

CONTENTS CONNECTION

**Do You Have a Contents Specialist on Speed Dial?
Cool Case Studies | Contents Inventory Software Answers**

Greetings!

Welcome to the latest AMRestore newsletter, to make it more interactive, we have included recent challenges and projects, plus at the end of the newsletter are questions asked from industry professionals and our answers to them. Much has evolved in the contents restoration industry and we hope to showcase the tricks and technology of our industry to facilitate ongoing education and awareness. Always remember, price can be adjusted but quality is a constant commitment. Please take your time and enjoy, thank you again to all of our current and future clients and customers!

Is Your Contents Restoration Specialist on Speed Dial?

The Importance of Calling the Right People to Get the Job Done Right

It is clear who you need to call after a fire to get the home boarded up or when you need water mitigated from a wet basement. Who do you have on speed dial to move and restore the cherished contents that need immediate attention?

We have the capability to clean on-site, pack-out, inventory and provide immediate replacement costs, restore artwork, dry and reprocess documents, refinish antiques, restore and test electronics as well as clean and restore all types of general content items under one roof or on-site. This gives you the opportunity to place one call to solve your contents issues.

Over the last several years, AMRestore has been recognized as the foremost Contents Restoration Specialist and has the privilege to regularly answer questions and solve contents issues. No job is too big or small and no question is insignificant when it comes to AMRestore's expertise in contents restoration. If property has been damaged by soot, smoke, water, mold, ACM or any other contaminant we have the capability and

process to remove it and restore to pre-loss (sometimes better)!

We have come to be relied on by restoration contractors, insurance companies, university systems, businesses and industrial hygienists as their first call to solve complex contents issues. Immediate action and specialized service help all involved in a loss from beginning to end, with a special emphasis based on superior customer service. Last year alone, AMRestore has an average "excellent" rating of 99%; we take pride in centering our focus on the customer, especially when they need us the most!

When entering a home packed with contents, some wonder how these

items is all going to be removed in a timely fashion and that is when a specialist on speed dial can really save the day. Contents specialists can quickly sort, pack and inventory these contents to move them safely out of the way. Exact location and placement is recorded for placing all items back in their original locations once the project is complete. The pack-out and ensuing inventory creation is an intricate art



Recount of Remarkable Projects Handled by Contents Specialists...Not Your Ordinary Pros!

Case File #1- Commercial Business:

Called in by the Restoration Contractor, AMRestore helps a global, multi-million dollar business recover by making a monumental task look easy just in time to tackle the busiest part of their year!

This business moved in to their new complex just before the start of their annual rush, but its success was jeopardized by an adjacent fire. Heavy smoke and soot damage affected all cubicles, work in process, case goods, desk contents, files, electronic networks and computers; halting business. AMRestore was called to the scene...and within just three days, AMRestore helped the company relocate to a temporary location and resume operation, greatly reducing any business interruption. Contents and equipment were inventoried, packed, sorted, cleaned, restored, transferred, and designated items set up in the temporary loca-



**PACK OUT INVENTORY****ART CONSERVATION****DOCUMENT RECOVERY**

all to its own. Items need to be properly sorted, wrapped and packaged so that additional damage does not occur...just throwing it in a box and crossing your fingers is no longer an acceptable practice.

We facilitate the mitigation and reconstruction by clearing the way so that restoration can proceed many times assisting in speeding up a project. Many of these processes (pack-out or on-site cleaning) can be simultaneous, making all aspects of the project move smoothly to remove the traditional restoration cycle bottlenecks.

Where a contents restoration specialist comes in really handy is when there are aspects of the project that require a special touch. Imagine a home or business with a significant art or objects collection. In the packing process alone, specialists must be trained to properly package and handle artwork to avoid damage and liability due to improper handling.

At AMRestore we have a dedicated art lab staffed with trained art handlers and art conservators. We frequently handle the packing, transport and ensuing restoration of any type of art or collections. Specialists can reframe, mat and back traditional or high-end art, paintings can be restored to pre-loss conditions and any other art or collectible can be restored for its sentimental value or to save on the replacement cost.

Wet books and document restoration has always been a problem in our industry. When water is added, possible ACM (asbestos containing materials) or mold and the liability and protocol can get more complex. At AMRestore, we have the capability to freeze-dry, clean and/or duplicate and reconstruct files as necessary. The process for wet documents begins during pick-up because they must be inventoried out the way that they need to be put back; that takes specific systems and protocols to be in place. Once documents are at the AMRestore facility, they are flash-frozen. Now time can be taken to decide on the level of care that needs to be taken, each instance can be different. There are several questions that need to be asked to determine the level of care needed, are the documents working documents that need to be handled daily or are they record storage to comply with certain regulations? Dealing with documents demands a specialized company trained in non-disclosure and confidentiality, in addition to HIPPA regulations. AMRestore has you covered with our specially trained and certified staff.

Many companies attempting to restore contents are still doing bits and pieces or are cherry picking the items and leaving the rest to be cashed out. This results in higher overall claims costs for the insurance company. We restore more, save more, and replace less.

tion within **JUST THREE DAYS!**

After a thorough assessment of the 30,000 square foot loss site, the AMRestore General Contents Team and AMRestore Technical Team were deployed to immediately establish the contents restoration process. Both teams worked in unison to provide a total solution.

The General Contents Team concentrated on carefully inventorying and packing the case goods, furniture, files, and desk top items in addition to other contents and business personal property. The focus was to first clean and restore all items that needed to be transported to the temporary location, with a secondary focus on the other contents that were designated to be cleaned and stored until full structural repairs were complete.

The AMRestore Technical Team proceeded to immediately inventory and restore the targeted business technical assets.



Case File #1- Commercial Business:

Continued from page 3

Business machines such as the computers, phones and other electronics were immediately attended to on-site and with help from OEM manufacturers the specialty equipment was properly handled and cleaned. The team's extensive training really shined through in this situation, guiding the customer through the next steps in their ordeal. Working beside the company's own IT staff, they assisted with guidance and coordinated activities for cleaning the server room so that it could stay in place and remotely serve the temporary location so the business would not miss a beat! All critical items were transferred to the temporary location and they were back in business!

"Our dedicated AMRestore employees diligently worked to pull off a miracle to get this large business back into operation right when they started the busiest part of their year. We believe we significantly reduced any business interruption costs or lost customers that may have stemmed from a longer restoration schedule." –Will Lamb, President

The computer and telephone systems were disassembled, cleaned and deodorized. During this process, inventory was taken of all damaged or total loss electronics for submittal to the insurance company. After the specialized cleaning process, the components were tested for conti-



nity, reassembled and a final system check was completed. All this was done in only three days! WOW.

After all items were clear and the temporary location was set up, the structure restoration company was ready for their part. The unprecedented response and action could not have been possible without AMRestore's expertise. AMRestore is very proud to have served this customer in their time of need!

Call AMRestore at 800-498-8800 with any questions or comments.

Case File #2- Hoarding Homeowner with a Fire:

Called in by the Restoration Contractor, AMRestore helps local residential customer sort, inventory, dispose and restore a massive amount of contents while helping the adjuster to work within low policy limits!

This loss was challenging on several levels. On this project, our customer was hearing impaired and had been keeping several years of items in a condo on an upper floor of a high-end complex. The primary unit experienced fire and smoke damage in addition to the water used to put the fire out. On the lower level, an art collection was affected and many antiques needed to be stabilized and restored due to the water cascading from above. There were also limits issues with the personal property coverage that had not been updated in years. AMRestore stepped into high gear...within days our team had sorted items to be disposed of and items to be restored. All contents were then inventoried and removed to be restored at our facility. In just a few days and under limits with room for compensation of total loss items, we created a solution to a problem that appeared overwhelming to all parties in the beginning.

Upon first arrival, a project like this can look almost insurmountable. With a focused and properly trained staff, our contents professionals take a systematic approach to complete these complex restoration projects. The first step was to sort and inventory the cost effective items from the clutter.

With the customer's assistance, important item locations were pointed out and gathered for restoration. The first items that were rushed to restore was his communication equipment and computer systems, all returned within 24 hours after a thorough cleaning and testing.

Once the clutter was removed and disposed of, the crew could easily see the light at the end of the project. Not only did the customer get his project completed under limits, but he also received some much needed organization!

The unprecedented response and action could not have been possible without AMRestore's expertise. AMRestore is very proud to have served this customer and the insurance company in their time of need.

Call AMRestore at 800-498-8800 with any questions or comments.





UN-FIRED PERUVIAN CLAY POTTER DAMAGED IN WATER LOSS



EXAMPLES OF PACK / BACK PLACEMENT, ELECTRONICS AND FURNITURE RESTORATION

Speed Dial Continued from page 3

At AMRestore we use advanced ultrasonic stage cleaning techniques and other advanced proprietary techniques to restore general contents and other specialty items. We can clean furniture and even refinish items and antiques backed by 30 years of refinishing experience. No job is too small, large or complex for our specially trained staff to handle.

Electronics and data recovery is one other area where an amateur attempt can cause more problems. Electronics restoration has evolved past just a wipe down and crossing your fingers for continued functionality. Moisture laden air can cause corrosion to start on sensitive electronics. The smallest amount of soot can cause flash rust, sometimes down to the component level, resulting in eventual failure. New techniques such as De-Ionized water baths and other advanced military technology have made those worries a thing of the past.

At AMRestore, we employ dedicated electronics technicians and computer engineers to assess, restore and test all electronics. We determine whether it is cost effective to restore or possibly replace and transfer data as needed. We can also give immediate replacement costs for items at the request of the insurance company for replacement purposes right on site.

Having an all-in-one contents company at your disposal will make contents restoration decisions more manageable.

For contractors and mitigation professionals, contents specialists can simplify the process with one phone call. What to do with all these contents when you have to get the mitigation done? Calling a contents specialist like AMRestore to either clean on-site or inventory, sort, pack and transport these contents while you handle your assignment, just lessened your workload! No matter how small or large your project is, on or off-site, AMRestore has a solution for any contents project or to fill in portions of capacity or capability.

For adjusters and agents, contents specialists help reduce the overall claim with having to replace less. Feel good about the environment by keeping items that can easily be restored from needlessly adding to the landfills...going green feels good! A one-call specialist can handle full inventories and replacement cost pricing while addressing

the contents, saving time and manpower on what was previously one of the most time consuming aspects of the claim. AMRestore provides a distinct advantage by providing these services in one package which can be done right on site with their inventory and replacement pricing software. ■

A Contents Restoration Specialist should be able to provide the following services under one roof and be available at anytime with just one call:

Pack-out and Inventory Services (bar-coding and pricing reports)

Secured Storage (vaulted securely with 24-hour surveillance)

On-site cleaning and structural cleaning as requested

Art and Object Restoration and Conservation

Furniture and Oriental Rug Cleaning

Document Freeze-Drying and Recovery

Antique Refinishing and Repair

General Contents Cleaning and Deodorization

Esporta Cleaning of soft goods and wash and fold items

Electronics Restoration, Data Recovery and Testing

Professional Pack-Back (to the last picture hung- if requested)

Salvage and Valuation Services with Replacement Cost Pricing

Antiques Recovery and Tracking



Contents Questions Answered

Do you have any Questions You Would Like Answered? E-mail your questions to news@amrestore.com or call directly to 1-800-498-8800.

QUESTION: When will your Contents Inventory Software be available and what kind of reports will it produce?

—Courtesy of a VP of Claims, major insurer

This is the long answer to an ongoing question we are frequently asked, the short answer is...within the next month! AMRestore programmers and technicians worked for over three years to develop a proprietary Contents Restoration Software and Inventory Management System.

With input from industry professionals such as adjusters, agents, managers, claims departments, restoration professionals and our own processes and ISO quality procedures we created a real solution to a real problem. We wanted to

speed contents process up and provide the proper pictures, inventory lists and immediate restoration vs. replacement information at your fingertips.

We hope to demonstrate how this software can lower your claim TIP, lower redundant charges since our software will automatically produce replacement costs and help streamline the process for greater transparency and cost savings. Please contact us at 800-498-8000 with any questions or if you would like at test-drive or sample reports.

REPORTS GENERATED BY THE AMRESTORE CONTENTS RESTORATION SOFTWARE:

INVENTORY REPORT—This report is printed with field notes, description, pre-loss condition, pictures, original locations, etc. for each inventory or bar coded item. This report can be exported into several standard formats for ease of use...instantly! Additionally, all technicians in the field and at the workstations are scanned

and time-stamped for reporting and billing transparency.

ERC (ESTIMATED REPLACEMENT COST) REPORT—Shows outside source for the estimated replacement value of every item inventoried. This added feature is useful when you need to compare the restoration vs. replacement of an item and if restoration is cost effective.

TOL (TOTAL LOSS) REPORT—All items deemed as non-restorable will be added to this list and will provide instant replacement costs with pictures and pre-existing conditions to validate the total loss items on a claim.

DELIVERY RELEASE REPORT—Allows us to deliver all final items by designating the barcode of all remaining items being delivered including descriptions, original locations, before and after pictures, etc. Gives an instant report as to what is out of inventory and what is still in our possession and where it is.



HAND-HELD SCANNERS- Based on mobile bar-code scanning technology, AMRestore created the proper coding to inventory, describe, estimate and take a picture of an item and scan a barcode simultaneously. There are over 50,000 items currently contained within our database with item descriptions, estimated replacement cost value (ERC) and actual cash value (ACV) in addition to the ability to export to Xactimate pricing...ALL FROM A HANDHELD!

toshiba laptop	
Item Number	2010-0006-0004
Container	ELECTRONICS STATION
Status	Cleaning in Process (CI) ...
Description	toshiba laptop
Restorable	Restorable
Item Type	Item
Category	Comps n Access (CMP)
ERC \$2,200.00	Laptop computer
ERRV \$440.00	DlxGrd
XACT \$325.00	
<input checked="" type="checkbox"/> Rush Item	<input type="checkbox"/> Cleaned on Site
Add Another	
Item	Loc Details Labor Materials
Save <input type="button" value="Back"/>	

TOUCH-SCREEN PROCESSING- Gathering the inventory and pictures in the field is one thing, but once it gets back to the facility is where our contents restoration software really excels. Pictures and inventory items are automatically brought up on the screen with all notes, details and cleaning processes automatically spelled out for each content item. AMRestore technicians can now quickly process contents with maximum visibility and tracking. THERE IS NO SYSTEM THAT GUARANTEES GREATER CARE, CUSTODY AND CONTROL THAN OUR CONTENTS RESTORATION SOFTWARE.

WEB-BASED VISIBILITY- Our web-based contents restoration software gives customers, agents, adjusters and anyone involved in the claim the option of securely viewing the claim or downloading documents, pictures, time sheets for a project through a secure web portal available on our HOME page. Users will be provided with an individual user name and log-in for pure transparency and speed in settling any contents loss free of charge.