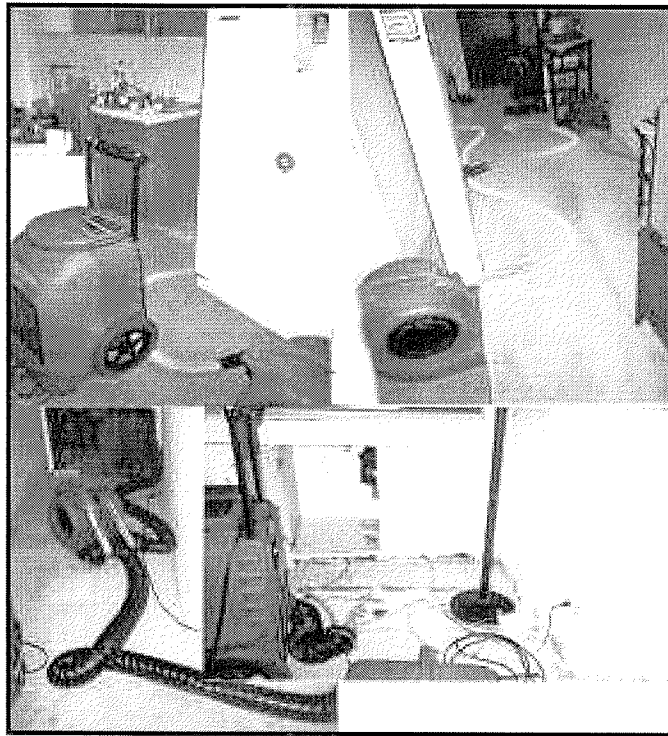


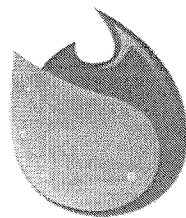
# IMPORTANT.....

## Question and Answer Guide For Water damage

*Are you wondering what restorative drying is? If you can turn off the equipment at night? Or maybe wondering if you need to do anything? In this guide you will learn the answers to all these question and many more.....*



*Thank you for choosing*



**Shambaugh**  
Cleaning & Restoration

*Dear valued client,*

*Hi my name is Jeremy Shambaugh, owner of Shambaugh Cleaning & Restoration. I want you to know my commitment is to offer you the best possible service. I have built a team of highly trained and qualified technicians, some of the best in our industry. I hope with the following questions and answers you will feel more comfortable with our services. If you still have questions, which are not covered in this guide, please feel free to talk to any of my technicians.*

I have been in the restoration business for over 25 years, and have worked very hard to create a business offering a full range of services dealing with any damage that may occur in your home or business. We not only offer full dry out and repair, below are some of the services we provide:

**We are IICRC certified in**

- Water Damage Restoration
- Fire Restoration
- Mold Remediation
- Upholstery Cleaning
- Carpet Cleaning
- Stone, Tile and Grout Cleaning
- Odor Control
- Dustless Hardwood Floor Refinishing
- Furnace Duct Cleaning
- Oriental Rug/ Area Rug Cleaning

**Restoration:** We have also received extensive training for complete cleaning and restoration to include Drying of Hardwood Floors, Furnace Ducts, Complete Structural drying all the way down to the sub floor and studs, and advanced packing procedures.

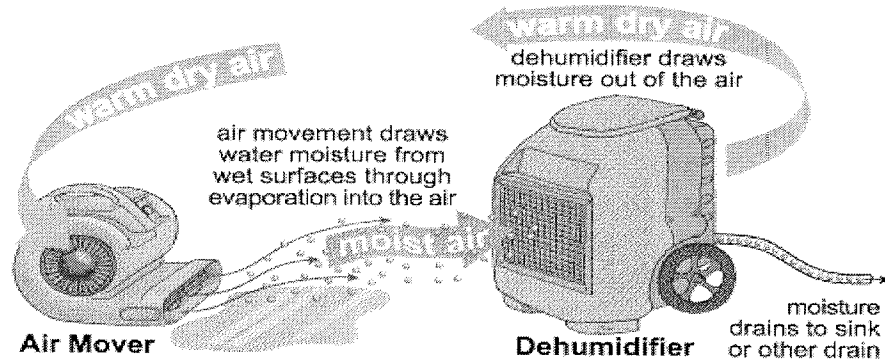
**As the owner of Shambaugh Cleaning & Restoration, I would be happy to hear any suggestion or comments that may increase the quality and service we offer. Please fill out our comments and testimonial form.**

*See back for some of our customer comments*

## Frequently Asked Questions

### Dry-out Process

**Q: How does the dry-out process work?**



**Q: What is restorative drying?**

**A:** A few years ago, the standard procedure was to remove any wet materials, replacing with new. Today, with much better equipment and training, our goal is to dry-out your structure, saving as much of the structure as possible.

**Q: How long will the dry out take?**

**A:** Typically the average water loss takes between 2 to 5 days. If materials have been exposed to water over a long period of time it may take 4 to 7 days.

**Q: How do you know if everything is dry?**

**A:** We use very high tech moisture meters designed to specifically check for proper moisture content. We will not repair or cover up any areas, which may be still wet. This is why you have made a good choice to call us, not just a construction company. We are trained and certified in water damage assuring you, the homeowner, the best quality service and giving you the peace of mind that it will be dried out properly.

**Q: Do I need to do anything?**

**A:** We have worked very hard at building a business where your responsibilities are very minimal. There may be a few items we will need you to pick out such as floor covering etc. For the most part you should be able to just go about your daily activities without any worry or concern.

**Q: Must I stay in my home during the dry out process?**

**A:** Often you can stay in your home depending on the areas that are affected. You may lose the use of your bathroom, kitchen, etc. If you need to stay outside of your house, you may want to ask your adjuster about additional living expense or A L E coverage.

**Q: If it can't be dried, what will be replaced?**

**A:** Our job is to bring you back to a pre-loss condition. After the dry out process has been completed, we will be able to determine what has permanent damage. At that time we will submit an estimate of repairs to your insurance adjuster for approval.

## Paperwork/Payment/Estimates

### **Q: Do I need an estimate before you start the dry-out?**

**A:** Often the amount of the dry out is unknown; however our pricing is based on standardized pricing for the industry. We use a computer-estimating program that downloads the new price list every quarter. Your insurance company also uses the same program and price list. When an adjuster is assigned to your claim, we will explain to them what we have done up to that point, then get an authorization before further steps are taken. Before any repairs are made we will have an agreed estimate with your insurance company.

### **Q: Why do I give Shambaugh my deductible?**

**A:** Your deductible is your responsibility to pay. Your insurance company will subtract your deductible from our bill and pay us the balance. As an example, if you have a deductible of \$250.00 and our bill is \$1000.00

Insurance check	\$ 750.00
Deductible	\$ 250.00
<b>Total amount paid</b>	<b>\$ 1000.00</b>

### **Q: Why must we go through all this paperwork prior to extraction?**

**A:** We try to stay as organized as possible to help insure the quality and customer service you deserve. Paper work is a very important part of the foundation to help us to achieve this. If you would like copies of any of the paperwork you have signed, please contact our office.

### **Q: Why do you need my credit card information?**

**A:** We secure your credit card in case there are any problems involving payment. We will not run it without first attempting to contact you. We also use it, with your permission, to collect your deductible, if you so choose.

### **Q. How will we be billed?**

**A.** We work with your insurance company, and will not bill you until a check has been issued to you. If you are self-pay, we will bill you once the job has been completed.

### **Q: Do you guarantee your work?**

**A:** Yes, we guarantee our work for 1 year. Before we complete your job you will need to sign a form of work completion and satisfaction.

## Equipment

### **Q: Is it ok to keep the equipment running or do I need to do something with it?**

**A:** The equipment we use is capable of running for months without being shut off. It will not overheat and will be fine. If you hear or smell anything which seems to not be normal, please unplug the equipment in question and **call us immediately @ (419) 529-6422**. Our technician will be checking all equipment and dry out progress on a daily basis.

### **Q: Can I turn off the equipment at night?**

**A:** No, we really need to keep the equipment running. By turning off the equipment it may increase the chance of mold growth.

**Q: Why do you have to monitor the job so often?**

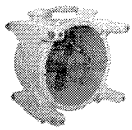
**A:** For us to achieve the best results, we need to closely monitor the dry out process. This may include moving, adding, or removing equipment and checking humidity and temperature readings.

**Q: Should we make arrangements for you to get in our house?**

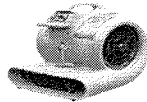
**A:** Yes, it is very important that we have access to monitor the job. If you are not going to be available, then we need to work out a plan to gain access.

**Q: How much is my electric bill going to be with all of this equipment?**

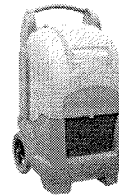
**A:** We have made every effort to use equipment that maximizes the fastest drying time but consumes the least amount of power necessary to achieve the best drying time and results. Below is an approximate cost for each piece of equipment.



\$ .25 per day



\$ .75 per day



Small \$ 1.25 per day  
Large \$ 1.75 per day

**Q: Should we keep our thermostat at a certain temperature?**

**A:** Yes, please keep your thermostat at 75 degrees if possible. Your furnace and air conditioner are both tools we use when drying your home.

**Q: The equipment you have running is making the air feel muggy; can I open a window or door to let in fresh air?**

**A:** Our equipment is increasing the rate of evaporation causing the air to feel wetter. Part of our monitoring process includes checking both the conditions indoors and out. If our technicians instruct you to open some windows that may mean that the conditions outside will help in the drying process; otherwise, with the use of our high tech. dehumidifiers you will notice much dryer conditions in 24 to 48 hours.

### **Insurance**

**Q: Will my insurance company cancel me now that I have made a claim?**

**A:** Because each insurance company is so different, I would advise you to ask your agent or adjuster.

**Q: Will my insurance premium go up now?**

**A:** Each insurance company has different guidelines. You will need to ask your agent or adjuster.

**Q: Why does the adjuster wait so long to inspect my loss?**

**A:** Often the adjuster will wait until the dry out process is complete in order to be able to assess damages. Other times because of our relationship with the adjuster, they may rely on our photos and scope of repairs without doing an inspection of their own.

## **Repairs (Reconstruction)**

### **Q: Do I contact a contractor or does Shambaugh?**

**A:** If you would like us to, we can take care of any repairs that may need to be performed. If you choose to have someone else do the repairs, you are responsible to hire a contractor yourself.

### **Q: How long will repairs take?**

**A:** Repairing a home generally will take longer than the drying out process and the time between the drying out process and the reconstruction process may take several weeks. If you choose Shambaugh as your contractor, we will first agree with your adjuster on what work will be done. This process may take a few weeks. The next step is agreeing with you on the scope of the work and receiving payment. Then we line up workers to do the repairs. The overall process from start to finish can take anywhere from a month to a few months.

### **Q: What if we want to do the repairs?**

**A:** The most critical part of water damage is the drying process. After the dry-out has been completed by our trained and certified technicians you may want to do the repairs yourself or hire a general contractor to do the repairs and that would be fine. We can bill your insurance company for the emergency repairs separately. However, Shambaugh has a team of very qualified repair specialists if you would prefer to have us complete the job for you.

### **Q: What is the difference between you and a contractor?**

**A:** We have spent thousands of dollars on specialized training and equipment, dealing specifically with water damage. Our main objective is to minimize the impact on your day to day living. If you hire a general contractor, often they do not understand the concept of saving verses replacing. Just an example: 90% of the time we are able to save drywall with 3 days of drying, without putting any holes in it. If someone comes in and removes all of the drywall, you have turned a 3-day job into about a week and a half process.

### **Q: Is the final choice on the finish product my decision or the adjusters?**

**A:** The choice of repairs is always yours. Your insurance company only owes like, kind, and quality. If you choose to do something else, you may have to pay more out of your pocket.

### **Q: Do I have to replace with the same materials, or can I upgrade?**

**A:** You may upgrade; however we will need you to sign a change order. Showing the difference in price and giving us the authorization for repairs, and you agreeing to pay the difference in cost.

## **Other Questions**

### **Q: Do I have mold?**

**A:** This is a very big concern and we at Shambaugh Cleaning & Restoration have spent a lot of time and money on education and equipment to become qualified in water damage restoration. In most cases if the drying process can be started fairly quickly, you generally do not need to be concerned with mold.

### **Q: Why is it so dry in my house?**

**A:** It is our goal to get the air in your house as dry as possible by doing this it speeds up the drying process; however, it may feel dryer then you may be used to. You may also need to water any plants more often.

**Q: What is going to happen with my damaged furniture and/or contents?**

**A:** We will do our best to restore your contents to a pre-loss condition. If we are not able to restore any items we will set them aside to be itemized and turned in to your insurance adjuster. Your adjuster will determine coverage according to your policy.

**Q: Why does my house smell so bad?**

**A:** Often times the humidity in your house has maybe doubled or tripled from what is normal and materials are wet that normally are not designed to get wet. If it has been 3 to 4 days since the initial water loss and you start smelling a souring smell, you may be getting bacteria forming. After we have dried out everything the smell should be gone.

**Q: Are any of the chemicals used harmful to myself, my children, or my pets?**

**A:** You should always avoid contact with chemicals. We advise you to keep any children and pets away from the affected area.

### **Contact Information**

**General Questions – Office 419-529-6422**

**Equipment Questions – Office 419-529-6422**

**Billing Questions – Kelsey 419-529-6422**

**Repairs/Reconstruction – Garrett 740-485-9322**

## *Here's what some of our clients are saying.....*

“On April 1<sup>st</sup> the city was blowing out the sewer lines and something went wrong and we ended up with raw sewage all over our bathroom. The sewer waste came up thru our bathroom sink, bathtub and toilet. We called Shambaugh and there was someone at our home in 15 minutes and the bathroom was cleaned, sanitized and deodorized by noon. They also deodorized our entire home. **We would highly recommend Shambaugh to anyone who needs any work done.**”

*Ron & Florence Lee - Mansfield*

“It was a pleasure working with Garrett and the other guys, **made this difficult situation easier!** Thanks.

*Linda Stine – Mansfield*

“I just want to let you know how happy we are today. We just returned from seeing the work on our flooded out log home and you and your crews did an outstanding job. We could not be happier. Your thoroughness and attention to detail in all aspects of the project was incredible. Being stuck in California and being an out of town owner, we did not know what to expect, but we did not have any reason to worry. I will highly recommend Shambaugh to everyone. **Thanks again for your considerable work and talent.**”

*Ron & Estrella Linblom – Ashland*

“Thanks to the Shambaugh crew for helping to get our daughter’s bedroom redone. After extensive damage in her room, your team worked promptly and professionally to get the room rebuilt. What a pleasure to have a reliable company who surveyed the damage, gave us a time schedule and stuck closely to getting it completed quickly. I enjoyed every person I dealt with from Shambaugh. They answered any questions and got back to us ASAP when waiting for materials to be ordered. I especially appreciated the way the guys cleaned up after themselves! Hopefully we won’t need your assistance again, but for anyone who needs a **reliable** and **courteous** water restoration team- you’re recommended! **Thanks Again!**”

*Peggy Entwistle – Mansfield*

“We had a backup occur, from our septic system. We called Shambaugh Water Restoration and they came on a Sunday and went to work. They cleaned up the mess and removed some drywall, the carpet, disinfected the whole area, then dried the area with large fans. The drywall was replaced, carpet replaced, walls painted, furniture replaced and all looks like new. **I would recommend them highly; they do a good and thorough job.**”

*Marie DelCupp – Bellville*

“Being in Florida during the water break that we had; it was such a joy to be able to come home and find our home dry and clean. Shambaugh’s professionalism is just seen everywhere. What a joy it is to come home to that. We are more than pleased; **and recommending Shambaugh’s is a no brainer. Thank You.**”

*Dorothy Duckworth - Mansfield*