

# 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 find the answers to these questions, and many more.....*



*Thank you for choosing*

***WIZ TEAM, INC.***  
***Cleaning & Restoration***  
***Specialists***

*Dear valued client,*

*Hi my name is George Smile, owner of Wiz Team, Inc. Cleaning & Restoration Specialists. 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 ask me, I'll be happy to help any way I can.*

**I have been in the restoration business for over 10 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:**

- Fire Damage Restoration**
- Smoke Damage Restoration**
- Content cleaning**
- Snow damage**
- Odor control**
- Carpet & Rug Cleaning**
- Upholstery Cleaning**
- Air Duct System Cleaning**

**Below is some of the training we have received to offer you a quality service:**

**We are IICRC certified in**

- Applied Structural Drying
- Applied Microbial Remediation
- Carpet Cleaning
- Color Repair
- Journeyman Fire & Smoke Restorer
- Journeyman Textile Cleaner
- Journeyman Water Restorer
- Master Textile Cleaner
- Odor Control
- Carpet Repair & Reinstallation
- Master Fire & Smoke Restorer
- Fire & Smoke Restoration
- Upholstery & Fabric Cleaning
- Health & Safety
- Water Damage Restoration
- Master Water Restorer

**Microbial Remediation:** We are certified in mold remediation.

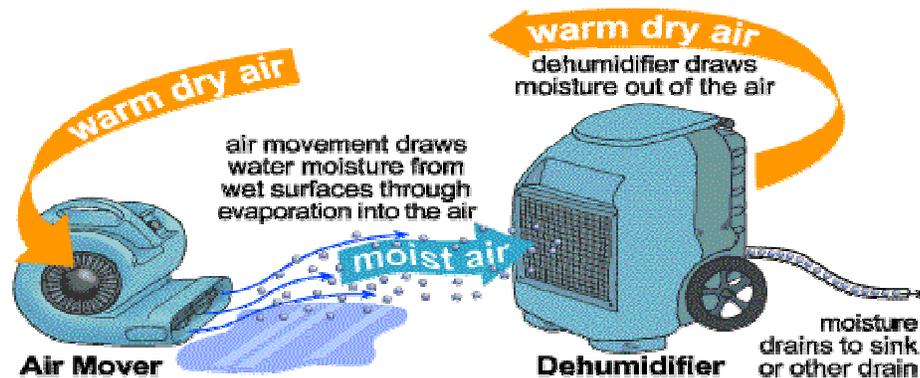
**Restoration Alliance:** We have also received extensive training for complete content cleaning and restoration to include electronics cleaning, inventory processing, and advanced packing procedures.

**DriEaz:** Advanced restorative drying techniques.

As the owner of Wiz Team, Inc. Cleaning & Restoration Specialists 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*

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



**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 what further steps need to be taken (before any **repairs** are made).

**Q: Do I have mold?**

**A:** This is a very big concern and we at Wiz Team, Inc. 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: Is it o.k. to keep this 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. They will not overheat and should be fine. If you hear or smell anything which seems to not be normal, please unplug the equipment in question and **call us immediately @ (877) 349-8326**. Our technician will be checking all equipment and dry out progress on a regular basis.

**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 of the best quality service and giving you the peace of mind that it will be dried out properly.

**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.

**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. However, Wiz Team, Inc. Cleaning & Restoration Specialists has a very qualified repair company to refer if you would prefer to have someone working with us complete the job for you.

**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: 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: 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 3 to 5 days. If materials have been exposed to water over a long period of time it may take 7 to 10 days.

**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 a suggestion of repairs/replacement to your insurance adjuster for approval.

**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 versus 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: 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 items as floor covering etc. For the most part you should be able to just go about your daily activities without much worry or concern.

**Q: Why do I give Wiz Team, Inc. Cleaning & Restoration Specialists My deductible?**

**A:** You are responsible to pay your deductible. Your insurance company will subtract your deductible from our bill and pay you/us the balance. As an example, if you have a deductible of \$250.00 and our bill is \$1250.00

Insurance check	\$ 1000.00
Deductible	\$ 250.00
<b>Total amount paid</b>	<b>\$ 1250.00</b>

**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: What is Antimicrobial Agent, and why do you apply this product.**

**A:** Antimicrobial agents are designed to inhibit, destroy, or prevent the development of microorganisms. Many times we will use this product as a precautionary step. **Your health is our main concern.**

**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. We will provide you with a total cost sheet for electricity so that you can be compensated by your insurance. Below are approximate costs for each piece of equipment.



\$ .25 per day



\$ .75 per day



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

**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.

**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: 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: 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.

**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 over 72 hours since the initial water loss and you start smelling a souring smell that is the first sign bacteria forming. After we have dried out everything, if the odor was related to water loss, the smell should be gone.

**Q: Do I contact a contractor or does Wiz Team, Inc. Cleaning & Restoration Specialists?**

**A:** We can recommend a repair specialist but it is your right and choice that will do the repairs, you are responsible to hire a contractor yourself.

**Q: Are any of the chemicals used harmful to my pets?**

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

**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 you guarantee your work?**

**A:** Yes, we guarantee our workmanship for 1 to 5 years. Before we complete your job you will need to sign a form of work completion and satisfaction.

**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 than you may be used to. You may also need to water any plants more often.

**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: 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.

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

“It was really amazing how quick; professional & courteous you all were. That is a rare find these days. We have been blessed that you were recommended to us when we needed you the most. We would highly recommend Wiz Team, Inc. Cleaning & Restoration Specialists to anyone who needs any work done.”

*Mr. & Mrs. Boylston - Northfield, IL*

“Thanks for doing a great job on my mom's house. **I will never forget how respectful you were of my family's belongings.** It meant a lot to us.”

*Gail Cox – Northbrook, IL*

“I just want to let you know how happy I am today. I just returned home from my vacation and I have seen the work on my flooded out home and you and your crews did an outstanding job. I 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, I did not know what to expect, but I did not have any reason to worry. George, I will highly recommend WIZ TEAM, INC. CLEANING & RESTORATION SPECIALISTS to everyone.

**Thanks again for your considerable work and talent.”**

*Sharon Nichols – Palatine, IL*

“Thanks to the Wiz Team's crew for helping to get our basement restored. After extensive damage in our finished basement, the Wiz Team worked promptly and professionally to get it restored. 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 Wiz Team, Inc. They answered any questions and got back to us ASAP when waiting my insurance adjuster to come. 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** restoration team- you're recommended! Definitely we will be using your other services! **Thanks Again!**”

*Paul & Lynne Siedsma, Northbrook, IL*

“We had a backup occur, from our sump pump failed. We called Wiz Team, Inc. Cleaning & Restoration Specialists 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 to do a good and thorough job.**”

*Lisa Milner – Niles, IL*

“All of you at Wiz Team, Inc. did a great job on my house. I feel my house should be shown in **Better Homes and Gardens!** I appreciate your sticking with me and the job, until all the repairs foreseen and unforeseen were taken care of. You and Your team handled it all **professionally and with courteously.**”

*Steve Friede – Des Plaines, IL*

“You did an excellent job! You guys are professional and did everything the way it should be done. Thanks for the quick response (**ASAP**) after I called.”

*Helen Davis – Deerfield, IL*