



CONTENTS SOLUTIONS

STEAMATIC AUSTRALIA - INDUSTRY LEADER SINCE 1986

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**REMOVING SOOT
THAT IS BARELY THERE**

**COMPASSION
FOR THE INSURED**



**STEAMATIC AUSTRALIA
RESTORES CARS TOO!**



HUNTING SOOT

Soot particles are small enough to enter the body through inhalation, ingestion, or even the skin and eyes.

The contents pros have demonstrated numerous effective methods for removing it both from the air and from porous and non-porous surfaces – everything from HEPA-filtered air scrubbers, to lasers that literally evaporate the carbon particles from ultra-fragile surfaces.

But how can they find which areas of a home have been impacted by the soot when as little as 10% of the walls, chairs, tables, ceilings, bedding, clothing, televisions, etc., are actually coated with visible soot (the rest is coated in a film, with grains so fine that they are virtually invisible to the naked eye).

Many of our readers will remember the innovative technique used by restoration consultant Barb Jackson CR, in which she would go to a room, in a home where a fire had occurred, but the soot was not readily apparent. There she would swipe a white, microfiber cloth across a hard surface, then examine the results under a small, pocket-sized microscope.

Under magnification, carbon particles look very different from ordinary dust. This simple method has saved adjusters, homeowners and contractors significant sums by assuring that all affected rooms are cleaned and deodorised – not just the ones where smoke damage is plainly evident.

Other contractors have established their own methods of discovering unseen smoke residue. We recently saw a demonstration in which a frontline worker stroked a clean, unused soot sponge across a couch where no discernable smudges or stains could be seen – only to hold the sponge up to the camera displaying a substantial amount of soot across its surface.

When all else fails, most professionals agree that the human nose is a very good judge of whether or not soot has impregnated a surface even when it cannot be seen.

One physician writing for the NHS, explained that we humans are even able to detect smoke odors through an N95 mask (the one created to filter out Covid-19 and other microscopic particles).



WORKING WITH THE INSURED

One contractor tells of a case history in which a “chimney sweep” company vacuumed the soot and ash from a family’s fireplace, and ended up spreading it throughout the house!

The contents pros made a thorough examination of the home and started work immediately. Visible soot had manifested on walls that stretched 5 meters high and invisible soot was in every nook and cranny.

The insureds had told them they would be away on vacation, which gave the frontline workers time to do a stellar job, but then returned early. So, the team made appointments that were acceptable to the clients and the clients themselves used their own senses to guide the contents pros to an outstanding conclusion.



STEAMATIC AUSTRALIA RESTORES CARS TOO

Over half a century ago some auto repair firms had small, portable, sand-blasting units into which a single, dirty spark plug could be inserted. In seconds a miniature “sand storm” would remove all contaminants.

In later years much larger units were used to “sand down” corrosion on the undersides and bodies of entire automobiles, even removing paint right down to the metal.

Then Steamatic Australia brought an advanced technology to cars, houses, steel bridges and many other structures in need of specialized cleaning – only instead of sand (which needed massive cleanup efforts

after use), we used carbon dioxide (dry ice)! Upon impact, the particulates simply do their job, then disappear.

And our hand-held lasers can remove soot from delicate surfaces with no damage. Indeed, the plasma created by the process is actually hotter than Sun. But pulses are so brief, they don't have time to transfer heat into the substrate. They can strip away years of road grime without so much as a scuff mark.

We have restored many of the finest automobiles in Australia, including Ferraris, Porches and Mercedes.

When only the best will do, we are here for you.

COMPASSION FOR THE INSURED

We once read an article by a loss adjuster who had a kitchen fire in his own home. Hot oil ignited and poured smoke throughout his residence.

The kitchen was burning, but he grabbed the pot by forcing his hand through the flames and grasping the already melting handle.

His hand was badly burnt, and in the ambulance, he thought about his panicked wife, the pain, the terror – then came to a deep and abiding understanding of what it was like to be one of his clients, and what it was to bring “healing” to the insured.

His insights inspired us. Now, our Claims Administration staff act as “consumer advocates” on every job, providing empathy, care, listening and an experience that we think every customer should expect after an event.

To us, this is an important part of the claims process. It is one of our most essential hallmarks.



Ultraviolet Light – More Than Meets the Eye

When you see the contents specialists shining ultraviolet light on a wall or carpet they may not be killing viruses or germs there (although it has proven effective in killing viruses, including Covid-19).

Ultraviolet light is also a splendid detection device that helps them find urine stains, oil spills, petroleum jelly, antifreeze, the fungus that causes athlete's foot, many strains of mould, viruses and bacteria as well as many foods and other human bodily fluids (including blood).

So, you may observe the contents pros using their ultraviolet lights to closely examine rugs, kitchen counters, bathrooms and other places that may harbor substances that are best cleaned and sanitised before they start producing colonies of bacteria or deep stains if left unattended.



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Call for the one nearest you**

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With restorative cleaning
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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



**CONTENTS PROS
SILVER SECRETS**



**VINTAGE CERAMICS
RESTORED**



**EVERY HOUSE HAD
WATER DAMAGE**