

# FREQUENTLY ASKED QUESTIONS



## Alliance Restoration SERVICES, INC

### **STRUCTURAL DRYING**

#### **How long will it take my property to dry?**

Drying times are determined by a combination of factors including the location, duration and source of water, the types of building materials, the weather conditions and how quickly emergency services begin. Through consistent monitoring and evaluation of the drying process, we can determine when the drying is complete. Your carpet may feel dry to the touch, but padding and sub-floors may still be wet underneath. While there are no rules to determine how long your property will take to dry, we can tell you it may take between 3 to 5 days or more, depending on the conditions.

#### **How do I know when my property is completely dry?**

Proper testing with our specialized equipment is the correct way to determine if things are completely dry.

#### **Will turning up the heat help dry things out?**

Not necessarily! We will adjust the temperature to its optimum setting for the proper drying conditions as well as your comfort level.

#### **What's that smell?**

It is not unusual to smell odors during drying process. Increased heat and humidity can also lead to increased odors that may be coming from the drying building materials, or dormant spill and accident areas. Do not confuse these normal odors for the odors of mold. As the drying process continues and humidity levels drop, you'll notice these odors disappearing on their own. Deodorizers are often used to minimize these effects as well.

#### **Does everything need to be moved out during restoration?**

Not usually! If items need to be moved out, we will let you know in advance.

#### **My ceilings are wet. What needs to be done?**

Our technicians will evaluate moisture content, determine the severity of the damage and may have to remove some of your ceiling for ventilation. Wet insulation can also be a hazard and may need to be removed.

#### **Should I open the windows to help the drying process?**

Opening your windows to assist the drying process is not always recommended. Outside weather conditions may vary, so the technician will determine when and if the outside air is appropriate.

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## **Can I walk on the area during the drying process?**

It is strongly suggested that you keep the traffic to a minimum. Wearing shoes is recommended for your safety.

## **CARPET AND FLOOR COVERINGS**

### **Can my carpet be restored or will it have to be replaced?**

A few reasons your carpets may not be salvageable:

- Delamination - occurs when the backing separates from the carpet fibers
- Loss of adhesion - may be caused by prolonged exposure to water or age of the carpet
- Permanent stains
- Carpet covers wood flooring - to salvage the wood flooring
- Sewage contamination

### **Why does my speciality floor need to be removed?**

Non-porous flooring can trap water and prevent it from drying properly.

### **Why did the technician leave wet carpet on my stairs?**

Carpet on the stairs is generally not removed for safety reasons. Exposed tack strips or staples, especially on steps is dangerous. However, there are situations where removing carpet from steps is necessary to prevent damage to hardwood steps or in the case of sewage contamination. Removing tack strip is not advised, as this may damage the hardwood or sub-floor. Extreme caution must be used whenever tack strip is exposed or when the carpeted stairs are damp. If carpet left on the stairs is unsalvageable, it will be removed when new carpet is installed.

### **How will you match my carpet pad?**

A sample of your pad is brought to the office for a match. When available, an identical pad will be used. When your original pad is not available, we will provide a pad of the same quality, thickness and density. Similar pad may differ in color based upon the time it was manufactured.

### **What will you do with my area rugs?**

Rugs are taken to our warehouse for special care. They need to be dried carefully to minimize bleeding of colors and discoloration. Your rugs will be dried, cleaned and returned.

## **EQUIPMENT**

### **Why are air movers and dehumidifiers used?**

When water damage has occurred, water can be absorbed into the drywall (sheetrock), baseboards, sub-floor, etc. Drying these surfaces requires high-velocity air movers to accelerate the release of absorbed water in the air. Dehumidifiers are necessary for removing

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this excess moisture to help protect property and create conditions for efficient drying. Please do not turn off or move drying equipment with out first calling Alliance Restoration.

## **Who is responsible for monitoring the drying equipment?**

Our water damage mitigation specialist will place and monitor equipment to achieve optimal results in the shortest amount of time. Please make sure no one turns the equipment off or moves it. Please notify our office immediately if the power goes off or if the equipment turns off.

**What will it coast to run the equipment?** Based on the average electrical rate, it may cost about one dollar per day to operate the drying equipment.

## **SEWAGE**

### **What about sewage contamination?**

Hard surfaces can be cleaned and sanitized. Affected items that cannot be sanitized require disposal. Porous materials such as drywall, ceiling tiles, insulation, particleboard, paneling, etc. that have been directly affected should be removed during the emergency service visit.