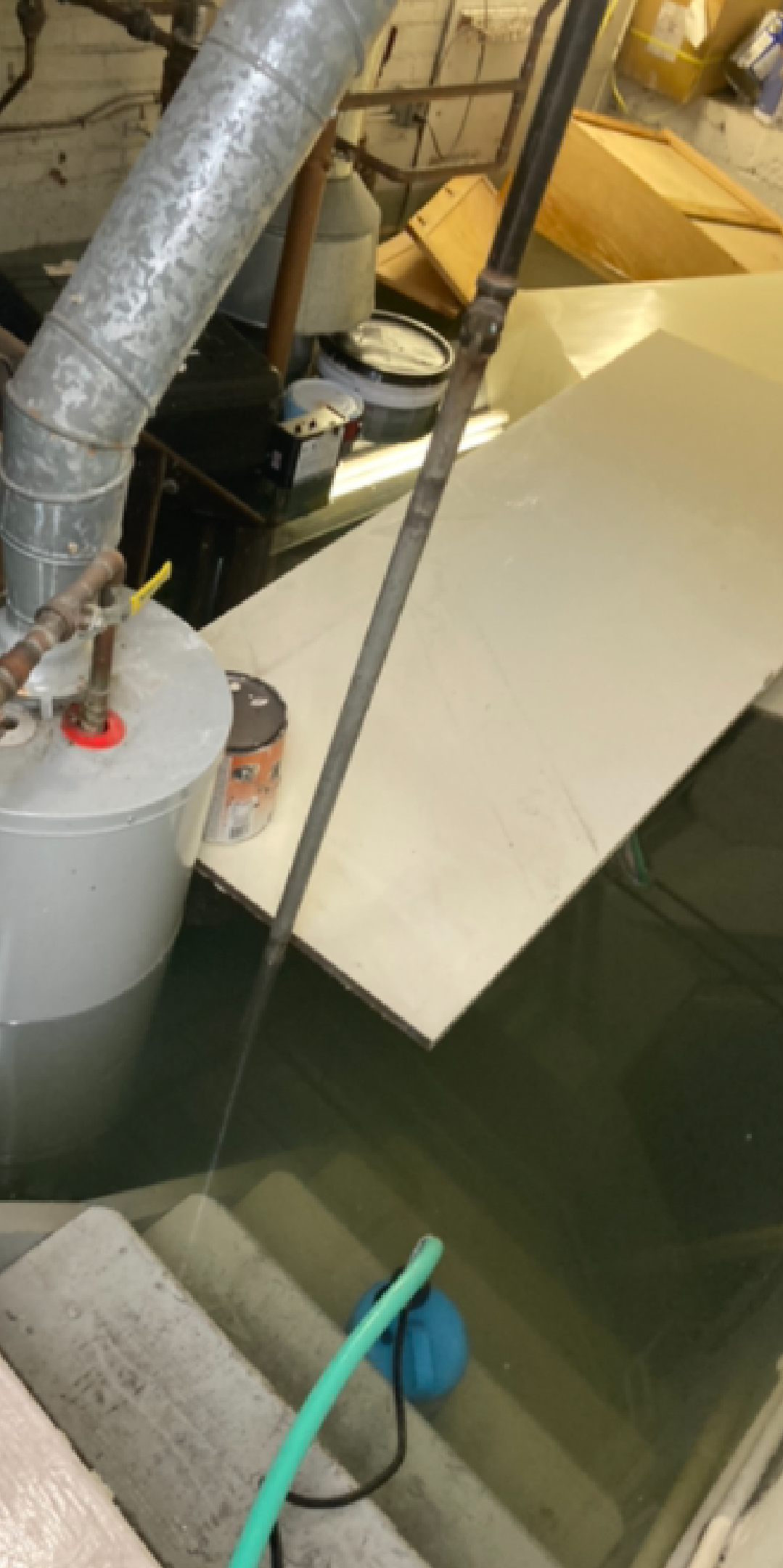
AVAILABLE 24-7





**Today, we're going to share
the most common types of
secondary damages.**

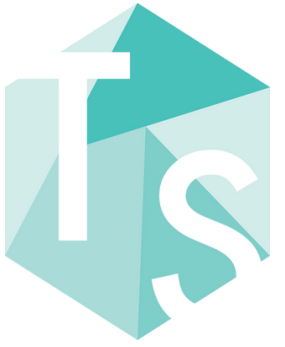
**Detailing the ones you can
prevent, and ones you
unfortunately... can't.**



WHAT ARE SECONDARY DAMAGES?

The IICRC S500 ANSI Accredited Standard, defines '*Secondary Damages*' as the "wetting or impairment of the appearance or function of a [building] 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."





WHAT ARE SECONDARY DAMAGES?

Property damage like water or fire can severely affect construction materials like drywall, flooring, sub floor & framework. It also affects furniture, clothing and other personal belongings. Additional secondary damages to these materials occur when there is failure to inhibit microbial growth and return materials to an acceptable moisture level or moisture content.

Basically, anything that occurs as a result of the initial damage is considered secondary. Secondary damages can range from affected building materials to structural integrity and development of microbial growth.

Most Common Secondary Damages:

- Mold/Microbial Growth & Health Risks
- Structural Integrity Damages (Foundation, Ceiling, Roof)
- Odor
- Wall/Ceiling/Floor Stains
- Contents & Personal Affects
- Bacterial & Viral Pathogens (health risks)
- Electrical Damages

STRUCTURAL DAMAGE DEFINED

Structural damage is defined as any damage that compromises or affects the core integrity of your home. This includes the foundation, walls, roof and load-bearing walls. When structural damage occurs, the structure itself may be no longer able to support the house. Your home may be in danger of collapse or failure.





**How Quickly Would You
Need to Respond to a
Water Loss to Prevent
Secondary Damages?**





WATER DAMAGE SOURCES

Water damage sources can range from typical plumbing issues like a pipe break, sump pump failure or hot water heater leak to water intrusion from a recent storm, poor grading, ice melt or a main line backup. *Immediate response is optimal to salvage and dry affected building materials and protect your property against secondary damages.*

- Water is unforgiving and will travel a path of least resistance, often following gravity. It plays hide-and-seek and moves in an upside-down "T" direction. As it flows, water will pass through porous materials along the way.
- Materials like drywall, carpet, padding, hardwood and tiled flooring, plaster, concrete and wood are all susceptible to secondary damages as a result of water migration.
- **Microbial growth and material degradation is possible at just 24 hours after the initial loss.**



RESPONSE TIME: Within the First 24hrs

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.



FAQ's



A REFRIGERATOR WATER LINE TYPICALLY FLOWS AT $\frac{1}{2}$ TO 1 GALLON PER MINUTE (DEPENDING ON WATER PRESSURE). A LEAK CAN LOSE UP TO 700 – 1,400 GALLONS OF WATER IN 24 HOURS.



**THE AVERAGE LEAKY TOILET CAN WASTE
200 GALLONS OF WATER PER DAY.**



**A PINHOLE LEAK CAN AVERAGE A LOSS OF
6000 GALLONS OF WATER PER MONTH...**

THAT'S 200 GALLONS A DAY!



**KEEP IN MIND: NOT ALL "CLEAN"
SOURCED WATER LOSSES ARE
ACTUALLY CLEAN.**



MISNOMER: CATEGORY 1 WATER (“CLEAN WATER”)

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. This is where a true professional like Tri State Restorations comes in. While the water source is essentially “clean”, the affected materials that the water touches and migrates through... are not and therefore the water is no longer “clean”

This can include: drywall, plaster, wall paper, fixtures, carpet & padding, pet dander and urine, dust & dirt. Plus, many building materials are made with harmful chemicals and pose an environmental hazard when damaged like lead paint, asbestos containing materials, Volatile Organic Compounds (VOCs) and more..





What happens when you wait? How long is too long?



THE WAITING GAME

We understand the want to wait. Some customers prefer to file their insurance claim and verify insurance coverage for their loss prior to mitigation. We'll show you the difference between acting quickly and waiting in the next few slides.

In our experience, it's always best to take immediate action when faced with *any* type of property loss. Just waiting several hours can make a huge difference in how much of your property becomes affected by fast migrating water.

The photo (right) is baseboard showing visible microbial growth - this was left in place (see photo on left) for 3 days due to the customer's request. We advised her that we could not properly dryout the wall behind them if left in place, but she insisted and three days later called to let us know there was a "musty" odor.



Here's a photo of the moisture retained behind the baseboards



WATER DAMAGE AFTER 1 HOUR

Average Job Cost = \$2,500+





WATER DAMAGE AFTER 3 HOURS

Average Job Cost = \$2,500+



WATER DAMAGE AFTER 48 HOURS

Average Job Cost = \$5,000+





SECONDARY DAMAGE AFTER JUST 48 HOURS

- DOORS, WINDOWS & FLOORING MAY SWELL AND WARP.
- METAL MAY BEGIN TO RUST AND CORRODE. ESPECIALLY IN INSTANCES OF HIGH HUMIDITY.
- SEVERE DAMAGE MAY OCCUR WHEN WATER TRAVELS THROUGH ELECTRICAL SOCKETS
- ORGANIC MATERIAL LIKE WOOD AND DRYWALL CAN BEGIN TO DECOMPOSE AND ROT, AND MAY LEAD TO SEVERE STRUCTURAL PROBLEMS.
- FLOORING MAY BUCKLE AND EXPAND DUE TO EXCESSIVE MOISTURE AND HUMIDITY. IT MAY ALSO TRAP WATER UNDERNEATH ABOVE THE SUBFLOOR CREATING A MOISTURE BARRIER, REQUIRING FLOOR REMOVAL.

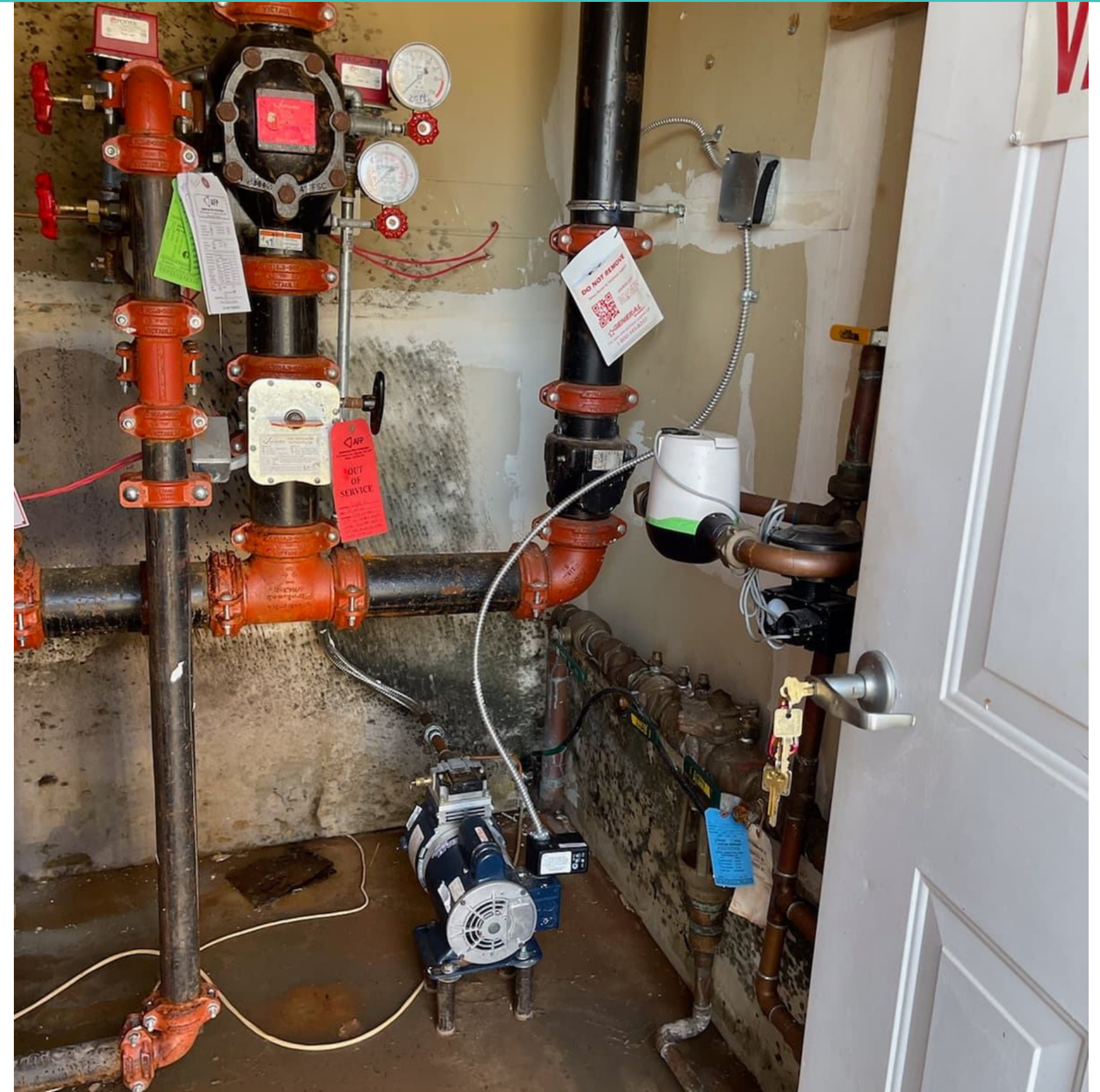
WATER DAMAGE AFTER 1 WEEK

Average Job Cost = \$5,000+



WATER DAMAGE AFTER 2 WEEKS

Average Job Cost = \$8,500+





WATER DAMAGE AFTER 1 MONTH



Average Job Cost = \$10,000+



WATER DAMAGE AFTER 6 MONTHS

Average Job Cost = \$20,000 +



WATER DAMAGE AFTER 6 MONTHS



Average Job Cost = \$20,000 +



WATER DAMAGE AFTER 6 MONTHS



Average Job Cost = \$20,000 +



WATER DAMAGE AFTER 6 MONTHS



Average Job Cost = \$20,000 +



WATER DAMAGE 12 MONTHS+

Average Job Cost = \$100+



IN CLOSING...

Following proper mitigation standards after a leak, flood, fire or trauma loss is reported is crucial to saving time, money and preventing 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:

24/7: 866-818-1949





QUESTIONS?

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



24-HOUR EMERGENCY LINE

866-818-1949



WEBSITE:

TriStateRestores.com



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HELP US PLAN FOR FUTURE COFFEE BREAKS!

Let us know what you'd like for us to cover next month by completing the post-event survey!



LIKED THIS PRESENTATION?

Review Tri State Restorations on Google and we'll send you a \$25 Amazon Gift Card once it's been approved.





GRAND PRIZE DRAWING TIME!



SEE YOU JULY 27!