



CONTENTS SOLUTIONS

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**NO PACK OUT
ALLOWED**

**CREATING SOLUTIONS
FOR ADJUSTERS**

**DEADLY
OLD BOOKS**



TIPS FOR NO PACKOUT SMOKE RESTORATION

One of our authors recalls the time he was asked to clean and restore an office in a government building. The administrators said, “Don’t touch anything, don’t move anything, don’t read anything, and above all don’t take anything out of the building.”

It was a challenging case.

We’ve had homeowners flatly refuse to let us pack out soot covered items and we have had more than our share of arguments with owners who don’t understand that with no power to heat or cool their home, the freezing (or hot, wet, muggy) weather continues to destroy their valuables.

But as restoration consultant Barb Jackson CR says, we “Adapt, create and proceed.”

So, with fire and smoke-damage cases we start by making sure the environment is safe. Then a full day before our team enters the environment, we begin cleaning the air, and even after that, it is quite common that we don protective clothing, shoe coverings and masks with appropriate filters.

Of course, we have seen ozone used, but it is not a “silver bullet,” and because it has proven to damage many contents items (dries out leather, damages

paintings, etc.), we have also used Biosweep (H_2O_2 generators), chlorine dioxide, heat, etc.

When we aren’t allowed to pack out a client’s items, we often build on site chambers in which we place the things we want to deodorise, then use the Biosweep H_2O_2 generators, cleaning solutions, HEPA air scrubbers, etc., to pull odours from them.

A staging area becomes imperative, and one contractor, who had 25 offices to restore, opted to use one of the offices as his base. Then, one by one, he rotated desks, chairs, filing cabinets, etc. through that room while his team cleaned and restored one office ahead – then moved the office furniture into the newly decontaminated space.

You may recall the issue in which Contents Solutions once told of a team that used an indoor basketball court for both vortex drying and deodorising massive amounts of materials that were taken from a fabulous mansion.

No matter the circumstance, we adjust our methods and materials to the situation and rely on innovation to complete assignments on time and within budget.



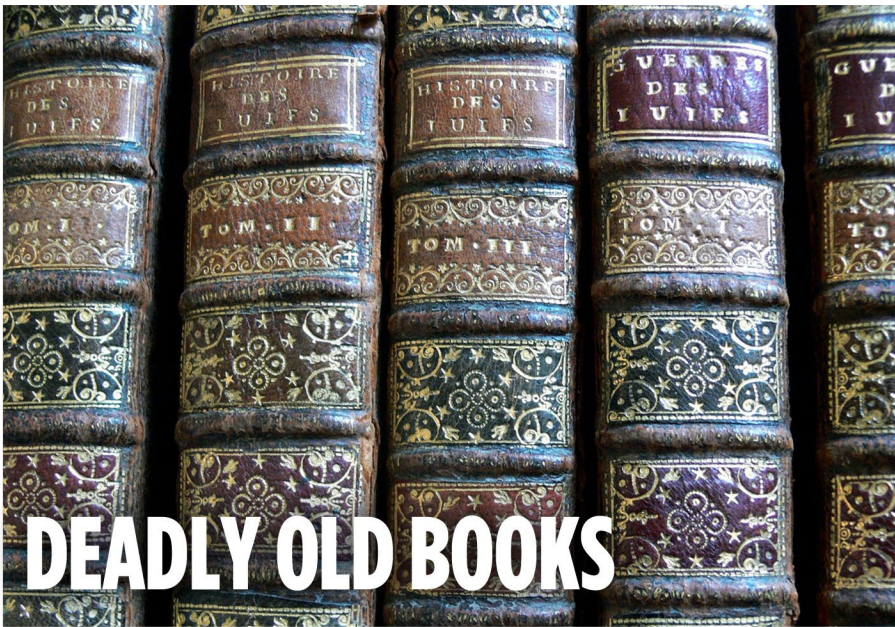
WHY DIDN'T I THINK OF THAT?

“Did you miss a spot? Or not?” That is what they needed to know during the Ebola outbreak in West Africa. They couldn’t take the chance that disinfected surfaces had so much as a single drop of infected matter – so they sprayed, they wiped, but they couldn’t tell where the spray had been applied (most sprays are transparent).

Then a new product was introduced that enabled the workers to literally color the disinfectants they were using. For example, a blue color can be mixed with virtually any antibacterial spray, so the worker will see blue wherever the spray lands.

Then minutes later, the blue vanishes, leaving a clean, pristine surface.

Expect the contents pros to have it very soon.



DEADLY OLD BOOKS

Have you ever seen those old books with the bright green or dark green covers – sometimes gold embossed?

It turns out that they might be coated with one of the deadliest poisons on earth.

A researcher in Denmark was the first to notice it – 3 books in a museum library were liberally laced with arsenic. It wasn't part of a real-life Agatha Christie plot line; it was because arsenic is a main ingredient in the green covers on those books.

It seems that right up until the early 1900's, book manufacturers liked the green color that resulted from mixing arsenic with copper. Some

historians theorise that they may have used it because it also killed rodents who chewed on the book covers and insects that crawled across them.

After 1900, they started using "Paris Green" to kill mosquitos, and farmers used it to kill grasshoppers in their fields.

During World War II, they actually used it to kill rats (it was packaged and sold in tins for that purpose).

Which is why, when the contents pros are packing vintage books of questionable heritage, they wear nitrile or latex gloves and protective masks.

WE CREATE SOLUTIONS FOR ADJUSTERS

You already know that we save significant sums for adjusters by restoring instead of cash settling.

But have you noticed that our marketers often ask questions instead of making sales pitches? For example, one might ask, "What challenges have you faced in your most recent 5 or 6 cases?"

Whatever the adjuster tells us next, it moves us toward resolving that obstruction.

And Contents Solutions is part of our responses -- born from experience and training, we can show you approaches that you may not have anticipated.

When we can't get together, we send it along, filled with good news about questions you wanted to ask and solutions we can offer.

If you would ever like to see our anticipated remediation to a special challenge you face, just let us know – we'll share our strategies right here in these pages.



ANOTHER STEAMATIC SPECIALTY

When our contents specialists are faced with fragile internal and external surfaces that have been exposed to soot and other particulates, and water cannot be used, they often meet that challenge with liquid latex.

It is a thin, paint-like substance that is sprayed or brushed onto the item in question, then allowed to dry. During this time, it absorbs soot, smoke, dirt, stains and pollution. And as it dries, the latex takes on rubber-like properties and can then be peeled off the surface, taking with it carbon pollution, smoke soiling and other grime.

We've used latex with great success for both porous and non-porous surfaces (bricks, porcelain, even ecclesiastical contents).

No water, no residue, just spectacular results!





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Contents Restoration

Electronics Restoration

Clandestine Drug Lab Recovery

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Kitchen Exhaust Cleaning

HVAC Cleaning and more!

COMING UP IN THE NEXT ISSUES OF CONTENTS SOLUTIONS



**LARGE LOSS
WATER DAMAGE**



**SMALL BUSINESS
FLOODING**



**DEADLY MOULD?
HARMLESS STAIN?**