

CONTENTS SOLUTIONS

THE GO-TO-GUIDE FOR PERSONAL PROPERTY RESTORATION

Vol. 15, Issue 7

WATER DAMAGED BOOKS MUDDY SOLUTIONS

QUICK TIPS &
INSIDER SECRETS
ABOUT MOLD

THE WEIRD WAYS
OF CONTENT MANAGERS

Provided By Your Contents Restoration Partner



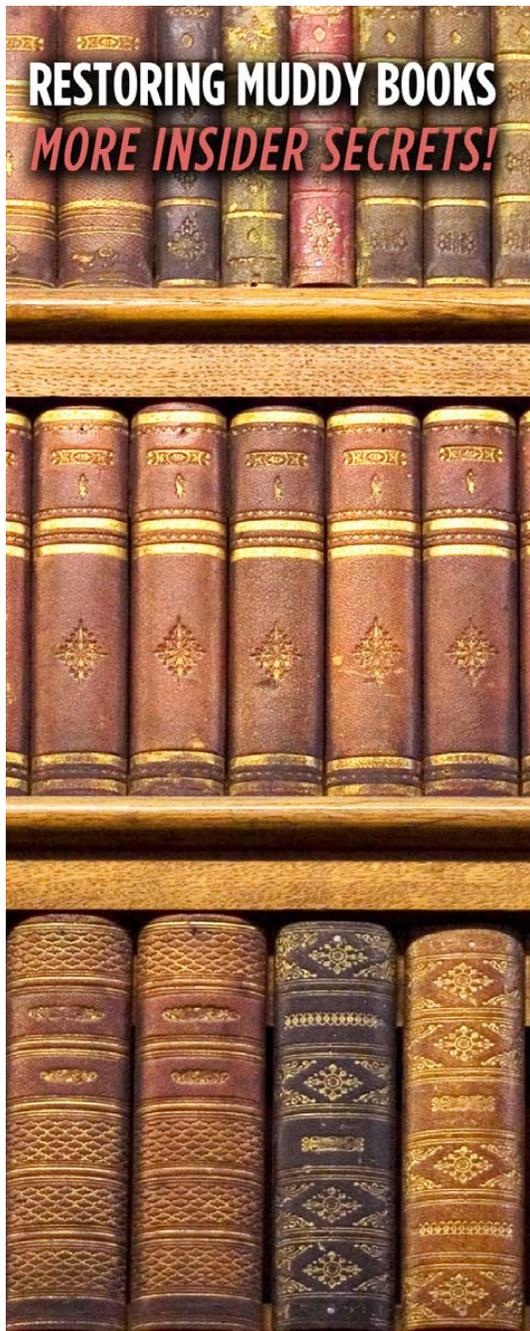
ASPEN GOLD
CLEANING, Inc.

FIRE - FLOOD - MOLD

24/7 Emergency Response

303-688-9283

or 719-488-2609



RESTORING MUDDY BOOKS MORE INSIDER SECRETS!

Some years ago, a major repository lost dozens of rare manuscripts and books from their collection which had been inundated with dirty, muddy water. Since that time numerous conservation organizations, along with the Library of Congress (to whom we owe a great debt of gratitude for its contribution to this article) have pooled their knowledge in the hope of avoiding such disasters in the future.

The flood had been devastating, but worse still, massive amounts of documents and books were lost due to the lack of training for the workers who attempted to salvage the sodden and matted-caked pages.

The contents pros have spent decades since then gathering information, employing superior methods and saving millions of dollars for museums, homeowners, small businesses and insurance companies.

Here are a few “quick tips,” that will help you determine whether you have a real contents team working for you or some well-meaning but untrained laborers.

The pros will often turn off the heat in the affected rooms and get air circulating to get the excess moisture out.

For expensive pieces, an expert should be consulted – untrained workers in one facility busied themselves scraping mud off books and rare documents only to discover that, according to one report, they had been “...driving mud into the interstices of leather, vellum, cloth, and paper, caused extensive damage to the volumes, and made the later work of restoration more

difficult, time consuming, and extremely costly.”

Contents pros don't open wet books. Wet pages can tear with even the slightest touch – dry ones are built to be turned – and even cheap books will cost at least a dollar a page to repair. Often, contents specialists will freeze books with the intent of moving them into a freeze-drying chamber to complete the job. And of course not all contents companies have freeze-drying machines in their companies, but they all know who does have them and they choose the very best of such firms for their associates.

It is rare to see a contents professional removing mud from a book with a wet sponge – dry mud is easier to remove from documents than wet!

Sometimes you will see a worker pressing on a book to force the water out, but the pros tell us that is a bad idea – extra pressure can actually push mud into the “fabric” of the page, making it very costly to remove later on.

Beginners might use bleaches, detergents, water-based fungicides, staples, paper clips, adhesive tape and newspaper as part of their muddy book restoration process – professionals don't (even ordinary, wet newspaper can transfer its ink to the very book it was being used to salvage!)

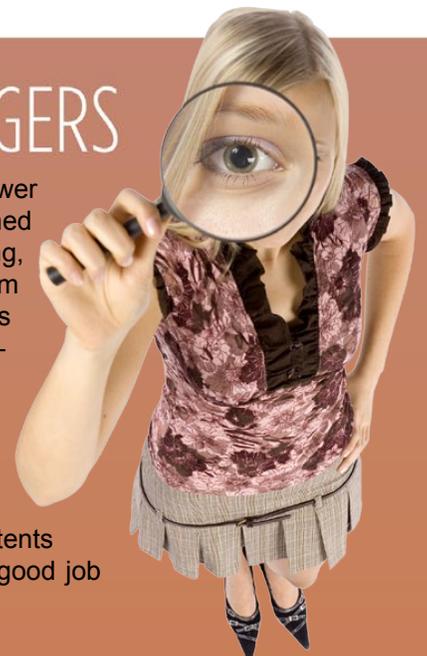
In spite of their advanced training and techniques, the professionals can't salvage every page of every book, file or letter – but contents managers can usually spot which ones can be restored and don't waste the insurance company's money trying to dry and repair those that can't be.

THE WEIRD WAYS OF CONTENTS MANAGERS

Contents managers are not always the first to enter a home or office, but if you see them acting strangely (sneaking up on the front door, staring at ceilings, etc.), you may be impressed by their reasoning. A good manager goes looking for loose power lines (especially after high winds or floods). They sniff the air inside and outside the building (for gas leaks). Often you will see them walking around the structure (outside) looking for serious cracks or damaged walls. When they open the front door (provided the insured is not there), they will open the door carefully and will step back (if the door sticks it may be holding up a ceiling)! And if ceilings are sagging it may mean that they are saturated with water and are about to fall.

If you tell them that the power company has already turned off the power to the building, it is likely you will see them searching out the breakers to shut them down anyway – and even after that, it is likely they will have their teams unplug all electrical devices (computers, television sets, etc.)

Safety comes first for contents managers – they can't do a good job with injured workers!





QUICK TIPS ABOUT MOLD

If you are an adjuster, agent or building manager, you have probably already dealt with mold issues and have a pretty good handle on how to proceed.

There are a few quick tips though, that might give you an edge when observing contents teams in action. Good ones know these things – untrained and inexperienced ones probably don't.

First of all, if you have a bunch of moldy books or even mold on a comforter or blanket, putting the damaged items in a freezer will not kill the mold. It will instead put the mold into a dormant state (that is a good thing) so it can be dealt with at a more appropriate location or time.

Dormant mold often looks "dry and powdery." Active mold is usually "fuzzy or slimy." Untrained employees will often go to work trying to rub or scrape active mold off the various items where it is found only to discover that they are smearing it around and making matters worse.

Sometimes even after freezing a moldy item into submission, the active mold remains...well...active. Old timers in the restoration industry will tell you that an hour or two (never more than that) in the sun will usually kill off the active mold.

Why? Ultraviolet light kills mold. And some modern contents pros actually use electrically generated ultraviolet light for just that purpose – but ultraviolet light can fade things like colorful clothes, photographs and even documents. So great care must be taken even when letting Mother Nature help out.

The thing about dormant mold is that it isn't dead – it is just "taking a nap" while it waits for favorable conditions to appear. Even if you froze it, the mold will grow and spread as soon as it gets some moisture, warmth and is out of direct sunlight. That is why contents pros will go to work vacuuming (with HEPA filters) and brushing the visible mold away as soon as possible.

And, of course, they switch out their tools often so they don't become a contaminating source themselves!

LOSERS NEED NOT APPLY

You probably remember the article about the cleaner who threw away two art works valued at \$15,000. Or maybe you heard about the woman whose mattress was thrown away – filled with about \$1,000,000.

And you might think that the man whose cleaners threw out a little over \$700 has little to complain about when compared to the million dollars the other lady lost – but it was all he had.

The movers at Sotheby's in London tossed what they thought was an empty box into the jaws of a crushing machine – but it turned out that a painting by Sigmund Freud's grandson Lucian, valued at about \$157,000 was in the box at the time.

Why am I telling you all this? Because these sorts of errors don't occur when contents professionals are on the job. Their digital photo inventory gives the team, the adjuster and the owner a running pictorial account of where things are, their present damage (or lack thereof) and the exact spot to where they will be returned after they are restored to pre-loss condition.

When items are thrown away, there are forms to be filled out first and a trained team to check pockets, boxes, mattresses and purses before anything is packed out.



WATER DAMAGED CARPETS...WELL...STINK!

So let's say that the contents cleaners used deep extraction machines to get the water out of a client's carpets. And to finish, they used standard detergents, clean water and yet, somehow, a few hours later the carpets smell like a wet dog – now what?

Experienced contents professionals have a solution! They use an antimicrobial detergent that is injected deep into the carpet fibers as part of the process.

The "insider's secret" is that there are now carpet cleaning solutions that combine antimicrobials with the carpet cleaning detergent – some untrained workers still treat them as two separate concepts, but the pros know that the combined emulsions produce better, more thorough results.



ASPEN GOLD CLEANING, Inc.

FIRE - FLOOD - MOLD

24/7 Emergency Response

303-688-9283

or 719-488-2609

We are your local restoration company for 25 years! **POSTAL PERMIT**



ASPEN GOLD DISASTER CLEANUP

A DIVISION OF ASPEN GOLD ASPEN CLEANING

RESIDENTIAL - COMMERCIAL - INDUSTRIAL

<p>RESTORATION</p> <ul style="list-style-type: none"> - Fire - Water - Mold - Sewage Backflow - Smoke Damage - Dry Ice Blasting - Catastrophe Response - Contents Restoration - Vapor Barriers - Rebuild/Remodel - Asbestos 	<p>CLEANING SERVICES</p> <ul style="list-style-type: none"> - Wood Floor Install & Finish - Carpet & Upholstery - Tile & Grout Cleaning - Move Out - Move In Cleaning - Electronic Restoration - Ultrasonic Cleaning - Construction Clean - Pack Out - Pack In - Contents Cleaning & Inventory
---	--

303.688.9283

24HR. EMERGENCY SERVICE

*Mention our ad & receive! \$100 Discount on Restoration Services over \$1000 / 5% OFF Cleaning Services

Coming Up In the Next Issues of Contents Solutions



FIRE-DAMAGED SILVER
Trash or Treasure?



CHEAP TOY
Or Collector's Item?



CONTENTS PROS SAVE
On Virtually Every Job!

Contents Solutions! may not be reproduced in whole or in part except by prior written permission of the publishers. Contents Solutions is created each month by the research team at Total Contentz who are solely responsible for its publication and the material contained within. ©2015

