



CONTENTS SOLUTIONS

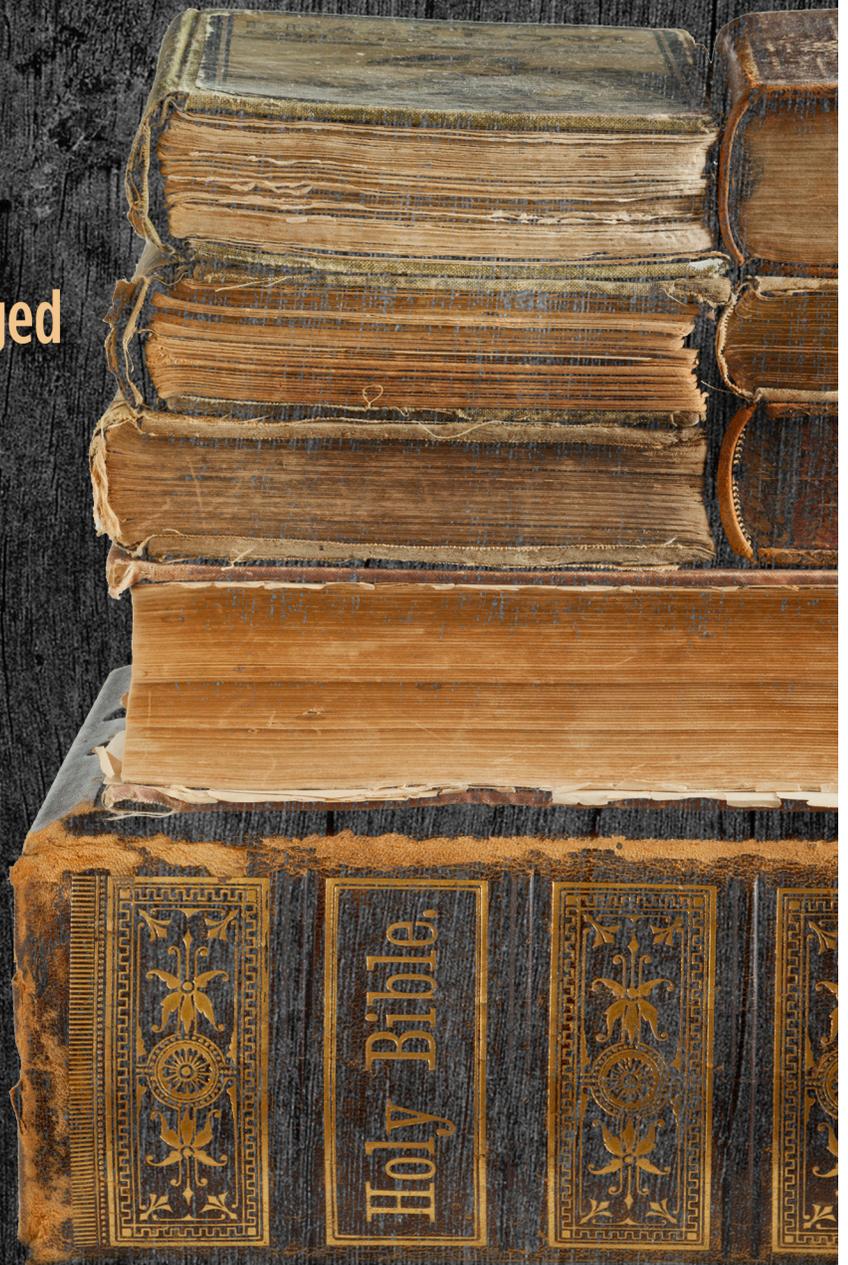
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Restoring Places of Worship

Restored 69 Smoke-Damaged
Apartments in Two Weeks

Why Adjusters Like
Digital Photo Inventory





RESTORING PLACES OF WORSHIP

Over the years, our files have begun to bulge with stories about the extraordinary tactics and techniques the contents pros used to restore churches, synagogues, Fellowship Halls and cathedrals, seemingly all over the world.

You may recall our article about the Steamatic Australia team that used lasers to gently vaporise soot that had adhered to priceless statuary.

In another, valued articles, which had been there for multiple generations of weddings, funerals, and community services, were restored using both intensive hand cleaning and space-age technology.

After the destruction of the Twin Towers in the U.S. (9/11), we wrote about the humble and respectful interaction of the contents pros with church officials when standing amid rubble, ash and damaged relics of value.

But it wasn't just statuary, altars and pews that were restored, the pros also cleaned and returned office furniture, kitchen materials, children's toys, and more. In one instance a church had a fundraising coming up in just 3 days, so everyone went into "hyper drive." Some of the structural workers ended up suspended 10 meters in the air and the contents professionals

worked around the clock.

On the day of the big event, they provided a slide show of the progress they had made each step of the way and were most gratified when the congregation rose as one to applaud and cheer their efforts.

Perhaps you remember the earlier article about the two contractors who moved mountains to get a small church open for Sunday services after a hurricane. They attended a church gathering and were shocked (and a little embarrassed) when the pastor praised them effusively from the pulpit.

In upcoming issues, we will tell you more about the contents pros large loss restorations – including ones with seating for 4000 members, million dollar organs, priceless stained glass, soot covered art works, heat-baked statuary, blackened walls and ceilings 15 meters up.

But remember, these buildings could just as easily have been offices, schools, apartments and houses.

The contents pros treat a family home or a small store with the same dedication, skill and expertise they would for a place of worship. When they are on the job, the job gets done.



WE ARE HERE FOR YOU!

When disaster strikes, Steamatic is on call 365 days a year, 24 hours a day, 7 days a week to provide a complete range of restoration services that make us unrivalled in the commercial and home insurance cleaning industry. A pioneer in the restoration field, we bring professionalism and experience to even the most complex of cases.

With over 40 service centres nationwide, we can carry out the restoration of your policy holder's items with minimal disruption to their business.

We have worked with insurance companies since 1986 and are able to assist loss adjusters and other agents with their most challenging assignments. And best of all, our contents restoration team saves insurance providers significant sums on virtually every job by restoring instead of replacing the insured's valuables.



RESTORED 69 SMOKE-DAMAGED APARTMENTS IN TWO WEEKS

We recently saw a case in which the contents pros helped restore 69 apartments in a single building. There had been a fire from which smoke and ash found their way through rubbish chutes and into both common areas and individual homes.

Readers of previous issues of Contents Solutions may recall that protein fires are listed as being among the most difficult to remediate due to the “sticky” nature of the soot – it coats virtually everything it touches.

The team arrived on scene just 2 hours after the initial

call and went to work cleaning walls, floors, ceilings -- just about every exposed surface in the common areas.

Inside the damaged apartments, the pros found themselves cleaning surfaces three and even four times to get all the soot off and out from behind massive amounts of valued items and each home had to be treated as a separate job.

In spite of this, the pros finished everything within two weeks... in the early days of the COVID pandemic (4 days after a stay-at-home order was issued).

AN OFFICE MYSTERY – SOLVED!

A troubled office worker was once convinced that the restoration pros had done nothing at all to his desk and its contents when they claimed to have packed everything out for cleaning and restoration, then back again (along with all his co-workers’ belongings) after a small fire.

His books were where he had left them. His ceramic “bric-a-bracs” were in the same place, the keyboard and computer were in the exact position they were before the fire – how could this be after a pack out?

The answer is simple, the contents specialists took pictures before they moved the soot-covered items. And after cleaning, they used the images to put everything back in the spaces where they had originally encountered them.

It is the same process that delights insured families when the pros pack back paintings, chinaware, clothing, area rugs, etc., in an average home.



ADJUSTERS LIKE DIGITAL PHOTO INVENTORY

Everyone likes our digital photo inventory. It provides the broker with evidence he (she) can present to justify many, if not most, costs of the restoration process.

And let’s say that a homeowner mistakenly claims that the contents pros damaged his custom built mahogany pool table that now has gouges in the wood and a tear right through the felt and into the slate base.

When the project manager points out that the site log has her entering the home at 10:05 A.M. and the time stamp of the photo that was taken during the initial walkthrough is 10:22 A.M., clearly showing the damage to the table (and the contents team hasn’t even entered the building at that hour), it is case dismissed.



40 Locations

Call for the one nearest you

CALL 24/7 1300 783 262

Steamatic.com.au

Specialising in
Contents Restoration,
professional pack out
and inventory service.
With restorative cleaning
for all types of contents:

Restoration Services

Water Damage

Fire Damage

Odour Control

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



**SMOKE IS "SLIPPERY"
TIME TO CALL THE PROS**



**HOW WE RESTORE
VINTAGE FURNITURE**



**SOME THINGS ARE WORTH
MORE THAN THEIR PRICE**