

# IMPORTANT.....

## Question and Answer Guide For Water damage

*Are you wondering what restorative drying is?.... If you can turn off the equipment at night?.... Or if there's anything you need to be doing?.... In this guide you will learn the answers to all these question and many more.....*



*Thank you for choosing*



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*Dear valued client,*



*Hi. My name is Steve Ransom, owner of Daystar Cleaning. I want you to know my commitment is to offer you the best possible service. I have built a team of highly trained and qualified technicians, some of the best in our industry. I hope with the following questions and answers you will feel more comfortable with our services. If you still have questions, which are not covered in this guide, please feel free to talk to any of my technicians.*

**I have been in the cleaning and restoration business for 20 years, and have worked very hard to create a business offering a full range of services dealing with any damage that may occur in your home or business.**

**Below are some of the restoration services we provide:**

- Water Dry-out and repair**
- Fire clean up and repair**
- Smoke damage repair**
- Wind damage repair**
- Content cleaning**
- Fully self-contained mobile cleaning service**
- Odor control**
- Mold remediation**

**Listed below is the training we have received to offer you quality service:**

**We are IICRC certified in**

- Carpet Cleaning**
- Fire and Smoke Restoration**
- Water Damage Restoration**
- Applied Structural Drying**

**American Indoor Air Quality Council:** I am a member of the Indoor Air Quality Association, have received their extensive training in mold remediation, and am a Certified Microbial Remediator.

**DriEaz:** Advanced restorative drying techniques.

**As the owner of Daystar Cleaning, I would be happy to hear any suggestion or comments that may increase the quality and service we offer. Please fill out our comments and testimonial form to help us achieve an even higher level of service for our clients.**

**Daystar Cleaning has been voted the #1 Best of Bay Carpet Cleaner for 2005 and 2006, and is a Premium+ Member of [www.EthicalServices.com](http://www.EthicalServices.com).**

**Other local memberships:**

**Better Business Bureau**

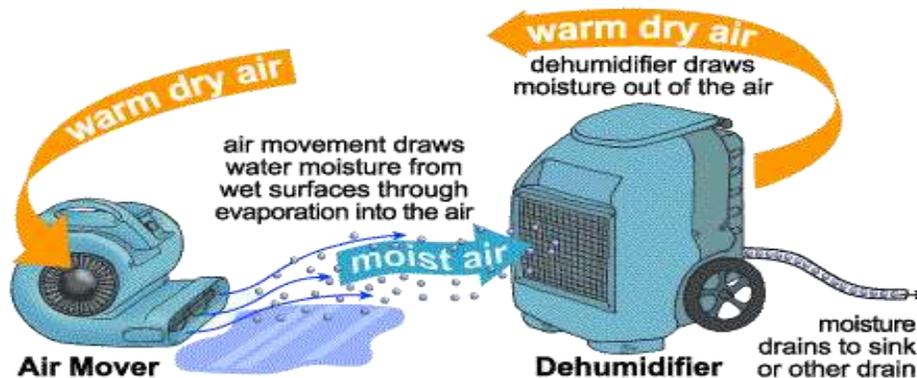
**Bay County Chamber of Commerce**

**Panama City Beaches Chamber of Commerce**

**Panama City Beaches Rotary**

***See back for some of our customer comments***

**Q: How does the dry-out process work?**



**Q: Do I need an estimate before you start the dry-out?**

**A:** Often the amount of the dry out is unknown, however our pricing is based on standardized pricing for the industry. We use a computer-estimating program that downloads the new price list every quarter. Many insurance companies also use the same program and price list. When an adjuster is assigned to your claim, we will explain to them what we have done up to that point, then get an authorization before further steps are taken. Before any **repairs** are made, we will have an agreed estimate with your insurance company.

**Q: Do I have mold?**

**A:** This is a very big concern and we at Daystar Cleaning have spent a lot of time and money on education and equipment to become qualified in water damage restoration. In most cases, if the drying process can be started fairly quickly, you generally do not need to be concerned with mold.

**Q: Is it O.K. to keep this equipment running or do I need to do something with it?**

**A:** The equipment we use is capable of running for months without being shut off. They will not overheat and should be fine. If you hear or smell anything which seems to not be normal, please unplug the equipment in question and **call us immediately @ (850) 769-0606 or 1-800-882-6021**. Our technician will be checking all equipment and dry out progress on a regular basis.

**Q: How do you know if everything is dry?**

**A:** We use very high tech moisture meters designed to specifically check for proper moisture content. We will not repair or cover up any areas, which may be still wet. This is why you have made a good choice to call us, not just a construction company. We are trained and certified in water damage assuring you, the homeowner, of the best quality service and giving you the peace of mind that it will be dried out properly.

**Q: The equipment you have running is making the air feel muggy; can I open a window or door to let in fresh air?**

**A:** Our equipment is increasing the rate of evaporation causing the air to feel wet. Part of our monitoring process includes checking both the conditions indoors and out. If our technicians instruct you to open some windows that may mean that the conditions outside will help in the drying process. Otherwise, with the use of our high tech dehumidifiers you will notice much dryer conditions in 24 to 48 hours.

**Q: What if we want to do the repairs ourselves?**

**A:** The most critical part of water damage is the drying process. After the dry-out has been completed by our trained and certified technicians you may want to do the repairs yourself or hire a general contractor to do the repairs and that would be fine. We can bill your insurance company for the emergency repairs only.

**Q: Will my insurance company cancel me now that I have made a claim?**

**A:** Because each insurance company is so different, I would advise you to ask your agent or adjuster.

**Q: Will my insurance premium go up now?**

**A:** Each insurance company has different guidelines. You will need to ask your agent or adjuster.

**Q: What is going to happen with my damaged furniture and/or contents?**

**A:** We will do our best to restore your contents to a pre-loss condition. If we are not able to restore any items we will set them aside to be itemized and turned in to your insurance adjuster. Your Adjuster will determine coverage according to your policy. ***Don't throw anything away!***

**Q: What is restorative drying?**

**A:** A few years ago the standard procedure was to remove any wet materials, replacing with new. Today, with much better equipment and training, our goal is to dry-out your structure, saving as much of the structure as possible.

**Q: How long will the dry out take?**

**A:** Typically the average water loss takes between 2 to 5 days. If materials have been exposed to water over a long period of time it may take 4 to 7 days.

**Q: If it can't be dried, what will be replaced?**

**A:** Our job is to bring you back to a pre-loss condition, as much as possible. We will complete the dry out process, determine what has permanent damage, and tear out what is unsalvageable. After we are finished, you may need to hire a contractor to replace what was permanently damaged.

**Q: What difference will it make to hire you before hiring a contractor?**

**A:** We have spent thousands of dollars on specialized training and equipment, dealing specifically with water damage. Our main objective is to minimize the impact on your day to day living. If you hire a general contractor, often they do not understand the concept of saving versus replacing. Just an example: 90% of the time we are able to save drywall with 3 days of drying, without putting any holes in it. If someone comes in and removes all of the drywall, you have turned a 3-day job into about a week and a half process and the adjuster may not approve.

**Q: Do I need to do anything?**

**A:** We have worked very hard at building a business where your responsibilities are very minimal. For the most part you should be able to just go about your daily activities without much worry or concern.

**Q: Why do I give Daystar Cleaning my deductible?**

**A:** It is your responsibility to pay your deductible. Your insurance company will subtract your deductible from our bill and pay the balance. As an example, if you have a deductible of \$250.00 and our bill is \$1,000.00:

Insurance check	\$ 750.00
Deductible	<u>\$ 250.00</u>
<b>Total amount paid</b>	<b>\$ 1,000.00</b>

**Q: Why do you have to monitor the job so often?**

**A:** For us to achieve the best results, we need to closely monitor the dry out process. This may include moving, adding, or removing equipment and checking humidity and temperature readings.

**Q: What is microban, and why do you apply this product.**

**A:** Microban is an antimicrobial, which is designed to inhibit, destroy, or prevent the development of microorganisms. Many times we will use this product as a precautionary step. **Your health is our main concern.**

**Q: How much is my electric bill going to be with all of this equipment?**

**A:** We have made every effort to use equipment that maximizes the fastest drying time but consumes the least amount of power necessary to achieve the best drying time and results. Below is an approximate cost of electricity for each piece of equipment.



\$ .25 per day



\$ .75 per day



Small \$ 1.25 per day  
Large \$ 1.75 per day

**Q: Why must we go through all this paperwork prior to extraction?**

**A:** We try to stay as organized as possible to insure the quality and customer service you deserve. Paper work is a very important part of the foundation to help us to achieve the highest standard of customer satisfaction.

**Q: Should we make arrangements for you to get in our house?**

**A:** Yes, it is very important that we have access to monitor the job. If you are not going to be available, then we need to work out a plan to gain access.

**Q: Must I stay in my home during the dry out process?**

**A:** Often you can stay in your home depending on the areas that are affected. You may lose the use of your bathroom, kitchen, etc. If you need to stay outside of your home, you may want to ask your adjuster about additional living expense or A L E coverage.

**Q: Why does the adjuster wait so long to inspect my loss?**

**A:** Often the adjuster will wait until the dry out process is complete in order to be able to assess damages. Other times because of our relationship with the adjuster, they may rely on our photos and scope of repairs without doing an inspection of their own.

**Q: Why does my house smell so bad?**

**A:** Often times the humidity in your house has doubled or tripled from what is normal and materials are wet that normally are not designed to get wet. If it has been 3 to 4 days since the initial water loss and you start smelling a sour odor, bacteria may be forming. After we have dried out everything the smell should be gone.

**Q: Will I need to contact a contractor or does Daystar Cleaning do that for me?**

**A:** You are responsible to hire the contractor yourself.

**Q: Are any of the chemicals used harmful to my pets?**

**A:** You should always avoid contact with chemicals. We advise you to keep any pets away from the affected area.

**Q: Is the final choice on the finish product my decision or the adjuster's?**

**A:** The choice of repairs is always yours. Your insurance company only owes like, kind, and quality. If you choose to do something else, you may have to pay more out of your pocket.

**Q: Do you guarantee your work?**

**A:** Yes, we guarantee our work for 1 to 5 years. Before we complete your job you will need to sign a form of work completion and satisfaction.

**Q: Why is it so dry in my house?**

**A:** It is our goal to get the air in your house as dry as possible, while speeding up the drying process before microorganisms can grow. However, it may feel dryer than you may be used to. You may also need to water your plants more often.

**Q: Can I turn off the equipment at night?**

**A:** No, we really need to keep the equipment running. By turning off the equipment it may increase the chance of mold growth, increase drying time, and increase prices.

**Q: Do I have to replace with the same materials, or can I upgrade?**

**A:** You may upgrade, but you will need to pay the difference in cost. This is something you can handle with your contractor and insurance company.

## Here's what some of our clients are saying.....

"I cannot thank you enough. You all have been so nice! I'm going to tell everyone to use Daystar! **I'm your #1 fan!**"  
- Miki McFatter

"We just highly recommend Daystar to anyone we know... **a high quality company, great follow through, very dependable.** They're going to do whatever it takes to help solve your problem. It's been a long time since I've run into that kind of positive attitude."  
- Adam & Jennifer Robinson

"Thank You for your midnight distress call!! **Your technicians are professionals! They take pride in their work ethics!** They are concerned for your satisfaction; about our pet! (thank you) and they want their company to succeed! Very hard working young folks! "  
- Terry Chiodo

"Respectful, prompt and gave accurate information...courteous demeanor when you came to our home and confidence in cleaning. Fresh job: Very satisfied and pleased. Before, wet with some stains; after, almost as good as new. **Excellent job and offer an organic and baby safe cleaner.**"  
- Cindy Bazzel

Dear Steve;

I recently had the unfortunate opportunity of getting to use your cleaning service for a major problem that I had. I say "unfortunate" not on your behalf...but let me explain...

On the Saturday prior to Mother's Day, my husband and I were working to try and finish getting a rental apartment that we own ready to be rented. Just the week prior to this, we had new carpet and tile installed, and on this day, I was doing some touch up painting in the living room. It was late, we were tired, I was trying to hurry and finish so that I wouldn't have to do it later that week, so as I was working along, I did not notice that my daughter had left the full bucket of paint on top of the ladder that was now in my way...I proceeded to move the ladder and the paint bucket came crashing down spilling paint all over me and the brand new carpet in the living room. I became hysterical to say the least. My husband immediately called your phone number all while I was still hysterical because I didn't believe that it could be cleaned. I asked him why he called your company because it was not the one that we normally use. He simply said that he had heard good things about your company and was going to give you a try. He spoke to "Willie", who I now refer to as a 'life-saver', and Willie advised to keep the paint wet, not to let it dry out and he would be on his way; he arrived in what seemed like minutes. I was still crying when Willie arrived, not real hopeful he could make a difference. He went straight to work. As he worked steadily on removing the paint, I began to see that he was right, the paint was coming out, and I could calm down. Then I wanted to cry because he did get it out and he saved us from having to replace the new carpet all together. All I can say is that you have a very good person to represent your company. All my friends and family WILL hear about his good work. We will definitely use your company again!

Sincerely,



Barbara Nazaruk