

YOUR GUIDE TO WATER DAMAGE RESTORATION

3 STEPS TO RESTORING WATER DAMAGE

Juvenaire's qualified technicians will arrive at your premises to inspect the water affected area/s and initiate a salvage and restoration program.

The following steps are a general guide of events that will occur once the technician is on site.

1 Initial Assessment of Works

The following steps are a general guide of events that will occur once the technician is on site.

The technician will:

- Extract excess water (if required)
- Take moisture readings
- Lift any carpet & remove underlay (if required)
- Position any furnishings in an appropriate drying environment
- Apply anti-microbial to suppress the growth of bacteria
- Install drying equipment (air mover & dehumidifiers) to remove excess moisture from carpets, sub-floors & walls
- Complete a content manifest of unrestorable items (if required)

On Completion Of Initial Inspection & Assessment

A report will be sent to your insurance company explaining the works completed & any carpet or underlay that requires replacement after initial inspection & assessment.

2 Ongoing Inspections

- Inspections will be required to monitor the moisture levels within the carpets, sub-floors, walls and contents

Once a dry standard has been reached, the drying equipment will be removed in preparation for a relay & clean of the carpets if deemed restorable and if not previously removed.

During The Storm Season

We endeavour to return to your property as soon as possible but may take up to 5 days to carry out a follow up inspection. This is due to the high volumes of claims caused by severe weather. Please be understanding at this time.

3 Job Completion

The technician will:

- Sanitise, deodorise, steam clean and relay carpets (if required)
- Complete a hard floor surface clean (if required)

A final report will be written and sent to your insurance company on completion of the final inspection and clean.

SAFETY INSTRUCTIONS

During the restoration process:

Please **DO NOT** touch any of the equipment without permission from a Juvenaire representative.

Your safety comes first!

Tip!

On average it can take 4 days or more to dry out a typical water damaged property. Some jobs may require multiple visits before a dry standard is achieved.

CAUTION!

Keep a minimum distance of **30cm from the air movers** due to moving components.

Tip!

It is highly recommended that the equipment runs constantly - this will speed up the drying process!

Tip!

It is normal to notice an odour throughout the drying process and will linger until the carpets, building and contents are completely dry.



Concerns

If you have any concerns, feel free to approach Juvenaire's Service Technicians for assistance or contact Juvenaire's office on **1300 550 960** or visit our website:

www.juvenaire.com.au

FAQ'S

How much electricity will be used? And how much will this cost?

Juvenaire's equipment runs between 2.5-6amps per unit.

A Juvenaire Air Mover running constantly will cost approximately \$4.08 per unit per 24 hour period.

A Juvenaire Dehumidifier running constantly will cost approximately \$6.24 per unit per 24 hour period.

Can I claim my electricity bill on insurance?

In most cases this is not covered by insurance; however we suggest you take this up with your insurance company or insurance assessor.

Why does the area drying have a strong odour?

When carpet and sub-floors are wet it may contain bacteria/pet urine/mould or other potential contaminants. As long as the surface remains wet, the odour will linger. Once the flooring is dry the odour will dissipate.

LIMITED OFFER!

Juvenaire **one time only** carpet steam clean!
Enquire with one of our Technicians

\$33 PER ROOM!*

*GST included. Only available on final visit. Conditions apply.

Emergency Services Hot-line **1300 550 960**

Email: claims@juvenaire.com.au

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10/93 Burnside Rd, Stapylton QLD 4207



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