


# HEALTHY, WEALTHY & WISE

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## The BASICS of WATER DAMAGE RESTORATION

**W**hen water intrudes into your home or business, every minute that ticks by increases the chance of property damage and mold growth. Your #1 priority is to get the building and contents dry as quickly as possible. It seems simple, but structural drying requires training, knowledge of construction and the careful application of drying science.

**Before we proceed, here are a few terms you need to understand:**

**Psychrometry** – The study of the relationship between air, humidity and temperature; the basis of drying science.

**Loss** – The word restoration professionals use to describe a project involving property damage, such as water intrusion.

**Permeance** – The ability of water to penetrate a material. Low permeance materials like hardwood and concrete absorb water very slowly and release it slowly. High permeance materials like wallboard and carpet absorb water quickly and release it easily.

**Secondary damage** – Ongoing damage to materials caused by exposure to high humidity for prolonged

*See "The BASICS" on next page*



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periods. This can happen if a water intrusion is not dealt with properly.

**In addition, a water restoration technician must understand the four Classes of water loss:**

**Class 1-** Minimal level of saturation into structural materials. Loss is limited to a small area, resulting in the least amount of water evaporating into the air.

**Class 2-** Affects a larger area with absorbent materials like carpet and pad. Moisture may have penetrated into drywall and subfloor with a significant increase in humidity.

**Class 3-** The greatest amount of saturation including walls, floors, ceilings and insulation. Class 3 losses produce the greatest increase in humidity.

**Class 4-** Low-permeance materials such as hardwoods, concrete and stone that have been wet for an extended time period, allowing deep penetration. Class 4 losses require more specialized drying methods.

**Most drying jobs will follow four basic steps:**

**Step 1.** Remove excess water. We do this by extraction, pumping, squeegees, wiping, etc.

### The Good Life



### Good Clean Funnies

**What building in your town has the most stories?**

The public library.

**How do you talk to a giant?**

Use big words.

**Why is six afraid of seven?**

Because seven eight nine.

**Step 2.** Promote evaporation. Water must be evaporated out of wet materials. We do this by using high-speed air movers.

**Step 3.** Dehumidification. We install dehumidifiers in the area to remove evaporated moisture from the air.

**Step 4.** Control temperature- Air temperature must be maintained within a certain range to encourage evaporation and allow dehumidifiers to operate efficiently.

Since we can't dry the materials directly, we dry the air and control its temperature so that the air can dry the structure. You've probably noticed that when the air outside is dry, materials dry too. Even your skin is affected. Conversely, when air is humid, materials dry slowly, and some materials absorb humidity from the air.

So why can't you just put a fan on it and let it dry? At first this may seem to work. Air movement helps create evaporation. The water leaves the material as a vapor and raises humidity levels. The higher the humidity, the slower the rate of evaporation will be. Other unaffected materials will begin to absorb excessive humidity

from the air, encouraging mold and bacterial growth. Odors and expensive secondary damage to structural materials, furnishings and contents will result.

Air movers evaporate moisture from wet materials, increasing humidity. Dehumidifiers reduce humidity. By balancing these processes, we create an efficient drying environment.

Using Psychrometry, we consider the class of loss, environmental conditions in the building and the cubic feet of airspace. Based on these parameters, we use an industry-accepted formula to calculate the necessary equipment.

Once our drying system is set up, we return periodically to monitor progress with readings of temperature, humidity and moisture content. We also make any necessary adjustments to our equipment setup. Only after all materials have reached normal moisture content do we remove our drying equipment.

In the unfortunate event of a flood in your home or business, call **ServiceFirst Restoration** as soon as possible to get things under control and back to normal quickly and efficiently.



Fresh zucchini and yellow squash team up to make the perfect base for this cheesy oven-baked side. Prep time is just 10 minutes, so you can enjoy your summer evening too!

### Ingredients

- 2 small zucchini, thinly sliced
- 1 small yellow squash, thinly sliced
- 4 eggs
- 1/2 cup MIRACLE WHIP Dressing
- 1/3 cup KRAFT 100% Grated Parmesan Cheese
- 1 cup KRAFT Finely Shredded Italian Style Five Cheese Blend
- 1 small onion, chopped
- 1/2 cup chopped green pepper
- 1/4 teaspoon salt
- 1/4 teaspoon ground black pepper

### SUMMER Squash Bake

### Directions

Heat oven to 375 degrees F.

Cook zucchini and yellow squash in large skillet sprayed with cooking spray on medium heat for 5 minutes or until crisp-tender, stirring frequently. Remove from heat.

Whisk eggs and dressing in large bowl until blended. Stir in Parmesan cheese. Add zucchini mixture and all remaining ingredients; mix lightly. Spoon into 8-inch square baking dish.

Bake 35 to 40 minutes or until center is set and edges are lightly browned.

Serves 8.

Recipe courtesy [allrecipes.com](http://allrecipes.com)





## ROUGH Allergy Season?



**DANGER!**  
**POLLEN**  
**ALLERGY**

Spring brings tree pollen, summer sees grass allergies flare up and weeds flourish in the fall. Climate change, especially warmer temperatures, has been causing higher pollen counts and longer pollen seasons.

Whether you are one of the many chronic allergy sufferers or you're noticing symptoms for the first time, you know how irritating - and even debilitating - allergies can be.

Finding relief throughout allergy season may involve proactive measures to reduce your exposure to outdoor allergens.

*Here are some tips to help reduce the allergens in your home:*

- Be aware of pollen counts - Check your local forecast for daily pollen counts, which tend to be higher on warmer, drier days.

- Stay indoors and keep windows closed - Especially on high pollen count days, reduce your symptoms by spending more time indoors with windows closed.
- Keep allergens outside - After spending time outdoors, leave shoes at the door. Change your clothes and shower to cut down on pollen brought into the home, or wipe off allergens with a cleansing wipe.
- Change HVAC filters frequently - Use high-efficiency filters and change them frequently, to reduce in-home allergens like dust mites and pet dander.
- Use a portable HEPA air filter - This can help, especially in your bedroom or other rooms where you spend a lot of time.

Feeling itchy, sneezy and congested? Over 50 million people suffer from allergies nationwide, and a large portion of those are seasonal sufferers.

## The BENEFITS of Recycling Add Up

Educators have created interesting and innovative curriculum to teach today's school-aged children about the importance of waste prevention and recycling. If you don't have a kid handy to remind you about how important it is to conserve natural resources and extend the life of our existing landfills by participating in community recycling programs, then consider the following:

- Using one ton of post-consumer paper to make new paper products saves approximately 7,000 gallons of water and conserves 3.3 cubic yards of landfill space.
- Recycling 300 lbs. of paper saves roughly one tree.
- For every ton of glass that is recycled we eliminate 384 lbs. of mining waste.
- Using post-consumer aluminum cans to make new cans produces about 95% less air pollution as compared to the process of manufacturing aluminum cans from virgin materials.
- Paper recycling reduces pollution by about 50%.
- Recycling a 36-in stack of newspaper saves about 73 kilowatt hours of electricity (about 14% of a typical residential electric utility bill).
- Recycling one pound of aluminum saves enough energy to light a 100-watt bulb for 290 hours.
- It takes 64% less energy to make paper products from post-consumer paper, saving the equivalent of three barrels of oil for each ton of paper that is recycled.



The energy that you save by recycling 1 ton of paper can power 1 home for 5 months. The average family uses 6 trees worth of paper each year.



## Keeping Your Home SAFE from Burglary



Remember to change passcodes on electronic locks and garage doors from time to time for better security.

Here are a few simple things that you can do to help decrease the chances that your home will be burglarized:

- Give your home a lived-in look to deter burglars. Inexpensive timers set to turn on lights in different rooms at different times usually work best.
- Close drapes and shades so that it would be impossible to detect interior motion from the outside, especially in high-traffic areas such as the front room and kitchen.
- Place lamps close to windows to obscure the view into a room.
- Leave music on. It signals a burglar that someone is home.
- Secure windows and doors with secondary locks.
- Get to know your neighbors and let them know when you are going out of

town so that they can keep an eye on your home while you are gone.

- Don't open your door to anyone you can't identify or can't verify their identity.
- Don't wear expensive jewelry out in everyday situations - don't advertise. Someone might spot you in a store, mall, etc. and follow you to find out where you live.
- If you notice someone walking around your community wearing a uniform, overalls, or a clipboard, and they (or the uniform) doesn't look familiar, don't hesitate to ask for identification. Many burglars will "research" prospective victims by using this approach knowing that very few people will ever question them.
- Join a neighborhood watch!



WATER | MOLD | FIRE | PLUMBING | REPAIRS

# Need a HERO?

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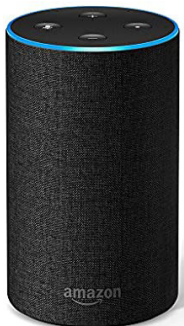
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## DID YOU KNOW?

You can track your projects  
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- Real time, notes and photos
- Fewer emails and phone calls
- Increased transparency and certainty

***Ask your account manager for details.***

## ***Filing an Insurance Claim***

With ServiceFirst, you will not pay a **PENNY**  
over your deductible on covered claim items!