

# 24-Hour Emergency Response Service

Avoid Potential Hazards  
& Secondary Damages

Emergency Services

Damage Prevention

Remediation Process

Peace of Mind

Watch a 15-min Video on  
Emergency Services: [bit.ly/tsrer](https://bit.ly/tsrer)



TRI STATE RESTORATION  
*TURNING DISASTER INTO PEACE OF MIND®*

WATER • BIOHAZARD • MOLD • FIRE • SEWAGE • **EMERGENCY**  
(866) 818-1949



# What Are Emergency Services?

TSR will respond to your water, sewage backup, fire & smoke or trauma disaster anytime of day or night.

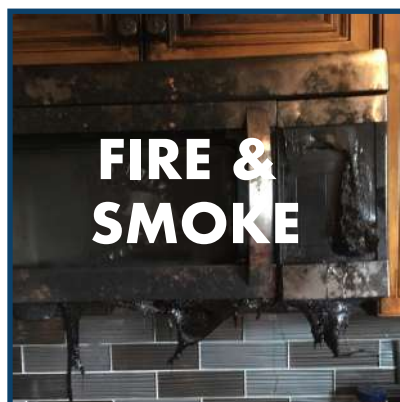
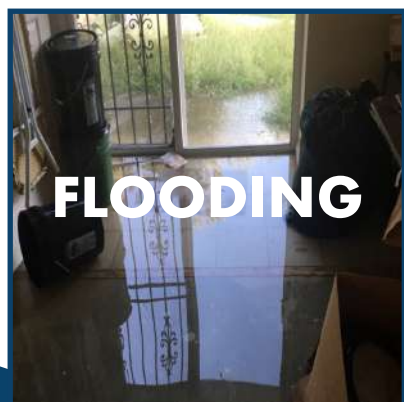
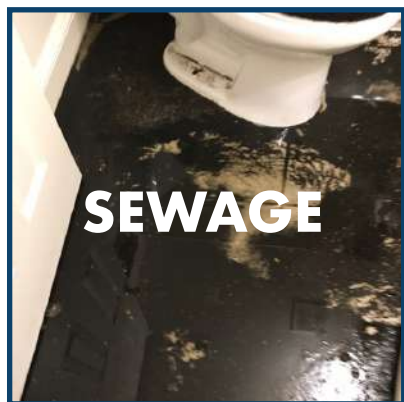
These services are all considered emergencies because they cause severe secondary damages if not taken care of in a timely manner.

## What's not included?

Work that requires an estimate. We do not perform MOLD testing/remediation or COVID-19 disinfection cleaning services on nights and weekends.

## What Does a Property Disaster Look Like?

Whether it's caused by nature/act of God, a plumber accident or the unknown... We're ready when disaster strikes!



## Always Reach a Live Person

**We're available 24-hours a day;  
7 days a week.**

- No call centers or automated systems here!
- TSR Employees take turns answering our emergency line on a weekly basis.
- Reach a live expert trained to help whenever disaster strikes!



## Available 24/7

**Give TSR a call - We'll be there  
within 90-minutes!**

Our expert technicians and state of the art equipment are at your disposal.

We're only a phone call away and prepared to handle any emergency!

**24-Hour Emergency Line:  
866-818-1949**



# Heavy Rain, Flood & Sewage Disasters

Floods and heavy rains are best known for the extensive water damage they cause to properties, but they can also cause sewage backup into your property through drain pipes. These backups create extreme health hazards and cause damage that is difficult and expensive to repair, especially for multi-unit buildings. Here are several potential sources of sewer and water systems backup disasters:

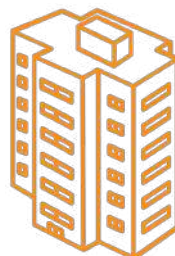
- **Overflow or backup of property drainage systems**  
Gutter and rainwater pipes can cause a sudden backup into your property when overwhelmed by debris or major rainfall. Secondary damages to multi-unit buildings are more prevalent in this situation because water will travel down to lower level units and cause hidden damages.
- **Blockage of a city sanitary main**  
If the city main gets blocked, it may cause water to backup into your property.
- **Aging sewer lines**  
This requires updates or repair.
- **Tree roots**  
When you have older pipes, sewer lines and water entry pipes, tree roots can find their way into the pipes and cause blockages.
- **City-related pipeline issues**  
If the water system you are using combines sewage and storm water into one pipeline it can easily become overwhelmed during a storm and backup into your property.

## Develop a Fire Preparedness Plan

Property fires can be devastating. Both big and small fires can have huge affects on the inhabitants. It's important to avoid hazardous situations and develop a disaster preparedness plan.

### 7 Ways to Prepare for a Property Fire:

- ★ Install & Test Smoke Alarms
- ★ Teach children what an alarm sounds like and what to do
- ★ Prepare a disaster plan and ensure howsehold members know at least 2 ways to escape and designate a meeting spot.
- ★ Practice escaping from your home at least twice a year
- ★ Make sure everyone knows how to dial 9-1-1
- ★ Teach household members to STOP DROP and ROLL



### Put a Disaster Preparedness Plan Together

Set up how you'll receive your hazardous conditions alerts. Determine your shelter plan, evacuation route, family communication plan and create a emergency preparedness kit to have ready to go.

### Consider Your Specific Needs

Prepare your tailored plan and obtain supplies specific to daily living needs and responsibilities. Ensure you have ample medicine and dietary specific needs handy, a flashlight, water (3-gal per person per day) and pack important paperwork like property and health insurance cards, licenses/photo IDs and snacks.

### Create an Emergency Plan & Practice

Visit **Ready.gov** to download an emergency communication plan template. Ensure that all household members know of at least two exits, children know important contact information and a centralized meeting location. Everyone knows to dial 9-1-1!

### Post Emergency Evacuation Routes in Public Areas of All Buildings on Property

Ensure that all area residents and facility occupants are aware of the various escape routes by having these posted in common areas. Be sure to notate the locations of fire alarms and extinguishers as well. Plan to host a quarterly fire/escape drill to practice these routes.

# What Can I Do If I Have Water or Sewage Backup Damage?

Quick action is required when visible leaks or standing water is present. Prolonged action can cause secondary damages to your property from mold and bacteria and is a severe health risk. Water disasters are unforgiving and extensive property damage can begin within mere hours of an incident.

Follow these easy steps to ensure you're limiting the damage caused until a restoration expert can intervene:

## DO:

- ✓ Contact a restoration specialist and your property management company immediately to prevent additional issues that could arise from a resolved plumbing leak or rainwater and flood disasters.
- ✓ Remove as much water as possible by mopping and blotting
- ✓ Remove wet area rugs or other floor coverings – do not attempt to start removing your wall-to-wall carpet.
- ✓ Life draperies off of the floor
- ✓ Wipe down furniture and prop up wet furniture cushions for even drying.
- ✓ Place aluminum foil or plastic bags under furniture legs.
- ✓ Move photos, paintings or other wall hangings to a safe, dry location
- ✓ Open drawers, closets and cabinet doors to enhance drying

## DO NOT:

- ✗ Enter a room with standing water until the electricity has been turned off
- ✗ Use a regular household vacuum to remove water
- ✗ Lift tacked-down carpet without professional help
- ✗ Use electrical appliances while on wet carpet or flooring
- ✗ Do not remove books from shelves, instead pack them in tightly to prevent warping of pages until a restoration professional can begin a specialized drying process.
- ✗ Disturb visible mold
- ✗ Wait for large amounts of standing water to dry on their own – you may be causing additional structural damage that could have been prevented.
- ✗ Hesitate to contact a plumber to stop the source of the water or sewage from a broken pipe or plumbing issue.



# What Can I Do If I Experience Fire & Smoke Damage?

Your first reaction should be to grab your room keys, alert the people around you and exit the property premises. Act immediately but try and stay calm. Stay low when exiting in case of smoke or fumes and do not waste time searching for valuables.

Follow these easy steps to ensure you're limiting the damage caused until a firefighter and restoration expert can intervene:

## DO:

- ✓ Make sure to wake everyone up by alerting "FIRE! Everyone Out!" - Pull property alarms when necessary
- ✓ Know the location of your properties fire extinguisher and safely operate if small and contained fire
- ✓ After you have safely exited the property, call for help!
- ✓ Close doors and windows on your way out to prevent spread of fire damage
- ✓ Stay low to the ground to avoid smoke inhalation
- ✓ Grab a flashlight as you are exiting to avoid hazardous obstacles
- ✓ Keep important paperwork in a fire-proof lock-box
- ✓ Have a family/office preparedness plan in place for evacuations - know your meeting spot and get there quickly

## DO NOT:

- ✗ Re-enter your property until trained professionals have arrived on site and cleared you to do so
- ✗ Waste time searching for valuables
- ✗ Attempt to extinguish a fire unless you are trained to do so!
- ✗ Ever use an elevator as an escape route
- ✗ Remove items from your property after you're able to re-enter
- ✗ Leave any fire/smoke doors open during evacuation
- ✗ Use water to put out a grease fire
- ✗ Remain inside building even if fire has been contained
- ✗ Forget to keep spare medicines, water and snacks along with important paperwork in your vehicle

# How Can Tri State Restorations Help?

Tri State Restorations is available 24-hours a day and ready to assist your property's disaster. Our experts are also available to answer questions or concerns you may have related to water, mold, fire & smoke damages. Contact our 24-hour emergency line at 866-818-1949 and speak with a live representative who is trained to handle your disaster today!

## TSR Water & Sewage Mitigation + Damage Restoration:

TSR is a licensed, insured and bonded professional remediation firm. Our specialty trained staff is on call 24 hours a day, 7 days a week, to provide you with a complete range of emergency water restoration services when you need them.

Tri State Restorations works to provide clients with:



- **Damage Assessment**

After an emergency, an immediate and thorough assessment must be performed to determine the extent of the damage so that repair and restoration of your property can begin quickly and safely.



- **Water Extraction**

Water needs to be quickly and properly removed from damaged areas to prevent additional damage caused by bacteria or mold growth.



- **Structural Drying**

Drywall and other building materials can absorb a significant amount of water. We have the training and equipment required to reduce the moisture levels in your home and will help you to restore your property affected by water damage.

## TSR Fire & Smoke Damage Restoration:

TSR's certified technicians are specialty trained to handle your fire, smoke, soot & odor emergency. We're here 24/7 to help with emergency environmental safety controls, board-ups, site securing, contents packing and inventory, thermo-fogging, ozone treatments, soot removal and contents and structural cleaning.



- **Did You Know?**

Fire damage can continue to destroy your home or office even after the fire is out. Soot is difficult to remove and can easily stain or corrode possessions making them unsalvageable and response time is a critical factor in how well fire damage can be removed and reversed.



- **How Do I know It's Safe to Access My Property?**

Structural and air quality checks are performed before and after the work is complete, providing you with peace of mind that the hazard has properly been removed.

## Tri State Restorations: *Turning Disaster Into Peace of Mind*®



Tri State Restorations LLC is a family-owned residential and commercial recovery expert with over 37 years combined experience in serving the greater Washington D.C. metropolitan area. Specializing in mitigation, remediation, removal, cleanup and restoration; our certified technicians are here to help resolve your water, mold, fire, biohazard or, sewage emergency.

Visit [TriStateRestores.com](http://TriStateRestores.com) to learn more about our services.