

Water Damage Mitigation & Restoration Services

Avoid Potential Hazards
& Secondary Damages

Mitigation Process

Damage Prevention

Remediation Process

Peace of Mind



TRI STATE RESTORATIONS
TURNING DISASTER INTO PEACE OF MIND®

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



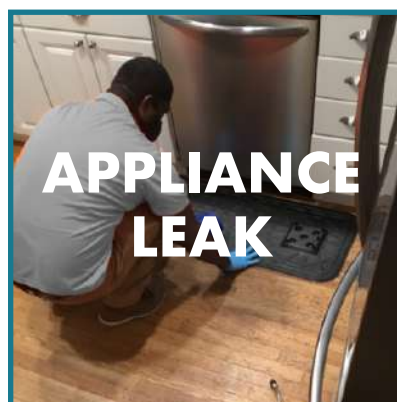
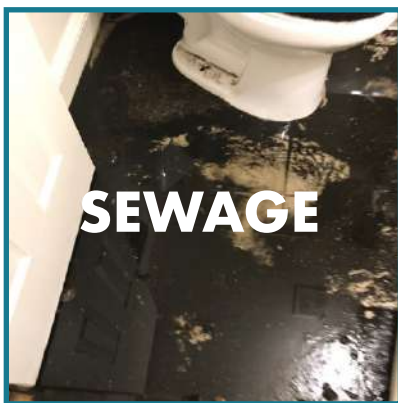
What Is Water Damage?

Whether you are a homeowner, landlord or property manager, water damage can wreak unexpected havoc on your property. Water damage can result in significant property loss because it often leads to rotting wood, mold and bacterial growth, rusting of steel or other metals, swelling, delamination, cupping of wood materials, and more.

Because water is notorious for quickly gaining access to the nooks and crannies of any space, the faster the removal process is started the better the outcome for you and your building occupants. After being exposed to water intrusion, most property owners are amazed at the extent of damage that has occurred in a short amount of time. This is why properties affected by water damage, whether due to a flood, faulty appliances, plumbing issues, or other circumstances, must be immediately assessed and repaired. Water damage can, and will, compromise the integrity of structures and destroy personal belongings, consuming an entire property.

What Does Water Damage Look Like?

Not only can water intrusion cause serious, irreparable property damages if not taken care of quickly and effectively, just a small amount of water can cause big problems in as little as 48 hours.



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**

**Expedited arrival available to most centralized locations in the DMV area.*

What is Water Mitigation?

Emergency water mitigation services work to control and stop the source of water through water extraction, removal of non-salvageable affected materials (drywall, carpet, baseboards, etc.), and the pre-cleaning of impacted salvageable materials (furniture, fixtures, memorabilia, structures, etc.).

The water damage restoration process includes a loss assessment and inspection to determine the extent of damage to affected areas. This includes an evaluation of affected materials, damaged or affected areas, and nearby non-affected areas with water sensing equipment (protimeter, infrared FLIR, etc.) to determine the source of the damage.

For preventative measures, there are several potential and costly sources of sewer and water systems backup disasters that you be aware of:

- **Overflow or backup of property drainage systems**
Gutter and rainwater pipes can cause a sudden backup into your home when overwhelmed by debris or major rainfall.
- **Blockage of a city sanitary main**
If the city main gets blocked, it may cause water to backup into your home.
- **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 home.

How Long is the Water Damage Restoration Process?

After being exposed to water damages, property owners rightly ask when the restoration process will be completed so they can move back into their homes or office; however, the entire restoration process and the time it takes to complete it, isn't always straightforward.

To best determine the time frame, water damage restoration companies like Tri State Restorations require all the facts, up front, to deliver an accurate estimate of the scope of work and timeframe for completion. This is why our initial intake process is so extensive and why we do not offer estimates online or over the phone.

WATER DAMAGE FAQs

1. **93%** of All Water Damage Can Be Prevented
2. Almost **40%** of Homeowners Have Reported Loss Due to Water Damage
3. **Just 1 Inch** of Water Can Cost You Over \$25,000 In Property Damages
4. **75%** of Water Heaters Will Fail Before They Are 10 Years Old
5. The Average Age of Failed Water Supply Hoses is **8 years**
6. Approximately **14,000 People Per Day** in the U.S. Experience Water Damage at Home or Work
7. Water Damage is the **3rd Largest Cause** of Property Loss
8. A Small 1/8" Crack in a Pipe Can Release **250 Gallons** of Water Per Day!
9. The **Average Cost** of a Property's Water Loss Insurance Claim is \$6965



How Long is the Water Damage Restoration Process?

We try to collect as much data as possible to evaluate the correct and exact way to proceed with your disaster and then have our certified technicians verify this information upon arrival.

The goal of the drying process is to stabilize the moisture content of the impacted materials. We ensure that affected materials are within the generally accepted threshold for microbial amplification. Once the intruding water has been extracted, the affected materials have been removed, and professional drying equipment has been placed, the drying process could take anywhere from 24 to 72 hours to complete. However each situation is unique and could call for longer drying times.

Minor damages are typically handled within one day and dried out in two to three days. Major damages affecting the flooring, walls, structures, and other items, may require a longer drying process. The timeframe can also be affected by factors like:

- Volume of water
- The time elapsed between water damage and water removal
- The type of water: freshwater or blackwater (sewage)
- The types of structures or materials affected
- The drying method used

Another factor that could delay your restoration is the presence of mold, lead, and/or asbestos. Before working in an affected area of an older home, we're required to perform testing to determine if these substances are present. Tests are sent and processed at a certified lab, results typically take 24 to 48 hours. If the result comes back negative, the drying process is commenced; however, if results are positive, we'll need to first address the mold, asbestos, and/or lead problem before proceeding to dry out the affected areas.

Steps to Follow When Water Damage is Present

The very first line of action is to call on a fast-response restoration company like Tri State Restorations to extract any present water or sewage and begin the mitigation process. Immediate action prevents unnecessary secondary structural damages and prevents mold and/or bacterial growth.

DO:

- ✓ Contact a restoration specialist 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.

The Water Mitigation Process

To ensure the property damage is properly handled our certified technicians follow these steps:

- Inspection and assessment of the property
- Water removal
- Moisture drying and dehumidification
- Cleaning, disinfection, and decontamination
- Restoration and repair

Property Inspection & Assessment

When the experts at Tri State Restorations are called upon, their very first line of action is ensuring the property is thoroughly inspected and assessed for health and safety risks. This prevents any accidents or injuries that may occur. Our certified technicians will then assess the damages. If the source has not yet been contained, we'll recommend contacting a plumber, sealant, or grading specialist to secure the source.

Water Removal

Upon certifying the absence of health and safety risks, our team will begin the process of water removal from the property. This is done using a range of equipment that is selected based on the volume of the water. Technicians may use a truck-mounted pump extractor, portable wet/dry extractors, and/or submersible sump pumps to remove the water.

After the standing water has been completely removed, our technicians will assess the affected areas for residual moisture and map out the areas that require drying. It's often necessary to set up containment areas, open walls, remove baseboards, or cut through affected areas in a ceiling to begin the drying process. This, plus the use of specialized equipment allows your property to fully dry out, all the way down to the structural level.

Moisture Drying & Dehumidification

The drying process is one of the most important steps taken during restoration. Tri State Restorations follows strict IICRC recommended and nationally recognized drying methods, making use of one or more of the following types of drying equipment:

- Dehumidifiers
- Fans/Air movers
- Carpet and hardwood floor dryers
- Commercial grade water extractors

To meet insurance requirements, Tri State Restorations also provides our customers with daily onsite equipment checks and moisture readings. This also helps to ensure additional damages are documented and dealt with in a timely manner.

Cleaning, Disinfection and Decontamination

Following the drying process, our technicians will clean and disinfect all affected areas and surfaces, which helps to prevent bacteria, mold, and mildew growth further preventing health risks.



Restoration & Repair

The final step is the restoration and repair of all items and structures affected by the water damage. Specialists partnering with Tri State Restorations (typically a third-party general contractor) can handle the repair and restoration of affected walls, flooring, upholstery, and other items.



How Can Tri State Restorations Help?

Tri State Restorations expert technicians and state-of-the-art equipment are at your disposal. Our emergency response team is prepared to handle any disaster, any time of day, and we're only a phone call away. Contact our 24-hour emergency line at **866-818-1949** and speak with a live representative.



- **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.

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 IICRC certified technicians are here to help resolve your water, mold, fire, biohazard or, sewage emergency.

Visit TriStateRestores.com to learn more about our services.

