

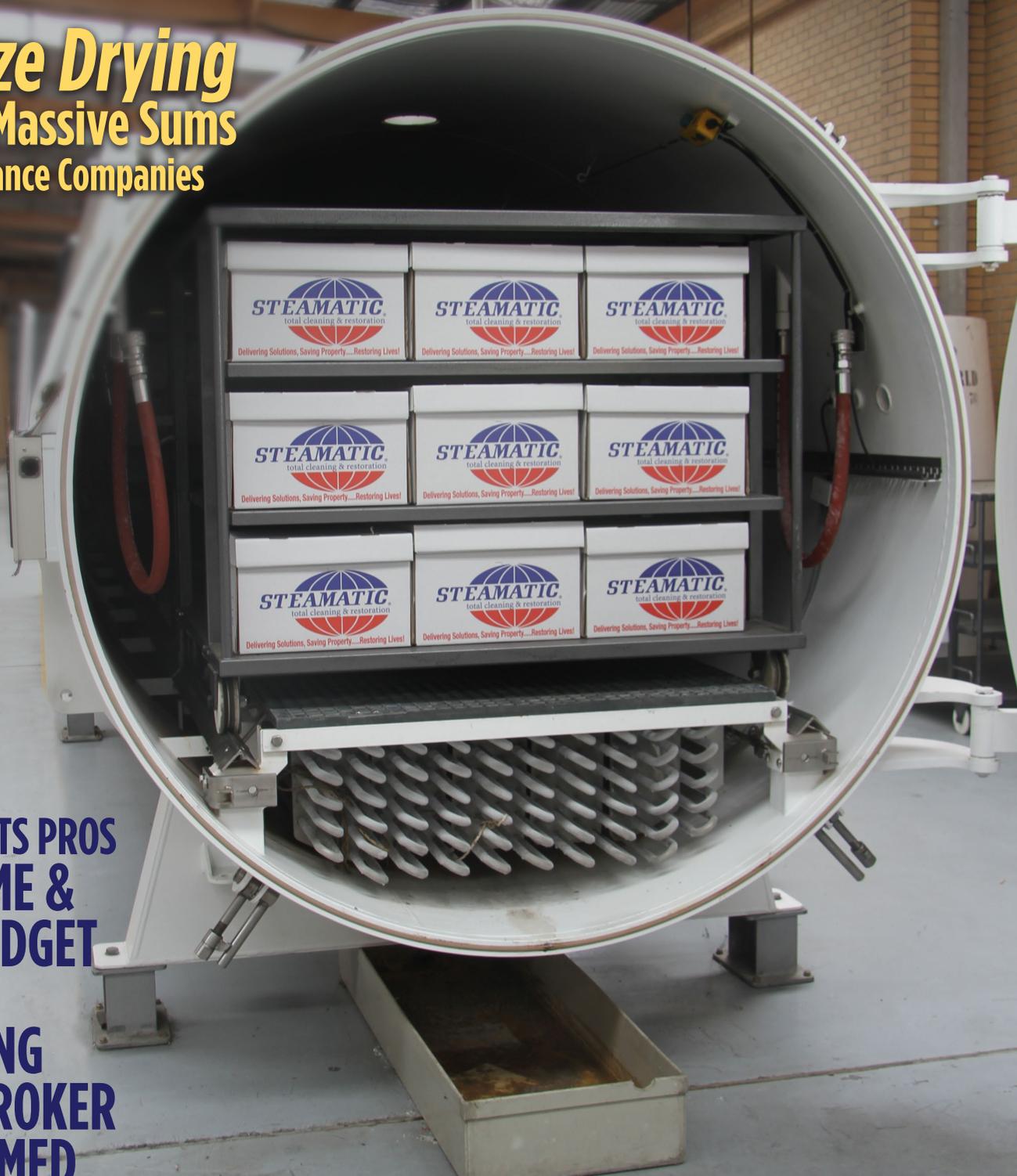


CONTENTS SOLUTIONS

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**Freeze Drying
Saves Massive Sums
for Insurance Companies**



**CONTENTS PROS
ON TIME &
ON BUDGET**

**KEEPING
THE BROKER
INFORMED**



Meet “Rosie” - The Largest Freeze-dry Chamber In The Southern Hemisphere!

Water-damaged medical records, deeds, birth certificates, maps, legal files, company registers, and much more (even money) can be restored.

We have seen the contents pros use simple, common-sense methods as well as cutting edge techniques for restoring valued manuscripts and artefacts. But the one that seems to surprise many observers is their decision to freeze most wet papers and books as their initial protocol.

The reason for this is that mould can begin to grow in as little as 24 to 48 hours after paper becomes water-damaged, but freezing it stops any further degradation. The freezing of the documents stabilises and prevents ongoing damage which buys the client time to determine other important factors such as, do they need to be saved? Who is paying the restoration costs? Are they insured?

Of course, contents workers have other ways of “making whole” the loss of paper items. We recall a government institution which suffered water damage to paper records due to a burst pipe, the 1000’s

of documents were frozen until such time that it was established there were historical documents included in the collection. These underwent the vacuum freeze-drying process to salvage them.

Freeze-drying chambers slowly heat the frozen documents, then before the ice can melt and turn to water again, it is vaporized under pressure and removed without damaging the valued articles. Those papers that had adhered together when wet, release and separate as part of the process.

With great pride we present our “Rosie,” the largest freeze-dry unit in the entire southern hemisphere.

From a single document to a warehouse full of corporate and legal records, the contents specialists have returned paper archives, fragile relics, and even previously wet photographs to their amazed owners. The contents pros have a remarkable track record of success, but as with many cases, time is never on their side. The sooner you call them, the more they can restore.”

— ON TIME AND ON BUDGET —

The best way we know to create cheerleaders both among the insurers and the insured is to do a stellar job every time. To come in on time and on budget. And the way we do that is to first establish the parameters for the job. If we offer a pre-estimate (up front) and the broker rejects it, we have another right behind it that has a modified scope of work and is a better fit for a reduced budget. When it is accepted, we move forward, no excuses, no hesitation.

A job well done is our calling card. Consistent results are the way we earn your trust. Some companies prefer to finish a job, then work things out with the insurance representative. We have always felt that to establish what is to be done – then do it – is a much better arrangement.

If a “change order” pops up because of unforeseen circumstances, we bring it to the attention of the broker right away. Some companies wait until the end of the job to present supplements. We have often found that immediate transparency is the most expedient way to complete an assignment.





You probably already know about structural workers using drones to examine roofs and other exterior home damage. And you may have heard that they were being used to locate injured and lost animals after the devastating fires in Australia.

But now, companies all over the world are finding new uses for them. The Mercedes-Benz Stadium in the U.S., announced that it would be using them to sanitize their arena (seats, handrails, glass partitions).

The Daily Mail (UK) wrote, "How the streets, shopping malls and playgrounds of Australia could soon be sprayed with disinfectant by DRONES in a radical new plan to defeat coronavirus."

The Chinese converted some

agricultural pesticide drones into disinfecting drones and used 12,000 of them to disinfect public places.

The contents pros point out that all these ideas sound terrific, but a thorough cleaning has to be performed prior to antimicrobial spraying, because dirt, oils and other detritus can actually protect the bacteria by forming a shield.

As it turns out, an Australian company has developed some new cleaning drones that use high pressure hoses or special chemicals to deep clean brick, glass, solar panels and more. We suspect that it is only a question of time before the contents pros start using them on the job. The pros are already using antimicrobial sprays. Using drones is a logical step.

CONTENTS SUCCESS **BOOK**

In Barb Jackson, CR's, "The Contents Success Book," she recounts the story of a newly trained team that invited her to come see their final efforts on their latest job – she was suitably impressed.

But something was wrong, the broker on the case was making complaints without ever seeing the team's efforts. We suspect he must have had a bad experience with an untrained company and had developed a strong skepticism about contents specialists in general.

Finally, he demanded to see the warehouse and the containers from the assignment.

But when he cut random boxes open, he was astounded at the superb quality of the work they had completed.

Trained contents pros do the same thing in the same way every time, until there is a roadblock of some kind – that is when they prove their true worth (and gain the respect of their critics).



KEEPING THE LINES *OPEN*

Contents managers know that it is imperative to keep lines of communication open with the broker assigned to the case.

Many brokers prefer that we give them just enough information to proceed with an assignment, but often they are happily surprised to find that we have massive amounts of "across-the-board" facts and figures available that are easily found in our files and can be used to close a complex project. When they reach out for more documentation, we can assist with records, measurements, lists, before and after pictures, inventories and much more.



40 Locations

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Specialising in
Contents Restoration,
professional pack out
and inventory service.
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Mould Remediation

Document Recovery

Contents Restoration

Electronics Restoration

Clandestine Drug Lab Recovery

Crime/Trauma Restoration

Kitchen Exhaust Cleaning

HVAC Cleaning and more!

COMING UP IN THE NEXT ISSUES OF CONTENTS SOLUTIONS



**HOW WE CREATE
PRE-ESTIMATES**



**STRANGE COLLECTION
IMMENSE WORTH**



**WHEN ONE DAMAGED PIECE
REDUCES VALUE**

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