

# CONTENTS SOLUTIONS

THE GO-TO-GUIDE FOR PERSONAL PROPERTY RESTORATION

Vol. 1, Issue 4

## RESTORING A DROWNED COMPUTER

*These pros know how*

## CONTENTS PROCESSING SPECIALISTS

*Are also risk management pros*

## CLEANING WITH ULTRASONICS

*Safer, gentler, more effective*

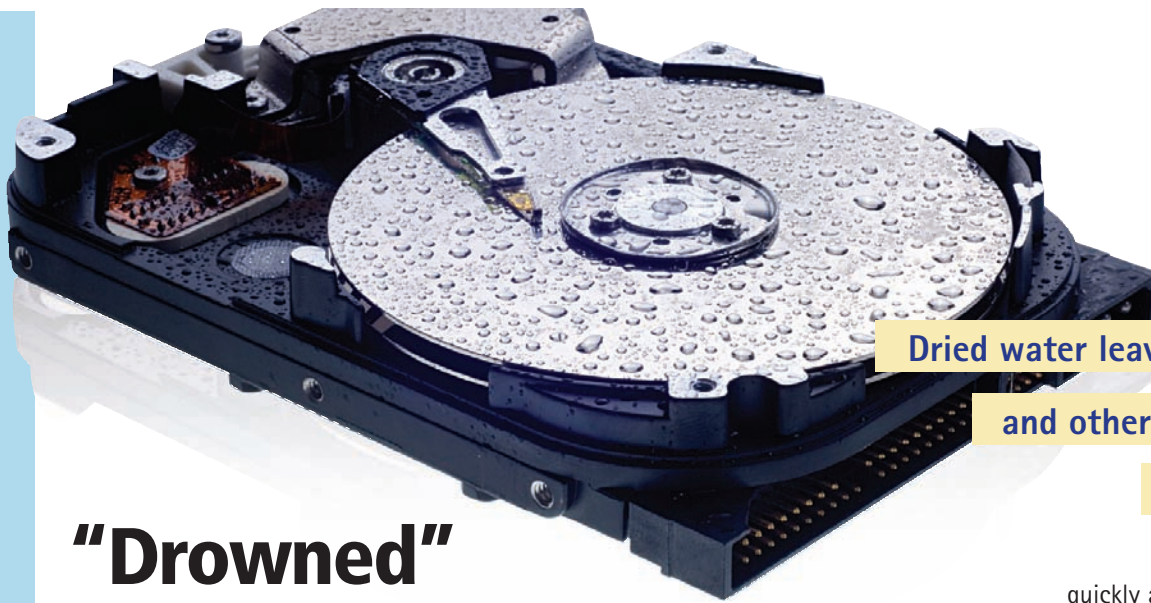
Provided by your Contents Restoration partner

**AMRESTORE**

*Contents & Equipment Specialists*

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Dried water leaves mineral deposits  
and other contaminants on  
the media surface

## “Drowned” Computers; Can The Data Be Saved? The Pros Say Yes!

The computer itself cannot always be saved, but the data from it often can. And you can help.

The Louisiana State Government Offices recommends that once you discover that your electronic media storage sources are wet, “Write down passwords and filenames as soon as possible so you do not forget them later. Rinse media that has been exposed to mud, sewage or sea water with tap water as soon as possible. Magnetic media that is wet should be kept wet so contaminants don’t dry on tapes and diskettes, place them in water filled plastic bags to preserve.” FEMA adds, “If a computer disk or tape has valuable information, rinse it in clear water and put it in a plastic bag in the refrigerator. Later, you can take it to a professional drying center and have the data transferred to a good disk or tape.” And the APApractice.org says, “In the case of water damage do not attempt to restart or reboot your computer. While the computer drive may seem dry, small amounts of water may linger on internal or external components, causing a short when power is restored. “Do not dry a wet drive or media. Place them in a plastic bag with an airtight zip closure as

quickly as possible. Dried water leaves mineral deposits and other contaminants on the media surface that can lead to a crash when power is restored.” There are data recovery experts who work with the Contents Restoration Specialists to recover information from damaged data systems. Many of them are using an immersion process, along with new, low water, technologies that rely on controlled sprays, air guns to remove surface contaminants and air movers to ventilate harmful vapors. Most of these companies offer a free evaluation of your data recovery project so there is no charge for examining whatever hardware you provide. If they are unable to retrieve the information from your hard drive, discs etc., there is no charge for their initial examination. One company simply says, “NO DATA = NO CHARGE!” Ask your Contents Restoration Specialists for the best expert for your needs.

## Not All Restoration Professionals are Created Equal

Recently there was a story in print in which two restoration professionals (not contents management specialists) were seen tossing a collection of porcelain dolls, one to the other, then carelessly putting them in a box. Two of the dolls were broken (one had been appraised at \$11,500, the other for \$9,500).

A *Contents Restoration Specialist* has been trained and certified in precise “pack out” procedures designed to protect, transport and restore valuable items, including everything from fine art to computer hardware, to rare books, leather, furs, photographs and more.

Make sure you are dealing with a contents restoration specialist when you have items of value to be removed or restored. They cost the same as an average restoration company and they are worth a great deal more when fragile, rare or irreplaceable items are being saved.

When hiring a restoration company, make sure they have personnel who are trained in the specialty of contents restoration, to the standards recommended by organizations such as the Restoration Industry Association (RIA), or the Institute of Inspection, Cleaning, and Restoration Certification (IICRC).





## Contents Processing Specialists Are Also Risk Management Pros

Major corporations often engage professionals to perform a risk management evaluation and implement a disaster preparedness plan for their property.

Many disaster restoration consultants now offer disaster preparedness service that saves company owners, office managers, and insurance professionals massive amounts of money, time and effort. These consultants have experience in the proper documentation, salvage and restoration of personal property of businesses and residences after catastrophes.

They show how to better protect structural (or "real" property) and personal property before disaster strikes.

By offering a complimentary or low cost assessment they assure that you and other key personnel know what to do in the event of a disaster. They will perform an extensive walk-through with the property managers to identify crucial items such as the building layout, power and water shut-offs, exits, computer networks, flammables, and other vulnerable areas of the property. Working with you to minimize vulnerabilities in the event of a fire or flood, a plan of action is developed. They also assist in pinpointing and securing crucial valuables and document storage areas. Another service they offer is an itemized inventory of in use and stored

contents. This would include a detailed item description along with digital photographs that would be acceptable to an insurance company. These same contents management specialists can also create a computer software inventory that will help settle your claim quicker and can make it far easier for an insurance adjuster to make a sound estimate of the repair, replacement and restoration of your assets.

In the event of water damage, mold or smoke damage, restoration professionals can expedite the stabilization and restoration of valuable documents, media and photographs.

And about storage? If your building is flooded, how can you secure your crucial data stored on computers and records in filing cabinets? What can you do with equipment and furniture to protect them against further damage by rain, humidity, mold growth, and looting? Contents Processing experts are the unique specialists who know how to inventory, transport, stabilize, process and store all categories of personal property. Their advanced inventory methods allow them to track items in transit, throughout the handling and restoration process, and retrieve stored items from their secure, temperature controlled, facility specifically designed for the protection and restoration of contents.

## The Ultrasonic Difference

Most people are familiar with the amazing results of ultrasonic cleaning when they visit the local jeweler and get their precious diamonds and watches cleaned. Similar results are met with a much broader range of personal belongings that have been smoke damaged in a fire loss.

Frank Pedeflous of Omegasonics says that Ultrasonic processing revolves around the science of cavitation, which creates millions of tiny bubbles that implode upon surface contact. These implosions create a vacuum vortex that pulls soot, corrosion and other contaminants from the surface of damaged contents.

Because the items are submerged in water, the high frequency sound bubbles travel everywhere water permeates. The benefit is a thorough cleaning of internal areas of fine collectibles like high-detail collectibles like Hummels, small appliances and electronics. Additionally, unpleasant odors are also virtually eliminated. Items cleaned by hand look clean on the outside but may remain contaminated and retain a smoky or musty smell.

For property owners, ultrasonic processing allows personal belongings to be restored, while controlling costs for the insurance provider, because restoration with ultrasonics processing often costs less than replacement.



### Did You Know?

#### About Contaminated Water?

[FEMA RELEASE NUMBER: 1491-02]

"If you cannot boil water, add six drops of newly purchased, unscented liquid household bleach per gallon of water, stir well and let the water stand for 30 minutes before using it. Remember that bleach will not kill parasitic organisms. You can also use water-purifying tablets from your local pharmacy or sporting goods store."



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## Coming Up In Future Issues of *Contents Solutions!*...



### **FREEZE DRYING**

It's not just for coffee anymore



### **AMAZING ART RESTORATION**

A master's touch



### **LEATHER RESTORATION**

Some leather can be saved,  
some cannot.

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