

# CONTENTS SOLUTIONS

Vol.12, Issue 2

THE GO-TO-GUIDE FOR PERSONAL PROPERTY RESTORATION

## CONTENTS PLUMBER

Adapt, Create, Proceed

## Saving Teddy Bears One Paw At a Time

Provided by your Contents Restoration partner



*Fire \* Smoke \* Water*

1180 Douglas Rd., Batavia, IL 60510

Ph. 630.761.8100

[www.mwrestore.com](http://www.mwrestore.com)

## Contents Machines Tech That Saves Time and Money

Cover Photo Courtesy of Dig Downtown Detroit



## Contents Loving Plumber – Adapts, Creates, Proceeds

Although we most often write about the differences between structural contractors and contents pros, it is quite common for the jobs of the two to overlap.

Ceilings and walls are normally the purview of the structural workers, but a work of art that is part of the structure falls into the domain of the contents team. And as with all fragile objet d'art, of unknown value, even the contents specialists will call in an expert.

And that is how a plumbing company made it into our "million dollar rolodex."

We heard that they saved the U.S. Army Tank Command \$1,678,000 on just one job. And that they saved the University of Michigan Burn Center (UMHBC) \$6,000,000 on a single job as well.

And we were impressed by the fact that the stories were pouring in from Canada, Chicago, Texas and anywhere

that impossible cases seemed to call them (they even saved a medical nuclear reactor when the alarm went off warning that the cooling system was malfunctioning).

They have saved architectural treasures in Chicago, Los Angeles, New York, and San Francisco. But the story that really caught our eye

took place in Detroit's historic Fisher Building.

Leaks had appeared in the aging pipes and the owners had been told that they were going to have to tear out the building's hand-painted murals and ornate detailing in order to replace them

– the sort of thing that contents pros agonize over.

We can restore murals, we can restore scroll-work, intaglio, bas reliefs and stained glass, but when they are

torn out, they can only be replaced and that is monumentally expensive.

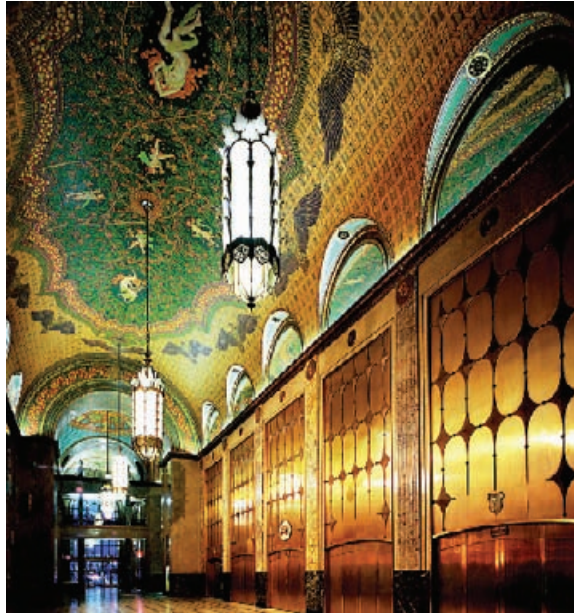
Plumbing company president, Danny Hutchins asked the owners to let him try something else – just as contents pros "Adapt, Create and Proceed," when faced with such a dilemma, Danny (who has a doctorate in corrosion engineering), adapted technologies from other fields, then created an extraordinary "fix" for the leaking pipes.

In an interview he said, "The piping is all behind those beautiful walls. If you tear it out, you have to destroy the art work. It's one of the most beautiful things Detroit has."

Danny forced food grade silicate through the pipes (it had to be "food grade" because the pipes carried drinking water). Then he ran an electrical charge through the outside of the pipes to heat them to a temperature so high that the silicate melted and created a glass-like shield, "It's sealed on the inside of the pipe, just like the glaze on a cake."

It worked. The process was FDA approved, it stopped future corrosion and it saved the building's valued murals and other ornate works.

Now all we have to do is to figure out if we should list this company under "P" for "Plumbing," or "I" for "Impossible Cases!"



## Full Service Sewage Makes Sense (and Dollars)

One city council just voted unanimously to bestow a six figure, three year, contract on a contents restoration company. The selected company was one of three that were in the running to get the sewage cleanup award.

Two other companies gave lower bids than the third, but the contents company offered far more service than either of the other two.

The winning company's offer included debris removal, disposal, cleaning, sanitizing, and drying.

At the time the story was released, the city had experienced 87 claims for sewage backup in basements.

It was quite a bargain when you consider that the city's new sewage backup company featured: Full Inventory Control, Pack Out Restoration & Storage, Electronic & Data Recovery, Document Restoration, Restoration of Collectables & Antiques and Art Preservation.

They even offer to: Mitigate Mold, MRSA, Noro Virus,

H1N1, Bio Hazard & Blood Borne Pathogens.

And they have 24/7 "...live customer service."

It was just another demonstration of the difference between an ordinary restoration company and a genuine contents restoration firm. It was little wonder that they were selected over their lower-bidding competitors.



## Contents Machines

Obviously, we can't report all the new innovations for machines designed (or modified) for the contents restoration industry in just one article. That would include everything from advanced carpet cleaning machines to electronic spray bottles that ideally turn ordinary water into a first class cleaning compound. And we would have to mention the use of mini-microscopes and even "black-light" projectors and ultraviolet decontaminators!

But with the increased pressure on insurance adjusters to reduce the payouts, "total losses," and "cash outs" for many claims, contents pros have become more and more important to the process and their machines have played a large role in their speed and efficiency when completing a job.



For example, there is now a new soft contents (laundry) cleaning machine that costs half what last year's machines cost and uses less water, less cleaning compounds, less drying time and is remarkably effective when pulling smoke and soot from clothing, blankets etc. and when sanitizing such items. Thus we can anticipate that we will be seeing many contents companies processing thousands of pounds of soft contents in-house instead of taking those same things to a local dry cleaner, the way they did in the past.

And we can anticipate that adjusters will use this new found expansion to save massive amounts of money for their respective companies.

We have also been seeing many smaller, lighter, more maneuverable ultrasonics machines that can be used on site for less demanding jobs.

The electronic cleaning stations have truly come into their own -- until recently many insurance professionals just assumed that a computer or television set which was clogged with water and soot, should simply be "total loss." But now electronics are being routinely restored through the use of electronic "cleaning stations" (often associated with ultrasonics machines) -- saving the insurance companies substantial sums.

And, of course, computers -- with everything from estimating software to digital photographic inventory and tracking methods, they have opened the door to an advanced level of contents restoration.

Adjusters, agents and contents professionals have truly entered into a new age of success, bridged by modern technology.

## Bear Essentials

There is a contents cleaning company (mostly carpets, couches, drapes, etc.) in Maryland that cleans old Teddy Bears once a year for needy children. Literally thousands of "previously loved," stuffed animals flood their headquarters and the staff stays extra hours each day until every bear is ready to go.

This year, there was a local bank that acted as a collection point for the toys, and one day a little girl showed up with a bear that meant a lot to her. It was soft, time-worn and her eyes were filled with tears as she offered it up for someone she would probably never meet.

One of the bankers reached down to accept it, but before she let go she said, "Do you promise someone will love my bear?"

What could the restoration pros do when they heard that story? Well, they kept their word (and the word of the banker).

One of the cleaning staff said, he would not stop cleaning any toy until it was safe for his three-year-old daughter.

The Teddy Bears are pre-treated with an enzymatic antimicrobial, then they are cleaned with the same truck-mount that might be used to clean furniture.

Will they do it again next year?

I'll give you a hint -- they are now accepting toys year round.



## Hockey Hassle



Mathew Palmer is an avid collector of hockey memorabilia. So much so, that the Hockey Hall of Fame consults him when they face a challenge. But after a fire, his remarkable collection was impregnated with heavy smoke and soot, so he called in the contents pros.

They started by placing some of the jerseys in an ozone chamber, then hand washed each piece. After that, the sticks, pucks, signed trading cards and other fragile valuables were each evaluated, separated and treated with special care.

Of course it didn't hurt to discover that the contractor on the case was an ex-hockey player herself (yes I said, "Her-self").





**Fire \* Smoke \* Water**  
1180 Douglas Rd., Batavia, IL 60510

**Ph. 630.761.8100**

[www.mwrestore.com](http://www.mwrestore.com)

**Specializing in  
Contents Restoration!  
Professional pack out  
and inventory service.**

**With restorative  
cleaning for all  
types of contents:  
Antiques, electronics,  
art work, fine fabrics,  
rugs, wood furniture,  
documents, books,  
photos, and more!**

## Coming Up In the Next Issues of Contents Solutions



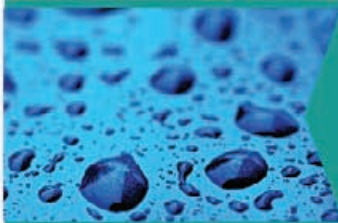
### COFFEE CONUNDRUM

When a Client Offers a Gift



### WEDDING RING MYSTERY

Contents Pros Liability



### WATER DAMAGE DELAY

Contents Pros To The Rescue!

*Contents Solutions!* may not be reproduced in whole or in part except by prior written permission of the publishers. Contents Solutions is created each month by the research team at Total Contentz who are solely responsible for its publication and the material contained within ©2012.



**Fire \* Smoke \* Water**  
1180 Douglas Rd., Batavia, IL 60510

**Ph. 630.761.8100**

[www.mwrestore.com](http://www.mwrestore.com)