



**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](mailto:Sales@TriStateRestores.com).
- **We are recording!** Links to view the video & PDF presentation will be shared with you tomorrow morning.
- **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. *See you October 27!*
- **Liked this Presentation?** Please post a review of TSR on Facebook, Google or Angi
- **Stay till the end** - ONE lucky attendee will win a \$50 Gift Card!







# WHO WE ARE



## **FAMILY OWNED - LOCALLY OPERATED - ESTABLISHED FIRM**

Tri State Restorations LLC® is a Washington D.C. Metropolitan-based family-owned and locally operated commercial and residential disaster recovery specialist. We specialize in the mitigation, remediation, removal, cleanup and restoration efforts of large commercial water, fire, mold, biohazard & trauma property losses.

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



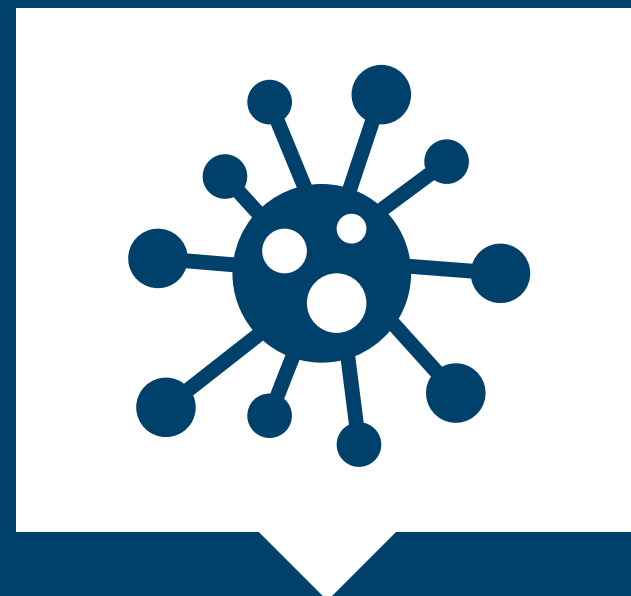


# SERVICES

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



Water Mitigation &  
Restoration



Mold Remediation



Fire/Smoke  
Restoration & Odor  
Control



Biohazard &  
Trauma  
Disinfection



Sewage Mitigation  
& Cleanup



# LICENSED + INSURED + RELIABLE

- IICRC Certified Firm
- EPA Lead Safe Certified Firm
- IAQA SMART Mold Firm
- Infectious Disease Control Certified
- 5-Star Rated
- EPA Licensed Asbestos Inspector



AVAILABLE 24-7





# 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**



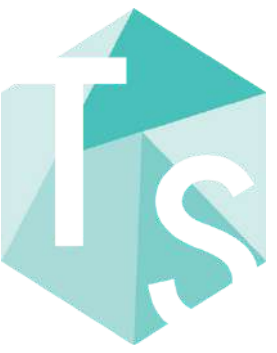






# What Is Water Extraction?





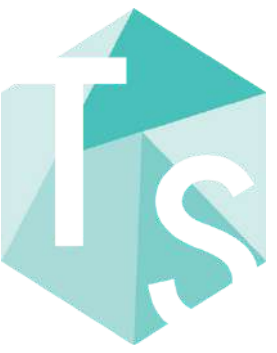
# WATER EXTRACTION

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.







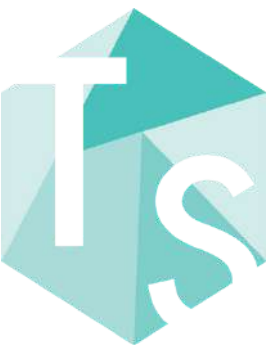
# EXAMINING A WATER SOURCE

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*







# 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.

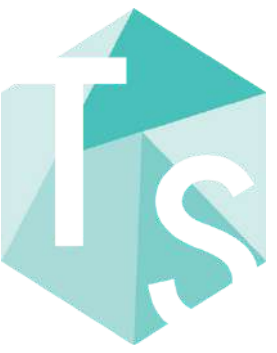






# What's the Difference Between Water Extraction & Water Mitigation?





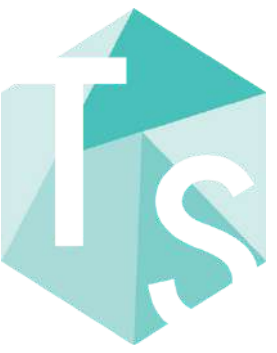
**Extraction** involves removing excess water through the use of submersible pumps and industrial vacuums.

The CDC advises that mold can grow as soon as 24-48 hours after a home has flooded. This crucial first step should be conducted by professionals as soon as possible.

**Mitigation** involves the additional actions required to prevent further damage. The water mitigation process may involve:

- Removal and disposal of unsalvageable materials and affects.
- Cleaning and disinfection of all affected areas and salvageable property (i.e.: furniture, clothing & upholstery).
- Drying out structural components with specialized industrial equipment.
- Daily humidity and moisture assessments are performed to ensure property is brought back to dry standard (per IICRC)



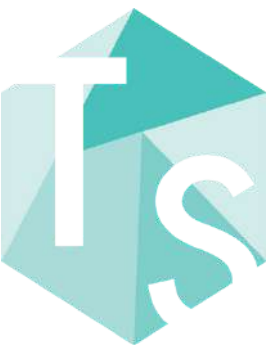


# THE EXTRACTION PROCESS

- 1. Stop the flow of water:** Extraction cannot begin until the source of the unwanted water has stopped or been repaired.
- 2. Remove Standing Water:** Extracting water from saturated materials is essential to avoid further damage to your property.
- 3. Removal of non-visible water:** Damages from water intrusion may continue to affect your property without being seen or felt. Water can remain hidden within carpet, padding, under vinyl or linoleum flooring and behind drywall and baseboards. Allowing moisture to remain within these building materials creates an opportunity for microbial growth and unwanted secondary damages to your property's structure.







# CONT...

4. **Content Manipulation:** Move or relocate salvageable contents (Furniture & other belongings) to an unaffected area.
5. **Create Access to Subfloor:** Depending on the severity and type of water damage, carpet, padding and other flooring (Vinyl or laminate) may be removed and disposed of to allow access to the subfloor for proper drying.
6. **Disinfect & AntiMicrobial Protection:** Once all unwanted water has been successfully removed from the property the affected area undergoes a disinfection and antimicrobial treatment. This protects your property and it's inhabitants from unknown toxins and prevents mold and microbial growth.
7. **Begin Mitigation**



# FEATURED JOBSITE



## **TRI STATE ASSISTS LOCAL HIGH SCHOOL WITH WATER MITIGATION EFFORTS**

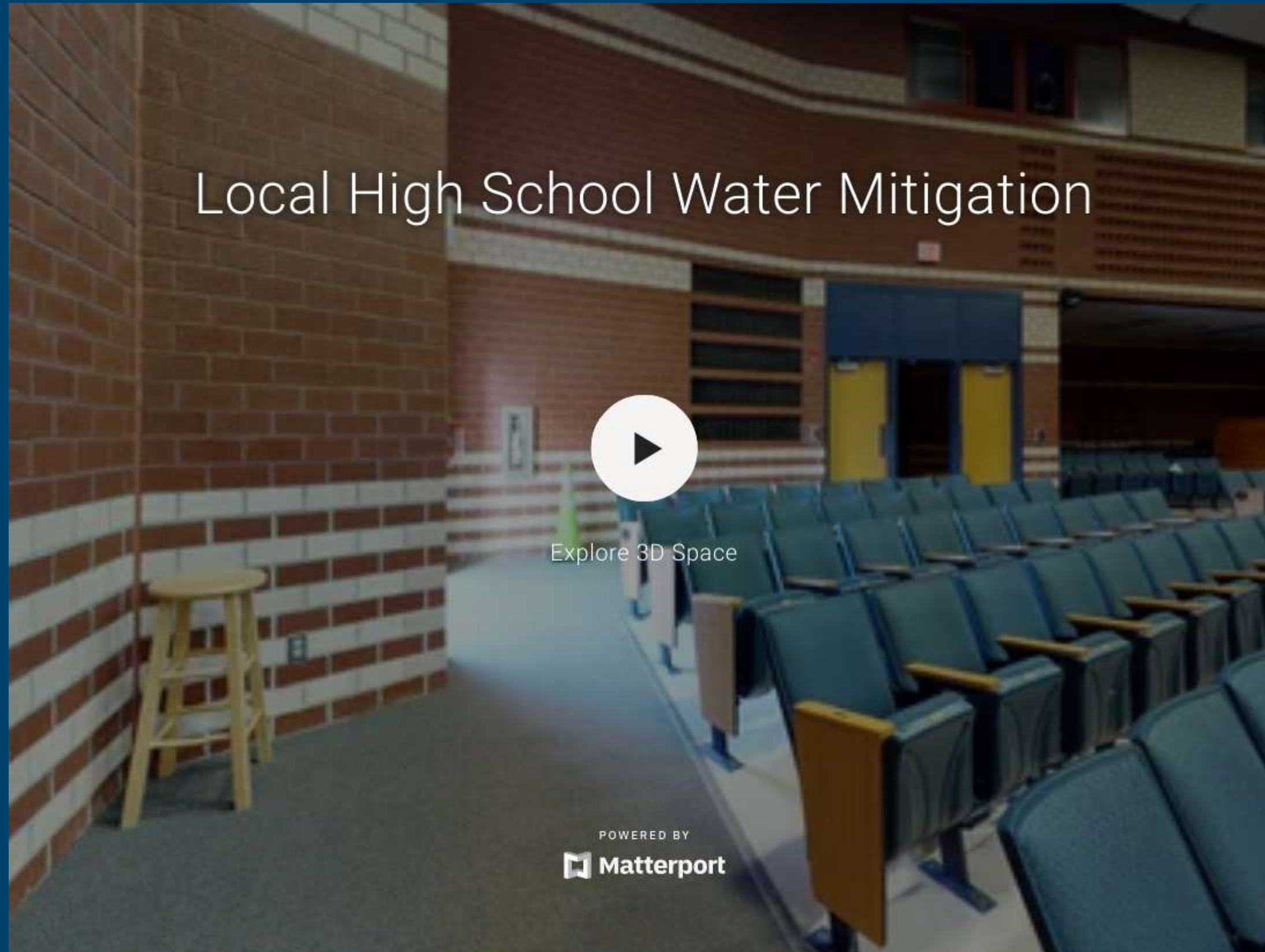
Tri State Restorations was called on to assist with a large water loss at Marriotts Ridge, a public secondary school located in Marriottsville, Maryland. Approx. 10,000 sq ft of the school's facilities had sustained water damages from a faulty HVAC component. Saturated areas included the theater closet, concession stand, women's locker room, westside hallways, a dance studio, lower pool and main auditorium. Over 100 pieces of specialty drying equipment was then set up in affected areas to facilitate a successful and quick dry out.







**Matterport**



After the initial water extraction was completed, the TSR team began cleaning and spraying with antimicrobial. We then removed and disposed of debris and non salvageable materials like ceiling tiles, drywall, base coves, carpet and wood flooring.





# 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.













Flood Cleanup - Water Extraction - Water Damage Restoration Edmonton 780 475 4707 Gentle Steam



Watch later



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Watch on  YouTube



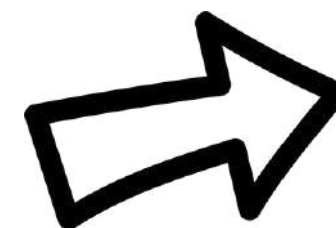
# TRUCK MOUNT EXTRACTOR

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!**







00:11:29







## **KEEP OUR NUMBER HANDY!**

The team at Tri State Restorations is ready to handle your disaster, any time of day or night. We understand that property damage from unwanted water, whether it be from flooding, intrusion or a faulty pipe or appliance can be disastrous. Even a small amount of water can put your property at risk for unwanted microbial growth and/or structural issues.

When the unexpected happens, call us to find out why we're known for *Turning Disasters into Peace of Mind*®

**Feel confident knowing you'll always speak with a live operator trained to assist you with your disaster.**



# IN CLOSING...

If you suspect you have a property hazard, or require our assistance with water, fire, smoke, lead or biohazard damages, give us a call:

**866-818-1949**







**QUESTIONS?**



# **GRAND PRIZE DRAWING!**





# 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?

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24-HOUR EMERGENCY LINE

**866-818-1949**



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# SEE YOU OCT 27!

LOOK OUT FOR OUR NEW PODCAST: *SOCIAL EXTRACTION!*



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