



# CONTENTS SOLUTIONS

STEAMATIC AUSTRALIA - LEADING RESTORATION SINCE 1986

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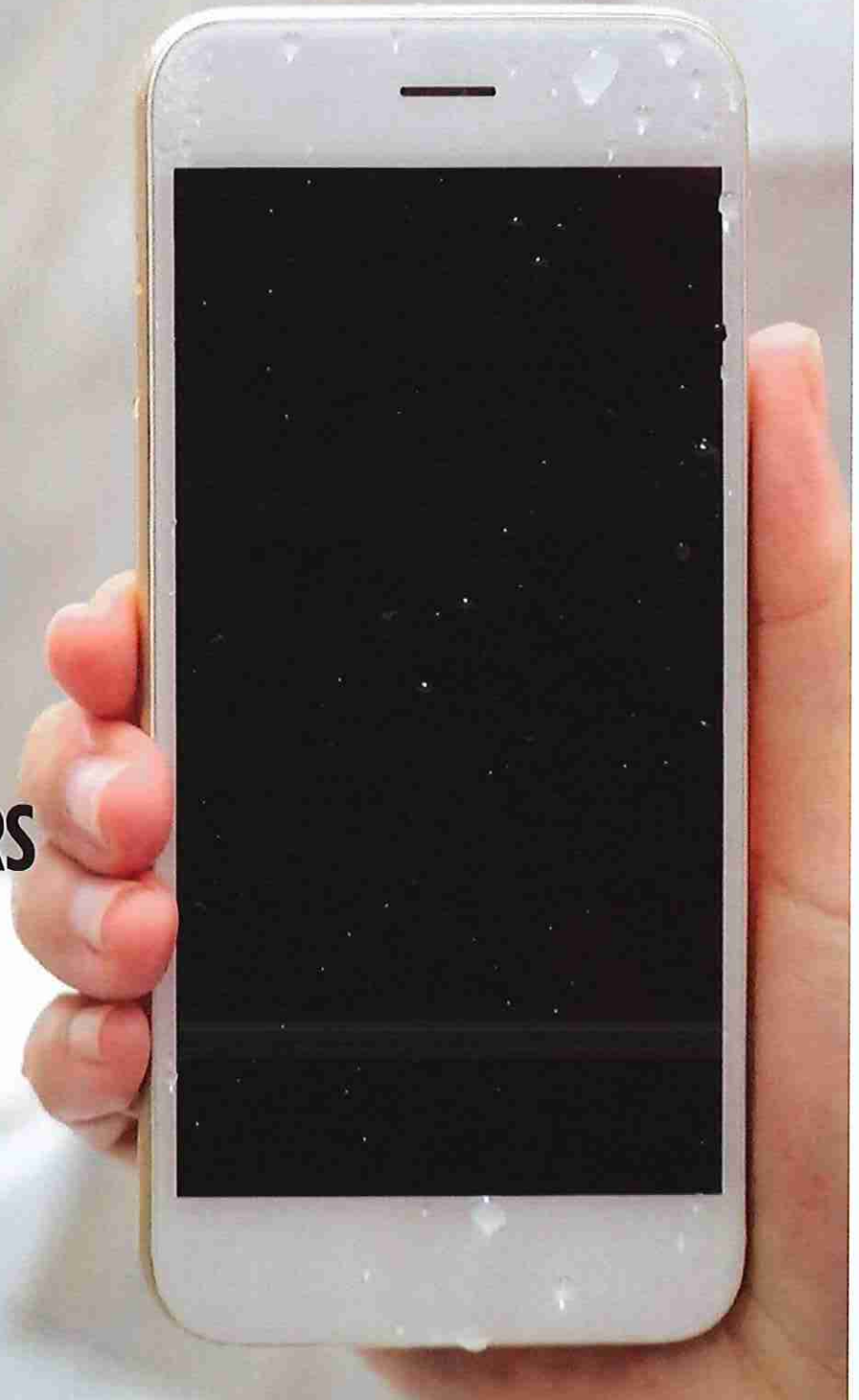
**HIDDEN BACTERIA  
IN YOUR HOME  
AND OFFICE**

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**THE RIGHT TEAM  
FOR WHAT  
YOU NEED**

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**CREATING  
SATISFIED CUSTOMERS  
IN TIMES OF CRISIS**



# Contents Pros Are Bacteria Hunters



Not long ago, the newspaper, Daily Mail, ran a story with a shocking headline that read, "Mobile phones are seven times dirtier than TOILET SEATS, finds new study (and those with leather cases are even filthier!)"

According to the report, the average computer keyboard, elevator button, doorknob, kitchen sponge and even the average carpet has far more bacteria than the average toilet seat.

But the contents specialists are no strangers to far greater bacterial threats than are found on high touch surfaces and have often been called upon for their expertise.

In fact, they were baffled when various national and international agencies hesitated to let them market and use their antimicrobials when COVID-19 came along. After all, they had been dealing with far deadlier and more virulent viruses and bacteria than COVID for decades.

Most contractors, who had dealt with a sewage back up or "black water" incursion, had remediated

numerous viruses and millions of microorganisms in a single encounter.

The contents pros have applied antibacterial solutions in schools, small businesses, doctor's and dentist's offices, cruise ships, gyms and yes, even hospitals. Some are liquids that dry to an invisible coating and keep working for up to 90 days or more.

Others are gasses, or mists, or even high intensity lights that hunt down germs no matter where they hide. But always, a thorough cleaning takes place first, because believe it or not, disease and infection particulates can actually conceal themselves under the biomass (dirt).

If your home or place of business is in need of mould remediation, bacterial clean up, or deep cleaning for concerned potential customers, you may want to consider the contents pros. These specialists have the equipment, training and experience to get the job done quickly and remarkably well regardless of the microbes involved.

For the contents pros, it is all part of the job.

## THE RIGHT TEAM FOR WHAT YOU NEED

If you had a fire in your home or office, you would want professionals who know how to remove smoke odours and soot.

If you had mould growing on clothes, bedding, carpeting and even mattresses, couches and chairs, you would probably want a mould remediation team that had the proper solutions and machines to make your home livable again.

If your personal belongings were every bit as valuable to you as your roof, floors and walls, you would want them restored after the fire or flood that placed them in jeopardy. That is why the contents pros take so many classes and receive constant and never-ending job related training.

And that is why you can get the exact right team to help restore your home with just one phone call.



## REMOVING MOULD, SOOT, GRAFFITI

## WE DO IT ALL



The contents pros have numerous ways to remove graffiti, soot, paint and even the char from wood that has been in a fire.

Building restoration teams have removed rust from steel girders, grime from historical monuments and even layers of spray paint from cars and trucks.

Imagine a powerful air gun that blasts forth a spray of sand, soda, crushed walnut shells, plastic beads and many other slightly abrasive compounds including dry ice!

In the hands of the contents specialists we have seen such "media blasting" used to remove varnish from wood, soot from bricks and even mould from a book, with no discernable damage to the book cover at all.

Steamatic Australia even

used handheld lasers to remove soot and grime from vintage statuary.

And there are many other methods available to the specialists – cleaning solutions, even liquid latex that adheres to the unwanted material and is peeled away taking the detritus with it.

Bleach, solvents, enzymatic cleaners, alkaline solutions, soot sponges and more have been employed to restore a home or office to pre-loss condition.

But the real secret lies in the training of the front line workers. Without it, any of these methods could result in irrecoverable disaster.

When you hire the contents specialists, you hire their expertise as well.

## THE GRAFFITI THAT WASN'T

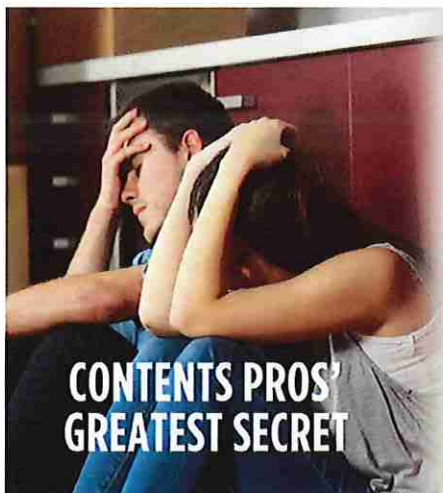
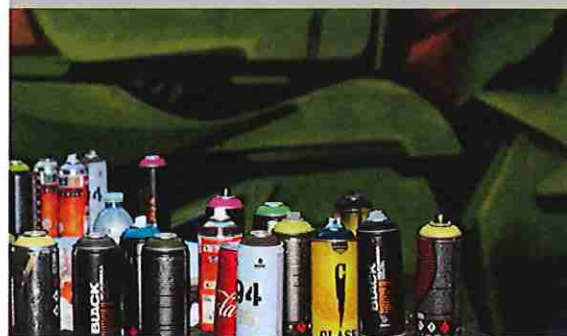
John Andrew Perello was exhibiting his \$400,000 abstract mural called, "American Graffiti," in a South Korean museum. It looked like... well... graffiti. There were even buckets of paint and spray cans strewn about for effect.

Along came a Korean couple who saw the paint and thought it was an invitation to participate (street art) – so they added their own flourishes to the masterpiece. They were caught on camera and arrested, but the exhibitors didn't want to press charges.

The artist said he would restore the painting for ten million won – in fact, he wanted to do it (who wouldn't for ten million won)?

But don't get too excited, ten million won is about \$9000.

There was a huge public response in favour of the couple who "graffitied" the graffiti. And there are contents pros who could have restored the mural to pre-loss condition for a whole lot less... although we suspect the artist might have objected.



## CONTENTS PROS' GREATEST SECRET

The contents pros' greatest secret of success may not be a secret at all. It comes in two "flavours" – generosity and kindness – and it is the hallmark of all well-trained contents teams.

The fact that we take pride in our work and that we proceed with integrity and transparency are just good business. But we never forget that we are dealing with human beings and human emotions.

We never forget that our clients are facing some of the most emotionally charged moments of their lives. So we proceed with compassion.

They have feelings of profound loss and we represent their best opportunity for recovery. Each step of the way, we slowly restore their sense of control and give them proof that at least some semblance of normalcy is well on its way.



**40 Locations**

**Call for the one nearest you**

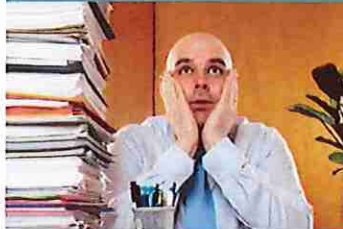
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