

UNDERSTANDING THE DRYING PROCESS



Alliance Restoration SERVICES, INC

www.alliancerestoration.com

It is our goal to restore your property as quickly and efficiently as possible. The drying and restoration may require up to three phases before completion.

PHASE 1: EMERGENCY SERVICE

Upon arrival, a statement of authorization will need to be signed before work can begin. An Alliance Restoration technician will begin by determining if your carpet is salvageable and if the carpet can be dried in place. If so, we will extract as much water as possible. High-velocity air movers and dehumidifiers will be set to dry the carpet and sub-floor quickly. Equipment must be left on for the designated amount of time to ensure proper drying. If the carpet cannot be dried in place, we will detach the carpet from the tack strip and remove the wet padding. If your carpet is deemed unsalvageable, the technician may advise removing both pad and the carpet.

JOB SITE INSPECTIONS

It will be necessary for us to have access to your property during business hours throughout the drying process in order to properly monitor the temperature, humidity, and our equipment. Please work with our office on your preferred method for re-entry to your property so we can properly monitor the drying process.

PHASE 2: REINSTALLATION / CLEANING

When carpet can be successfully restored, we may need to install new pad and reinstall the carpet. Reinstallation includes re-stretching, reattaching the tack strip, seam repair, and threshold repair and/or replacement. After the reinstallation, carpet is cleaned and deodorized. When the carpet and pad are restored through "in-place drying," the carpet will be cleaned and deodorized.

PHASE 3: STRUCTURAL REPAIRS

If applicable, after the drying process is complete, structural damage is assessed and the repair phase can begin. At this time, drywall, and floors will be repaired. If carpet cannot be salvaged, new carpet and pad will be installed. It may be appropriate to complete structural repairs before reinstallation and cleaning. Alliance Restoration has a construction division to handle all necessary repairs.