

Home Emergency Tips

Helpful tips on what to do until help arrives.

FIRE & SMOKE DAMAGE:

Do:

- ✓ Limit movement in the home to prevent soot particles from being imbedded into upholstery and carpets.
- ✓ Keep hands clean. Soot on hands can further soil upholstery, walls and woodwork.
- ✓ Blow or brush vacuum loose soot particles from upholstery, drapes and carpets.
- ✓ Place clean towels or old linens on rugs, upholstery and carpet traffic areas.
- ✓ If electricity is off, empty freezer and refrigerator completely and prop doors open.
- ✓ Clean and protect chrome on kitchen and bathroom faucets, trim and appliances with light coating of Vaseline or oil.
- ✓ Wash house plants on both sides of leaves.
- ✓ Change HVAC filter.
- ✓ Tape double layers of cheesecloth over air registers.

Don't:

- ✓ Attempt to wash any walls or painted surfaces without first contacting your SERVPRO Professional.
- ✓ Attempt to shampoo carpet or upholstered furniture without first consulting your SERVPRO Professional.
- ✓ Attempt to clean any electrical appliances, TV sets, radios, etc. that may have been close to fire, heat or water without first consulting an authorized repair service.
- ✓ Use any canned or packaged food or beverages that may have been stored close to fire, heat or water. (They may be contaminated.)
- ✓ Turn on ceiling fixtures if ceiling is wet. Wiring may be wet or damaged.
- ✓ Send garments to ordinary dry cleaner. Improper cleaning may set smoke odor.

VANDALISM DAMAGE:

Do:

- ✓ Hose or wash egg damage from building exterior as soon as possible.
- ✓ Blot freshly spilled food from carpets and fabrics with a dampened cloth or sponge (but don't overwet). Scrape and blot (don't rub: it may damage fibers).
- ✓ Vacuum glass particles from carpets and upholstery.
- ✓ Save containers, which reveal the composition of spilled inks, cosmetics and paints.

Don't:

- ✓ Attempt to remove ink, paint or cosmetic stains.
- ✓ Operate damaged lamps or appliances.
- ✓ Discard wood chips, broken pieces from furniture, porcelain or other art objects.

HARMFUL WASTE (Sewage, Blood borne Pathogens, Etc.):

Do:

- ✓ Stay out of affected areas.
- ✓ Call emergency service personnel if the situation is life-threatening.
- ✓ Treat all bodily fluids as if they are contaminated.
- ✓ Turn off the HVAC system if there is a sewage damage.

Don't:

- ✓ Attempt cleanup of any kind.
- ✓ Touch or handle items that might be contaminated with bodily fluids.
- ✓ Eat, drink, smoke, apply cosmetics or handle contact lenses in affected areas.

If exposed to harmful waste, OSHA recommends a post-exposure medical evaluation. Consult your local health department or physician.

WATER DAMAGE:

Do:

- ✓ Remove as much excess water as possible by mopping and blotting.
- ✓ Wipe excess water from wood furniture after removal of lamps and table top items.
- ✓ Remove and prop wet upholstery and pillow cushions for even drying.
- ✓ Place aluminum foil or wood blocks between furniture legs and wet carpeting.
- ✓ Turn air conditioning on for maximum drying in summer.
- ✓ Remove Oriental rugs or other colored rugs from wet wall-to-wall carpeting.
- ✓ Remove valuable paintings and art objects to a safe, dry place.
- ✓ Open and place luggage, in sunlight to dry, if possible.
- ✓ Gather loose items, toys, etc. from floors.

Don't:

- ✓ Leave wet fabrics in place; dry as soon as possible. Hang furs and leather goods to dry separately at room temperature.
- ✓ Leave books, magazines or other colored items on wet carpets or floors.
- ✓ Use your household vacuum to remove water.
- ✓ Use TVs or other household appliances while standing on wet carpets or floors, especially not on wet concrete floors.
- ✓ Turn on ceiling fixtures if ceiling is wet, and keep out of rooms where ceilings are sagging from retained water.



Fire & Water – Cleanup & Restoration™

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