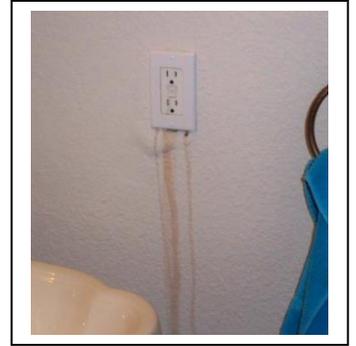


These are some PACR professional general guidelines that consumers should know about floods:

First, when water floods your home it spreads out and flows through all areas, especially through the path of least resistance. If the water starts on an upper floors it will most likely spread downward through any openings or just simply move down through walls and ceilings. Water loves porous materials like sheetrock, insulation, carpet and pad, wood and furnishings, like upholstery, bedding, and drapes. Water will also be absorbed upward by these porous materials especially sheetrock and wood. The source of the water intrusion must be identified and repaired to secure the property. Time is very important and restoration procedures should begin as soon as possible to prevent the spreading of water and further damage.

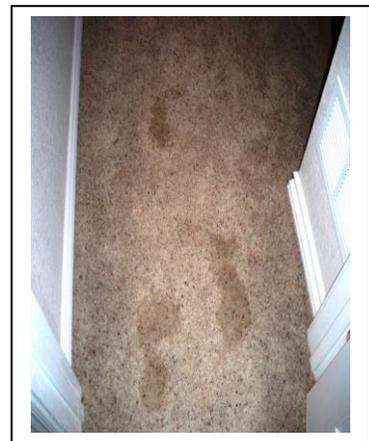


Second, when water spreads through a home there are several exposures that need to be examined related to health and safety concerns. Professionals should look for electrical shock hazards and slip and fall hazards. They should also ask about the buildings' history, previous water intrusions and look for signs of mold growth or contamination. They should ask about and look for issues related to asbestos containing materials and lead based paint. Homes built before 1978 could have lead based paint. PACR certified professionals you hire should keep you informed about what they find and how to safely restore the property.



Third, a professional inspection of the structure and contents should be done. This can be done by the PACR certified company that you hire. The inspection professional should use moisture detection tools to evaluate and document the conditions both inside the structure and the conditions outside the structure to use as a tool in the evaluation. Here is a list of information and questions they may ask about or gather:

- The relative humidity of the indoor and the outdoor environments,
- Where the water has flowed,
- How high up on the walls is the water and what is wet,
- What types of structural materials are wet,
- Content materials that are wet or affected,
- What is the source of the water,
- What is the category of the water,
- Is there water in multi-levels, where does it start,
- Are floorcovering materials wet, are they salvable,
- What is the subflooring material, how is it being affected,



- Are the crawlspaces affected, is there water in these areas,
- Are HVAC, mechanical systems or ductwork affected, is there water in the HVAC unit or duct work,
- Is there water in the inside of the walls or ceiling and
- Are there valuables that need to be secured?



Finally, the water damage needs to be controlled and contained. The spread of water needs to be stopped or controlled to prevent further damage. Contents should be removed from the wet areas and secured into an area where they can't cause damage to the carpet or other materials if they are wet. Many times professionals that you hire will use blocks and tabs immediately to protect furnishings from water damaged floorcoverings. Once the preliminary inspection of the structure has been completed, emergency water damage restoration services can be preformed, which includes removal of the water and drying the structure and contents.