



CONTENTS SOLUTIONS

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CONTENTS PROS VS. THE ARSONIST

Appearances
Can Be Deceiving

4 Years & 10 Minutes
to Finish The Job





CONTENTS PROS — VS. — THE ARSONIST

The arsonist snuck up to the hair salon's front door around 3 A.M. and poured gasoline into the letterbox. Then he ignited it and walked away.

Burning plastics, resins and polymers leave an oily, greasy soot over everything in their path that requires restoration grade degreasers.

And most everything in the shop was plastic – chairs, counters, hair dryers. The fire starter probably figured that the little shop was finished. But he hadn't counted on the arrival of the contents pros.

The fire occurred on Friday and the pros were onsite the same day. Some of them cleaned and inventoried all the individual items right then and there – discarding those articles that could not be saved, restoring those that could.

Others set about cleaning and deodorising the walls and ceiling. Charred wood was cleared away, the restorable items were moved into an upstairs area. The contents specialists moved like a juggernaut

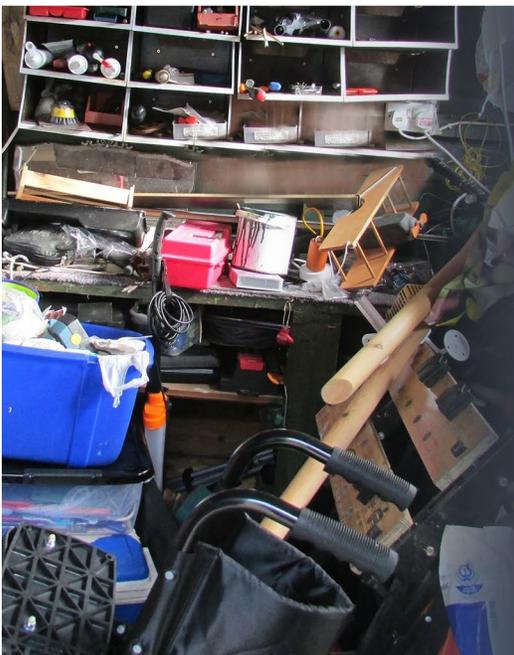
through the apparently destroyed downstairs.

The contents pros managed to restore the carpet that had remained just out of reach of the flames and to re-create a reasonable facsimile of the original salon – that happened on the second day. There were four rooms that had suffered extensive damage.

Even so, by the third day the doors opened and loyal customers filed in, showing their support. It wasn't so much "business as usual," it was more like "business unusual," but it worked.

The original owner had died 4 years earlier and she had passed the shop on to her two sons, who had made it into a local fixture for folks who didn't want to (or couldn't) travel out of town for their styling and haircut needs.

No one expected it to reopen so quickly, but no one had anticipated a team quite like the contents pros.



4 YEARS AND 10 MINUTES TO FINISH JOB

The contents manager was called in by the daughter of a kindly little old lady to perform a complete cleaning and restoration of a hoarding house.

The little old lady said, "Okay, you can do it, but I get to decide what stays."

The manager picked up something at random and said, "How about this?"

The little old lady said, "That stays."

The manager tried 3 more times, then the nice old lady asked her to leave.

The contents pro was hired and fired in about 10 minutes. 4 years later, the daughter called and explained that she had moved her mom into an assisted living facility and invited the contents manager to finish the job.



THE CHURCH NEEDED A HAND

There had been no crisis, no flood, no fire, but the trustees wanted to make sure there wouldn't be one.

You know those powerful exhaust hoods that pull smoke, grease, and oil away from industrial kitchens? It had been months since theirs had been cleaned and the accumulated particulates were thick and dangerous.

The pros arrived in one hour, removed the filters and sent them back to their headquarters for cleaning with specialised tools.

By 5 P.M. that same day, the filters were returned (looking brand new). As a goodwill

gesture, the contents pros gave the floor their "concierge" treatment as a free bonus.

Before they departed, they told the church administrators that there wouldn't be any emergency service charges for the rest of the year, if ever they were needed.

It was a small gesture, but fairly common for the contents team. They try to support the community whenever they can. Manning soup lines, building small ramps, cleaning church carpets, you may never hear about any of the things they do, but you might rest a little easier knowing that they are out there representing you.

APPEARANCES ARE SOMETIMES DECEIVING

In some cases, heat, soot, and smoke may not render valued items visibly damaged, even though such objects have been chemically altered, spoiled or permanently ruined.

This time a convenience store had a fire that started in a freezer and the ensuing conflagration involved the entire store.

In 7 minutes from the call, the contents supervisor was in contact with the owner.

One hour later, he gave the insured and the adjuster a completed estimate.

One hour after that, the team was on the job.

Four 15 cubic meter skips were filled with destroyed goods and a complete list of non-restorable items was given to the insurer and the insured.

The contents pros' motto is "restore not replace," but in some cases it is actually more economical to discard articles that have been rendered useless or dangerous.

Thawed frozen goods, medicines exposed to heat, contaminated cosmetics, etc., fall into that category, and you can always count on the contents pros to know and understand the difference.



Saving Valued Items

A fast-food restaurant had a fire, but this time, the contents pros moved so quickly that the thousands of dollars' worth of frozen foods had not even begun to thaw. So, the specialists arranged to take the salvageable items to an alternative facility.

A small fortune was saved for the insured and the carrier.

The contents pros performed a "deep cleaning" of the entire place of business.

And of course, every item that could not be restored to pre-loss condition was added to the non-salvageable list, shown to the owner and the adjuster on the case, then properly discarded.

Normally, food that has been in a fire is automatically discarded by the contents pros, but this time the freezer actually protected those items until they could be packed out.





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COMING UP IN THE NEXT ISSUES OF CONTENTS SOLUTIONS



**RESTORING COINS
YES WE CAN!**



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COMPLETE REMEDIATION**



**STORM DAMAGE?
WE ARE ON OUR WAY**