



CONTENTS SOLUTIONS

STEAMATIC AUSTRALIA - INDUSTRY LEADER SINCE 1986

Vol.2, Issue 5

STEAMATIC 3D
THE FUTURE OF
INSURANCE RESTORATION



WE INVITE ADJUSTERS
TO BE PART OF OUR TEAM

SAFE INNOVATIONS

STEAMATIC 3D

You have always known that Steamatic Australia was an extraordinary restoration firm. We've shared articles about how we were able to remove soot from church statuary with lasers that had a touch gentler than the brush of a butterfly's wing, but so powerful it could strip rust off aging steel girders.

You've read about our gamma rays that can kill any virus or bacteria – and about our botanical solutions that will harmlessly sanitize an office or home with the workers or family still seated at their desks or dinner table.

And now we are bringing a new dream to our friends in the insurance industry. You have seen what we could do in the past with digital photo inventory. It was once considered to be "cutting-edge" technology.

But imagine that you could see one of our photographs, then (like virtual reality) you shifted your view to the left or the right and saw a whole other side of the object? You look up and see the ceiling above it, you look down to the floor below. You "walk" away (as in a video game), meander down a hallway and enter a kitchen, or the major bedroom.

You move across wet carpeting without even getting damp. You "breathe" in soot particles from a recent fire and remain unaffected by them. You are there and not there. You see everything, you can zoom in, to inches away from a single article, or "lean back" and see an entire room.

Everything you wanted to see, everything you wanted to know. With a glance you will know the length, width and height of a couch or a counter top. The extent of the damage, every piece of silverware, every china plate, each piece of jewellery, the carpets, the walls, the extent of mould infestation – it is all there and you never had to even leave your home or office to view it.

A perfect record to back up your assessment and documentation – and best of all, you can visit again in a few days to see the transformation our team has brought to the home or office.

The insureds can see their valued items as well.

The future is here and it is called, "Steamatic 3D."

All you want in a restoration company... and a whole lot more.



CARPET "DENTS" RESTORED

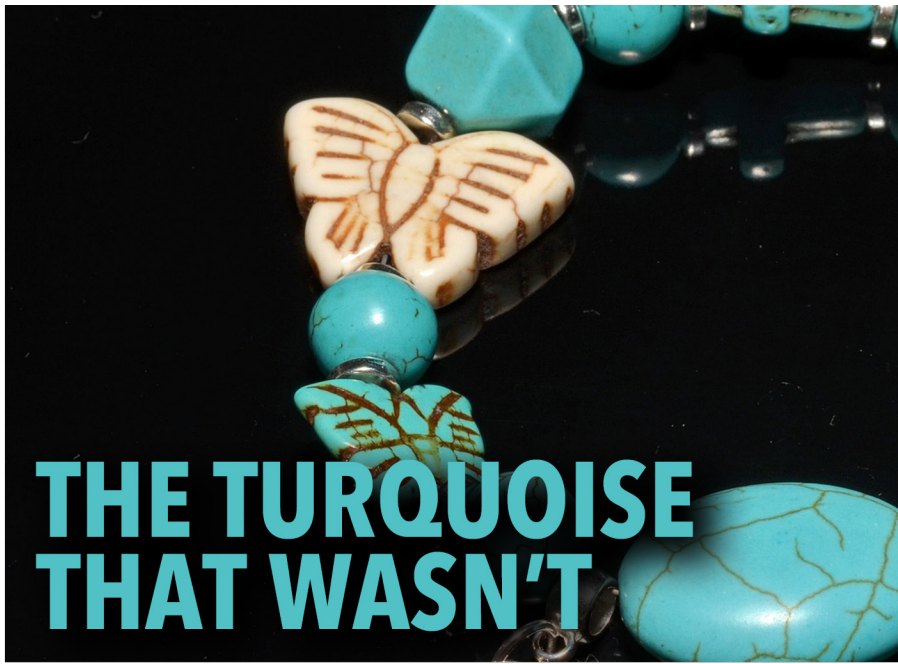
You know those "dents" you find in a carpet where heavy furniture has sat for an extended period?

Many contractors just leave them so they know where everything goes during a pack-back.

But for those times when it is a good idea to remove them, our contents pros do it very well! They use steam devices (wall paper steamers, hardwood floor steam cleaners, hand-held steam irons, etc.)

It works! But only a professional should perform such actions, too much steam can actually harm the carpet backing.

It is not a time for amateurs.



THE TURQUOISE THAT WASN'T

We once participated in a conference where we overheard a contractor telling of the time a frontline worker was cleaning jewellery the old-fashioned way (with cotton swabs and cleaning compounds).

The contractor explained that the employee had dipped a swab in acetone (nail polish remover) and was meticulously dabbing a green turquoise and silver necklace in order to remove soot from its surface, when to her horror, the green color of the stone came off on the cotton!

The homeowner insisted that the turquoise was genuine and felt the worker had ruined

the piece.

As it turns out, most sources tell us that as much as 90% of “turquoise” on the market is actually “Howlite,” a softer stone that absorbs color quite easily and has veins so it looks a lot like the real thing.

In this instance, the green color was just dye and some owners have reported finding their green fading after wearing their ersatz “turquoise” in a single warm bath. Trained contents pros don’t use acetone to clean jewellery -- ever.

Type in, “How to Tell if Turquoise is Real” in any search engine to find out more for yourself (we did).

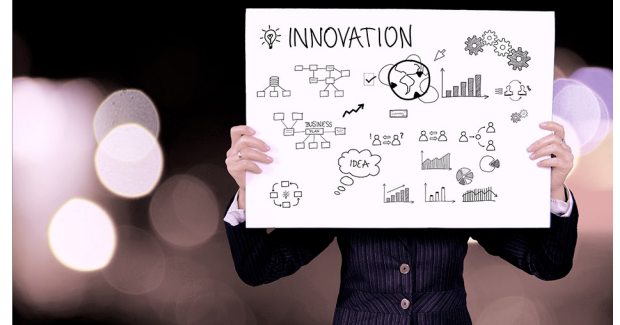
SAFE INNOVATIONS

Most of our readers already know that one of the hallmarks of our outstanding contents teams is their ability to innovate. Starting perhaps with Barb Jackson CR’s “Adapt, create, proceed,” slogan that when faced with a new challenge which might impede progress or worse, our frontline workers are invited to adapt to the new obstruction, create a solution, and proceed to the next portion of the job before them.

Occasionally, we are asked how we implement such ideas. The answer lies in the fact that our contents supervisors foster a sense of “safe inventiveness.”

They approach recommendations without defensiveness and thus they empower the team to voice concerns and suggestions. They make room for considered innovation, they talk things over with the team to see what will work and what can be improved.

It is a collaborative effort with everyone pulling in the same direction no matter what the obstacle.



Adjusters Become Part of Our Team

Active listening, common courtesy, conflict resolution, decision making – these may all sound like skills we would use on the job with a homeowner or office manager, but the truth is that we use them among ourselves first. Then, when we introduce them into the extended work-place, we are inviting all present to become an active part of a proven process.

We know that we can accomplish more as a team than as individuals, so we work on team building abilities that eventually end up being used with the adjuster, owner, or other authority we encounter as well.

A claims adjuster who is part of the process, comes to trust us. And success on any assignment is born out of mutual trust and respect.



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Contents Restoration
Electronics Restoration
Clandestine Drug Lab Recovery
Crime/Trauma Restoration
Kitchen Exhaust Cleaning
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COMING UP IN THE NEXT ISSUES OF CONTENTS SOLUTIONS



**OFFICE RESTORATION
OPEN FOR BUSINESS**



**CONTENTS PROS
MINOR WOOD REPAIR**



**DEEP CLEANING CARS
YES, WE CAN!**